



**The Annual Report of the Independent  
Monitoring Board  
1<sup>st</sup> January - 31<sup>st</sup> December 2015**

**Her Majesty's Prison  
Liverpool**

**Chairman of the Board  
Miss Margaret McKinney**

**Vice Chairman  
Mr Jim Hall**

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## **SECTION ONE**

### **STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD**

The Prison Act of 1952 and The Immigration and Asylum Act 1999 require every prison and I.R.C. (Immigration and Removal Centre) to be monitored by an Independent Monitoring Board appointed by the Justice Minister from members of the community in which the prison or I.R.C. is situated.

The Board is specifically charged to:

1. Satisfy itself as to the humane treatment of those held in custody within its prison and the range and adequacy of the programmes preparing themselves for release.
2. To inform promptly the Secretary of State or any official to whom he has delegated authority as it judges appropriate any concern it has.
3. Report annually to The Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.
4. To enable The Board to carry out these duties effectively, its members have the right of access to every prisoner and every part of the prison and also prisoner's records.

## **SECTION TWO**

### **DESCRIPTION ON THE PRISON**

- i. Liverpool Prison is a Category B Local Prison
- ii. The prison has averaged housing 1184 with a maximum capacity of 1247.
- iii. Liverpool Prison is a Victorian Prison and consequently faces ongoing problems with the infrastructure of the main body of the prison which houses cells and showers. This part of the prison has suffered due to lack of capital investment in the past. The cells vary in size from single occupancy to dormitory cells holding up to six prisoners. Generally the cells are in poor condition however the shower issues are still being addressed.
- iv. The prison is split into 9 wings A, B, F, G, H, I, J ,K and HCC with some wings providing specific roles within the prison:

A Wing	-	First Nighters
B Wing	-	First Night Remand
		B5 landing is now given over to vulnerable prisoners in an overspill from K Wing.
K Wing	-	Vulnerable Prisoners
J Wing	-	J1 Reintegration
		J2 Enhanced Labour and Basic
- v. The following contractors deliver services in Liverpool Prison:

a) Healthcare	-	Lancashire Care Foundation Trust (LCFT)
b) Learning & Skills	-	The Manchester College
c) (N.A.C.R.O.) of Offenders	-	National Association for the Care & Resettlement
d) Works	-	Amey

## **SECTION THREE**

### **EXECUTIVE SUMMARY**

#### **A. ISSUES REQUIRING A RESPONSE FROM THE MINISTER**

##### **(i) MENTAL HEALTH/PERSONALITY DISORDER PROBLEMS**

There is still a large gap in services for personality disorders and serious mental health issues which seems to have escalated since the 2014 Annual Report in prisoners suffering from these issues. The consequence being that they are frequently moved to the Separation and Care Unit due to their refractory behaviour. No treatment is available at HMP Liverpool for ADHD (Attention Deficit Hyperactivity Disorder). This is not an ideal situation but to keep the prison regime running smoothly on the wings it is unavoidable to also move these prisoners to the Separation and Care Unit. The strain on staff there is of great concern to the IMB where cells are continually smashed and flooded and staff have to put up with continual abuse. Staff are given some advice and support by the Mental Healthcare Team but Prison Officers are then frequently stopped from carrying out their other duties.

##### **(ii) HEALTHCARE**

It is noted by the Board that too few healthcare staff are trained in giving stitches requiring officers to be redeployed to take prisoners to outside hospital, again leaving the prison with a shortage of staff.

The amount of time prisoners are kept waiting to be given blood tests from Separation and Care Unit is unacceptable as no one is available for them to be taken over to the Healthcare Unit.

##### **(iii) CONTROL AND RESTRAINT TEAMS**

Control and Restraint Teams (C & R Teams) do a tremendous job at HMP Liverpool and have been called upon on numerous occasions to extremely violent incidents. As officers' safety is of paramount importance, and the kits are old and worn and some items have holes in and are in a poor state of repair, more resources are needed to replace them. The team is still under compliment and no incentive is given to officers as this is a voluntary job. 84 C & R officers have been injured in the course of duty in 2015.

##### **(iv) DRUGS, BULLYING & MOBILE PHONES**

These issues remain a concern to the IMB. The management, and in particular Security staff, strive constantly to combat these problems but they never go away. The Board appreciates all the hard efforts put in to curtail these problems but need to stress that with the addition of NPS (new psychoactive substance), its availability and it being hard to detect even with the addition of drugs dogs, only adds to this problem.

##### **(v) PRISONER ACTIVITIES DUE TO CLOSURE OF WORKSHOPS**

In the last three years three workshops have closed at HMP Liverpool which has severely restricted prisoner activities leaving the prison unable to offer hardly any

training to give prisoners gainful employment outside. We understand that the Secretary of State expects prisoners to work. What steps does he propose to take to enable the prison to employ sufficient staff so that all prisoners can work and have the skills to go on and gain employment on the outside after release.

(vi) OPTICIAN WAITING TIMES

The wait for prisoners for an appointment to see an optician is unacceptable. In some cases several months. This curtails their education and they are unable to go to classes as their eyesight is affected.

(vii) STAFFING LEVELS

The Board has consistently highlighted the negative impact on low staffing levels. This has affected the quality of the regime and restricted the rehabilitation opportunities available to prisoners. In addition the frequent changing of days and moving of times of meetings often at short or no notice frequently makes for abortive journeys for the IMB.

It is on the wings that the IMB observe the most pernicious effects of the reduction in funding. Staffing levels are noticeably lower, increasing anxiety about the safety of both staff and prisoners. Officers, under pressure to maintain a safe environment have to be less attentive to individual prisoners and their problems resulting in potentially dangerous levels of frustration and dissatisfaction and fewer opportunities to develop options for resettlement and rehabilitation. Changes to regimes have resulted in prisoners being allowed less time out of their cells. The typical prisoner will spend an average of fifteen hours of every day locked in his cell. It would be unrealistic to ignore wider financial imperatives faced by the Government, however, funding cuts have consequences and the cuts applied to HMP Liverpool have resulted in a prison that is less safe for staff and prisoners. Again staff redeployment in Security and Service Groups is having a significant impact on the ability to manage intelligence received and act upon it. Low levels of staff also impact on the ability of cell searches to be carried out.

IMB members note that it is more difficult to find an officer to talk to and as prisoners are out of their cells for less time making it harder to talk to them and monitor the working of the wings and while some prisoners complain others pay tribute to the support officers' offer. IMB members know that many staff despite increased demands on them regularly put themselves out to meet prisoners' needs and assist IMB members to do so. Nevertheless some officers say they on occasion do not feel safe on the wings because there are not enough of them and if they are not safe they cannot keep prisoners safe.

(vii) SPORTS HALL

The sports hall takes 20 prisoners with 2 staff, who despite requests asking for replacement equipment which is old and broken are not able to be given the resources to replace them, so making their training and exercise for prisoners all the more difficult. The gym and sports hall staff work hard under difficult circumstances to give prisoners the required level of fitness and given this is a regime prisoners look forward to as it releases everyday prison tensions and gives them a sense of achievement and teaches them self-discipline an important part of their lives. The football pitch is in need of resurfacing, is dangerous and can no longer be used due to health and safety reasons this again impacts on prisoner activities.

## **B. OTHER AREAS OF CONCERN OR EXCELLENCE NOT REQUIRING A RESPONSE**

### **(i) DRUG STRATEGY**

HMP Liverpool operates a zero tolerance policy to illicit substance misuse in custody and measures have robustly been put in place to combat and monitor and challenge this behaviour whilst also offering appropriate support. The monthly Drug Strategy Meeting continues to progress with good multi-function and multi discipline support. HMP Liverpool staff and partners work together with Lancashire Care Foundation Trust (LCFT, our commissioned healthcare provider) and includes clinical substance misuse team and psychological service provision from Lifeline Drug and Alcohol Recovery Service (DARS). The strategy encourages and promotes a recovery process service for prisoners with substance misuse issues and there is continuing evidence of a reduction in numbers in on-going treatment programmes. The establishment has an ongoing supply reduction action plan which is discussed, reviewed and updated monthly at the Drug Strategy Meeting.

Following first night screening, induction and stabilisation observations and reviews the majority of prisoners with drug dependency will be located on H Wing Drug Dependency Unit or K Wing for vulnerable prisoners with a focus on regular appointments and support from clinical and psychological services. Each will be allocated a DARS team member. Discussion is under way with a Healthcare doctor to progress work to embed the stabilisation unit to A Wing first night centre. H Wing has a Help to Recovery Policy (H2R) through location and partial separation on H5 landing which offers an enhance regime, full time work and with additional support and group work for those motivated to reduce their substance dependency towards abstinence. There is a natural pathway referral to the Journey to Recovery Therapeutic Programme (J2R) run by Lifeline DARS on J Wing which in turn leads to support through the gate or referral to a community programme for longer term prisoners. For the wider population in HMP Liverpool there are a number of weekly programmes of substance misuse group sessions on G3 Education.

As directed by NOMS there is a requirement for local prisons to offer a voluntary smoke free unit for prisoners and this is to be introduced in February 2016. Consultations and early progress meetings are to be held to discuss and formulate actions to meet this requirement and F Wing has been identified as a smoke free unit at HMP Liverpool.

### **(ii) J WING**

The showers in J1 are not fit for purpose and have been in this condition for an unacceptable length of time and should have been condemned. They are constantly flooding, there are broken tiles on the walls, the shower heads barely work and the drains have to be constantly cleared due to them becoming blocked.

### **(iii) H WING**

The roof on H Wing constantly leaks when it rains requiring bins to be put on to the netting to try and stop it flooding. The staff room is not fit for purpose.

#### (iv) GROUNDS

While the outside areas such as grass and flower beds are kept in good order the gullies are filled with rubbish and on occasion drugs have been found in throw overs. Despite efforts by a red and blue band team of prisoners this still remains a problem. Rats were also prevalent in these areas due to food waste being thrown from windows by prisoners.

#### (v) CHAPLAINCY

The Chaplaincy Team consists of a managing Chaplain and a Roman Catholic Chaplain. A Church of England Chaplain is being interviewed January 2016 and a new Iman will be in post on January 11<sup>th</sup> 2016.

In July 2015 Father Ephraim Nwachukwu joined the team and August saw the departure of the Reverend Martin Earl, Chaplaincy Manager who was in post circa 18 months. In September 2015 the Reverend Tony Davies was appointed Chaplaincy Manager. January 23<sup>rd</sup> 2016 will see the end of detached duty for Captain Colin Delamere.

Chapel attendance is up for Catholic, Church of England and free services. There are typically thirty five prisoners at each service. Muslim prayer attendance has stayed at around twenty prisoners a meeting.

A core group of volunteers is being established. These people have good links with outside churches and there is potential outside the gate.

So far it has been a year of changing chaplains and a depleted team for HMP Liverpool's Chaplaincy Department, however, there is hope that in 2016 a full team may be in place.

#### MAJOR CONCERNS OF CHAPLAINCY

J1 seems an overspill of the Segregation Unit. In practice though it is called a wing and the Governor is keen to change the raison d'ore of J1.

Chaplaincy report ACCT's. There are still too many open ACCT's in the prison which put pressure on management and staff resources. The new Safer Custody Governor is keen to manage ACCT's appropriately and Chaplaincy aim to support her. ACCT reviews do not always occur as planned. The new Safer Custody Governor is aware and wants multi-disciplinary approach.

The dynamic of the unmanaged workload and shortage of staff resulted in no time for group work but these will recommence by the end of March 2016. With the chapel being deemed too high risk for a loan worker, Chaplaincy Groups will be held in a class room on G3.

#### (vi) SAFETY AND EQUALITIES

812 ACCT's were opened in 2015 and 271 acts of self-harm were recorded. There were five deaths in custody. Two of these were self-inflicted and were on ACCT's at the time of their death.

## (vii) REDUCING REOFFENDING

The Reducing Reoffending function has seen significant change over the past year following the introduction of the Transforming Rehabilitation Company (CRC) Purple Futures. The basic custody screening tool (BCSC) has also been introduced which is an assessment of prisoners needs. The document is split into 2 parts the first being completed by the prison while part 2 is completed by Purple Futures who will then make the appropriate referrals to other partner agencies for intervention. The CRC will also set sentence and resettlement plans for prisoners that will be managed through the gate and into the community. All high risk prisoners will continue to be managed by Probation and all the rest by the CRC. The transition has had its difficulties, however, with the development of the new Welcome Centre it is hoped it will provide a more sequenced approach to the process. The Centre will provide the CRC and prison staff with a specific area in which to complete the BCSC, provide mentor support and deliver the induction process in a more professional environment.

HMP Liverpool continues to have to develop positive relations with John Moores (JMU) and Hope Universities. HMP Liverpool have secured research from JMU to examine the changes brought about with the Transforming Rehabilitation which will provide significant information as how HMP Liverpool can improve their work and practices for the benefit of prisoners' resettlement.

## (xiii) EDUCATION

Education had a mixed year and were able to claim funds from other prison budgets that enabled them to provide further educational opportunities for the new courses to be delivered, however, HMP Liverpool were victims of their own success as they were unable to secure the same funding for this year and as such they have had several redundancies which has had an impact on the area. The Education Manager was seconded to HMP Belmarsh for a period of time, however, he has now returned and they are progressing well. Significantly they will have an attendance target of 80% for 2016/17 year following its introduction into the workshops.

Primarily the Education Department will focus on delivering Functional Skills Level 1 in a Maths and English as this has been recognised as the main requirement in assisting the men back into employment. The staff mess continues to deliver qualifications and is linked with the kitchens to provide prisoners with experience in both small and industrial catering.

## (ix) WORKSHOPS

Workshops 1 and 2 provide good training and skills with 12 week courses in bricklaying, plastering, tiling and wallpapering providing good skills to go on to more gainful employment. The workshops have progressed very well. The attendance target is 80% and HMP Liverpool are hopeful they will meet this KPT. The Vulnerable Prisoner Centre (VP Centre) has provided up to 80 places for prisoners and has been very successful in its first year and provides credible work for prisoners. HMP Liverpool continues to look at new initiatives within the workshops and tries to match them wherever possible with the labour market. The construction carousel continues to deliver Level 1 qualifications and is a very popular course with the prisoners due to the skills they provide. HMP Liverpool are looking forward to developing this further and have Level 2 qualifications delivered. The laundry has

changed its workforce from VP prisoners to those who are located on the Stabilisation Unit. This has been a very successful transition and has provided those prisoners on H Wing with a purposeful activity. HMP Liverpool will be delivering a vocational qualification in the laundry and also the bike shops once the staff have completed their training.

(x) KITCHENS

The kitchen remain one of the outstanding areas that despite the demands and pressures placed on them and such a low budget of £2.03 per prisoner per day. With frequently 3 out of 4 pieces of large equipment breaking down and managing with agency staff for a great part of 2015 have still managed to supply the prison with on average 1200-1300 meals a day including breakfast and 5 different choices of menu including special diets of halal, vegetarian, vegan and fish. Twice a day a hot meal plus dessert is provided. Kitchen staff are also training on average 28 prisoners a day.

(xi) VP CENTRE

The new VP Centre (Vulnerable Prisoner) opened in 2015 and the Board are pleased to report it is a great success with small workshops including bike repair, computer learning, printing and breakfast packs, being part of the curriculum. This will take up to eighty VP Prisoners all of whom will be learning new skills appropriate to their needs.

(xii) COMPLAINTS

We continue to be very concerned about the large number of prisoner complaints about the loss of property; mostly property not yet received from the transfer from other prisons as the Geoamey vans are only able to bring one bag per prisoner. Property is frequently missing/lost and this results in lengthy compensation forms to other prisons for compensation costing the Prison Service a substantial cost.

(xiii) PHARMACY ON WINGS

It has been noted by the Board medication management on wings remains unsatisfactory with prisoners being kept waiting in queues resulting in prisoners often then being unable to go to their places of employment, the consequence of which is the loss of their wages.

(xiv) SEGREGATION BUNIT (B1)

The Segregation Unit location (effectively a basement) is unpleasant, lacks any natural light and generally gives the impression of age. We know at times staff have had to face dealing with difficult, violent prisoners including those on dirty protest. It is noted to their credit that they continue to manage the regime appropriately under these challenging conditions. Weekly numbers in the unit vary and it seems to get busier over the year. Weekly reviews of prisoners held on grounds of Good Order and Discipline (GOOD) are conducted with impressive fairness and every effort is made to move prisoners to an appropriate location that is the best for them. Staff continue to deal with prisoners in a professional humane manner.

(xv) PROBATION

Probation have had a very difficult year with lack of staff and consists of 6.6 Probation staff and one Senior Probation Officer for four days a week. OMU (Offender Management Unit) is understaffed. Probation manage MAPPA (Multi Agency Public Protection) arrangements with outside co-ordination and have a large input into Public Protection and are responsible for OASys (Offender Management Assessment System)

(xvi) RECEPTION

Reception urinals have not worked properly for twelve months. There is a shortage of new kit for prisoners entering Reception and prisoners who were given two blankets and sheets on arrival now only get one and instead of two. Officers report of the increase of weapons trying to be brought in. The windows are smashed in the Reception area and are in need of repair.

(xvii) VISITS CENTRE

The prison has made every effort to improve the visits experience though some visitors complain about difficulty getting through on the phone to book visits. The children's area has a good supply of toys for children to play with and is well equipped. The Visits Centre is without ventilation or air conditioning and in hot weather is oppressive.

(xiii) AMEY

Since the takeover by Amey (who were given the works contract) and the long delays in waiting for repairs, the excessive costs to the prison are unacceptable and an overall view of the contract needs addressing.

(xix) HEALTHCARE

Lancashire Care NHS Foundation Trust (LCFT) was successful in securing the healthcare contract for HMP Liverpool after Liverpool Community Health NHS Trust was served notice on its contract. LCFT has implemented many changes with systems and processes to support the patient's journey throughout their stay within HMP Liverpool. LCFT has reviewed the issues and have initiated templates that capture the patient outcomes.

All new receptions are seen by a healthcare nurse who completes a screening and signposts immediately if required to appropriate services within HMP Liverpool, this may include crisis intervention, substance misuse services and inform them on how to access medication and wing based nursing services. All patients are invited to a 72 hour comprehensive well man assessment.

The service has been redesigned to meet the needs of the health needs assessment and the service specification commissioned by NHS England. This service model for mental health and substance misuse is becoming more integrated. This includes working with Lifeline.

We recognise the HCC provision in HMP Liverpool is scrutinised and we welcome the advice and guidance by both the CQC (Care Quality Commission) and HMIP

which is in the process of being addressed. The current provider has had their own quality assurance advisors in to tackle the challenge we face.

### In Patient Unit

There is an inpatient unit with both mental and physically unwell patients receiving 24 hour care. The service is continually developing to meet the needs of the changing population of patients. Social care needs are coordinated from this team, mainly patients are located on in patients, however, they can be located in the main prison depending on their specific needs.

### Primary Care

The primary care team has increased to support patients receiving care and medication at the most appropriate time of day. Handovers are now common practice within the team to ensure continuity of care. The team respond to hotel 1 emergency calls for the prison and are supported by a management structure within the team. The team provides 24 hour, 7 day a week cover to support the main prison population.

### Mental Health & Substance Misuse

These teams are becoming more integrated to assist with continuity of care for all patients. Working alongside our contracted partner's lifeline we are placing patients' needs at the heart of the service provision. Continuing to develop the service and develop evidence based best practice.

### Outpatients

A community based model of care is available to patients within HMP Liverpool delivered from our purpose built clinics. This includes Nurse Triage and Nurse Practitioner clinics, public health based clinics such as vaccination and immunisation clinics, phlebotomy and ECG, podiatry, physiotherapy, opticians service and a daily GP service.

### Support Services

The healthcare team has a dedicated support service which includes admin teams, porters, admin managers and a business and performance manager. This dedicated team assists the clinical teams by monitoring referrals to hospitals and arranging with the prison the hospital escorts, arrange and manage all the daily appointments within the outpatient departments. The admin team supports the clinicians with sectioning paperwork and monitoring when secure mental health beds become available and arranging with the prison the transfer of these patients. The porters provide assistance to all visitors; assist with the movement of healthcare provisions around the site.

The Business and Performance manager supports the teams across Liverpool and Kennet and ensures that the issue log and risk register are monitored and evidence from systems and process development is logged. The Business & Performance manager supports all the teams with the developments, writes governance reports to both prisons including a quarter contract report to commissioners.

## **C. THE BOARDS OVERALL JUDGEMENT**

The overall view of the IMB at HMP Liverpool is there that there is good leadership of senior and middle management to deliver a high degree of commitment and humane treatment to prisoners despite the Dickensian financial constraints placed upon them and staff at all levels. The Board would like to comment on the professionalism and dedication of all staff at HMP Liverpool regardless of grade or discipline who have given contributions and help to the IMB while carrying out their tasks. The Boards is also grateful for the efficiency, hard work and support from the clerk to the Board and the staff of the Business Hub who are always helpful with advice and information.

### **Major Concerns**

1. Mental Health.
2. Staffing Levels.
3. Prisoners lack of activities.
4. NPS.

## **SECTION FOUR**

### **APPENDICES – THE WORK OF THE BOARD**

#### **(i) APPENDIX 1. APPLICATIONS TO THE BOARD**

<b>CODE</b>	<b>SUBJECT</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
A	Medical	125	195	75
B	Property	62	185	85
C	Transfers	38	41	34
D	Visits	32	39	13
E	HDC	12	19	33
F	Parole	4	19	7
G	Prisoners Monies	19	63	47
H	Immigration	4	2	3
I	Release Date	24	12	8
J	Assaults	10	11	0
K	Workshops	-	3	1
L	Categorisation	9	56	15
M	Pin Phones	23	29	40
N	Education	10	12	15
O	Canteen	5	9	5
P	Adjudications	2	2	1
Q	Food	11	14	7
R	Drugs	-	4	1
S	Early Release Scheme	-	3	4
T	Mail	12	37	17
U	Miscellaneous	59	47	68
	<b>TOTAL</b>	<b>461</b>	<b>803</b>	<b>479</b>

Application forms (now following guidelines and using the revised application forms as per the National Council/Secretariat) are available to all prisoners on the eight wings of the prison and the Healthcare facility. These are situated on the sides of sealed 'posting facilities' which are distinctly coloured blue and clearly marked IMB. These are opened weekly by IMB members and applications dealt with in a timely manner and recorded in the IMB Office.

## **(ii) APPENDIX 2 . ANALYSIS OF THE BOARD'S WORK**

Recommended complement of Board Members	16
Number of Board Members at start of reporting period	7
Number of Board Members at the end of reporting period	9
Number of new members joining within the reporting period	4
Number of members leaving within the reporting period	2

Board Meetings	12
Rota Visits	52
Visits for Applications	52
IMB National Conference	2 delegates
Training Sessions	0
National Courses	0
Review visits	52
Prisoner Reviews attended by IMB	379