



**INDEPENDENT MONITORING BOARD
HMP YOI HINDLEY
ANNUAL REPORT
2015**

For the attention of the Secretary of State

Section 1

CONTENTS		Page
Section One	Contents	1
	Index	
Section Two	The Role of the Board	2
Section Three	Description of HMP/YOI Hindley	3
	A description of the establishment and support	
	Agencies involved in the provisions of services	
Section Four	The Executive Summary	4
	A summary of issues of concern and areas of good	
	Practice	
Section Five	Equality and Inclusion	5
Section Six	Education, Learning and Skills	6
Section Seven	Residential Services	7
Section Eight	Health Care	8
Section Nine	Purposeful Activity	10
Section Ten	Resettlement	12
Section Eleven.	Safer custody	13
Section Twelve.	Segregation, Care & Separation, Close	
	Supervision	14
Section Thirteen	Areas of Good Practice	15
Section Fourteen	The Work of the Independent Monitoring Board	16
Section Fifteen	Conclusion	18

Section 2

THE STATUTORY ROLE OF THE IMB

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

The Board is specifically charged to:

- (1) Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release
- (2) Inform promptly the Secretary of State, or any official to whom he has delegate authority as it judges appropriate, any concern it had.
- (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 custody.

To enable the Board to carry out these duties effectively its members have right of access to every prisoner and also to the prison's records (it is accepted that certain records are restricted e.g. Medical Records.)

Section 3

DESCRIPTION OF THE PRISON

3 (i) Hindley was originally opened in 1961 as a borstal and became a youth custody centre in 1983. The establishment has undergone a number of population changes over recent years. However it is currently a Young Offenders and Adult Male Category 'C' establishment. Hindley has a number of residential wings and the two populations are housed separately although they mix throughout the day in all other areas. The establishment has facilities and services which include workshop space for vocational courses.

3(ii) In 2015 Hindley Prison underwent several significant major changes i.e.

- Re-role from juveniles to adult cat 'C'
- Acceptance of adult 'C' prisoners when the establishment was designated as a re-settlement prison
- Very little notice was given to the Governor of the major changes to be implemented
- Loss of a large number of staff due to VEDs, Benchmarking and transfers out
- Several changes of staff within the Senior Management Team
- Changes in the education provision provided by The Manchester College (now NOVUS which was launched in September 2015.)
- Major construction work, including major upgrade of the heating system, has been carried out during the year. This included extra security measures to enable the establishment to accept the adult prisoners.

3 (iii) Numbers of Prisoners has grown steadily from March 2015, with a gradual increase to the present numbers of almost 500. By 31st December 2015 there were 192 YPs and 297 Adult male prisoners.

3 (iv) Care and Separation is located on the ground floor of 'E' wing following the closure of Sycamore earlier in the year.

3 (v) To accommodate prisoners following the re-role, work had to be carried out to convert a number of single cells into double cells.

3 (vi) A new Managing Chaplain was appointed during the year.

3 (vii) Physical Health Care is provided by Bridgewater NHS Foundation Trust. Mental Health care is provided by Greater Manchester West Mental Health NHS Foundation Trust

Section Four

THE EXECUTIVE SUMMARY

Issues for the Minister

4(i) In common with, we suspect, the majority of prisons Hindley has major problems with new psychoactive substances (NPS). See also Section 8 (a) (iv).

4 (ii) The presence of these substances within the prison impacts negatively on the running of the prison in several ways. The health risks are serious and potentially fatal. Valuable time is expended by all staff in dealing with the effects and presence of NPS. They can contribute to negative effects on behaviour with increased episodes of violence and increasing reports of bullying.

4 (iii) The Board is uncertain how changes to the law relating to use and possession of these drugs will be applied within the prison.

4 (iv) Every effort needs to be brought to bear on what is an expanding problem.

4 (v) The Board will maintain continuing monitoring of the issue.

Issues for the Prison Service

4 (vi) The Prison is still coming to terms with the reduction in staff at all levels.

4 (vii) This issue is expanded in Section 3, Section 5 (ii), Section 8 (vi), Section 9 (i), Section 10 (ii), Section 11 (ii) and in the Conclusion Section 15.

Issues for the Deputy Director of Custody

None

Issues for the Governor

None

Previous Year's Issues

- (1) Concerns surrounding the juveniles, have, of course, now been resolved at the re-role.
- (2) Our worries concerning transport problems have disappeared owing to the re-categorisation of the Prison

Section 5

EQUALITY AND INCLUSION

5 (i) The Equality Action Team meets bi-monthly and considers the results of the Equality Monitoring Tool, the Equality Impact Assessments and Equality Action Plan and actions resulting from these, all of which are shared with prisoners on the residential areas

5 (ii) The prison has had considerable changes throughout the year with the re-role, Benchmarking, Detached duty and staff transfers whilst the prison population has been continually changing. Benchmarking means there is not a full time equalities officer and some of the work has been shared with two other officers to utilize the equality hours so that disadvantages based on the protected characteristics are all being dealt with. The Equalities Officer has set up a calendar of consultation meetings for the protected characteristics prisoners where the impact of the regime will be discussed and any inequality addressed. Some of these meetings have already taken place but staffing means this has been difficult.

5 (iii) There have been low numbers of DIRFs despite attempts to increase the awareness of the DIRF process. The Deputy Governor has been able to quality check them all. An agreement is in place with NHS England for an independent quality check by one of their managers.

5 (iv) A prisoner representative attends the EAT meetings and the views of black and ethnic minority prisoners are kept under regular review.

5 (v) At one stage this year Category 'C' prisoners and YA prisoners were being managed differently with regards to time out of cell but that has been addressed and there is one process for all prisoners now.

5 (vi) There is continual consultation about choices on the menu and the Catering Manager attends consultation meetings with prisoners. Each month there is a menu offering and celebrating food from another country. This is linked with the education provider who provide lessons in art and creative writing

5 (vii) As Hindley is now a resettlement prison the need for interpretation services is minimal. OMU deals with Foreign National Prisoners who are likely to be deported at the end of their sentence. When the end of their sentence is reached they go to a detention centre or a prison which holds Foreign Nationals but they are few in number.

5 (viii) The establishment scored a creditable Amber/Green on the recent equality audit.

Section 6

EDUCATION, LEARNING AND SKILLS

6 (i) In March Manchester College initially organised the Learning and Skills in five Hubs. The Young Offenders and the Category 'C' prisoners were taught together though they lived on separate wings. Both tutors and prison staff took time to adjust from working with juveniles to dealing with YA and Adults and the prisoners took advantage of the uncertainty.

6 (ii) The whole year has been a time of change. In that time Manchester College has had three different episodes of Voluntary Severance so the staff group have been uncertain about their future. The management team also changed several times during the year. The organisation of the curriculum changed towards the end of the year in an attempt to make the courses offered to the learners more attractive.

6 (iii) Some prisoners refused to go to Education in the hope that they would be able to go to the gym instead. That is no longer the case. Throughout the year there have been plenty of places in Education but too many people have been refusing to attend.

6 (iv) Both the college and the prison acknowledge that things needed to be improved and towards the end of the year with better communication about who was attending which courses, the question of pay levels, refusers being put on Basic Regime, there was improvement.

6 (v) Also with provision of more choice, allocation meetings being held occasionally on the wings with Learning and Skills having more say on appropriate allocation, it is hoped to find fewer prisoners in their cells during the day.

6 (vi) As the population has been growing throughout the year it has not been a stable population with new arrivals continually testing the system. In spite of this some learners are taking the opportunity to enhance their skills with one learner going from entry level 2 to Level 2 in Functional Skills. Adults do not want to be in classes with Young Adults so consideration is being given to the Young Adult/ Adult mix within sessions.

6 (vii) In September 2015 The Manchester College launched Novus to focus on its work in the Justice Sector

6 (viii) All prisoners have been properly assessed on their needs and their requirements incorporated into their sentence plans.

6 (vix) The new curriculum whose review was started in September and completed in December is awaiting realignment of staff who remain, to be put into operation. This new curriculum is hoped to be more appealing and tied into learning needs and employability with emphasis on functional skills. Level 1 Functional Skills is needed before a learner can attend a workshop though in practice this has not always been the case.

6 (x) The re- role took place with very little notice so it has taken time to get the provision right. Earlier on in the year some learners were taken off education for example to be wing cleaners before they had completed their course but towards the end of the year that was being addressed.

Section 7

RESIDENTIAL SERVICES

Accommodation

- 7 (i) The site has seven units (Alder, Beech, Cedar, Dove, Elm, Fir and Juniper) which opened gradually throughout the year as the number of prisoners increased.
- 7 (ii) Sycamore Unit is currently closed.
- 7 (iii) Part of 'E' Unit is used as the CSU unit for all prisoners.
- 7 (iv) Willow is also currently closed, being refurbished; this will become the CSU unit in due course.
- 7 (v) The Young Adults are accommodated on Elm and Fir Units.
- 7 (vi) All other Units being are being used to accommodate the adult cat 'C' prisoners.
- 7 (vii) 'B' Wing is the designated wing in the prison for the distribution of methadone to those prisoners who require it. This takes quite a lot of organisation each morning to ensure that all prisoners receive their medication and can then go on to their place of work. Not all prisoners on the wing are on methadone.

Catering

- 7 (viii) During the course of the year a new Catering Manager has been appointed.
- 7 (ix) It is generally accepted that the kitchen needs a major upgrade but there are financial constraints.
- 7 (x) As the year progressed the number of prisoners allocated to the kitchen increased from 12 to 25. Not all prisoners work every day because of days off.
- 7 (xi) There are no security staff or CCTV cameras in the kitchen and the number of thefts has increased during the year.
- 7 (xii) From the results of surveys conducted during the year the menus are regularly reviewed.
- 7 (xiii) Despite issues raised by the prisoners at various times the quality of the food overall is good.
- 7 (xiv) The prison continues to ensure that Halal meals are available to those who require them.

Section 8

(a) HEALTH CARE

8 (i) Not an easy year for Health Care as the prison transitioned from mainly Juvenile care to adult male prisoner care. Despite a steep learning curve and the loss of some staff predominantly paediatrically trained, it appears that the staff have coped well with the changes.

8 (ii) Obviously the major change to the unit is treating older prisoners often with complex health issues. However the Board receives few complaints about Health Care. We had sight of a prisoner forum on health matters early this year which was very positive.

8 (iii) The management system is strong and effective and has a good working relationship with the Board. An overall view is that Health Care is busy but coping. Currently they are 3 WTE's (whole time equivalents) down but recruiting.

8 (iv) As with many other establishments the problems surrounding NPS (new psychoactive substances) are a continuing challenge. The effects they produce can consume a lot of nurse, and officer, time. At the time of writing there are 10 new cases of NPS use reported to Health Care/ month. Also the number of transfers out to Accident and Emergency units are reducing. It would appear this may in part be due to improved education of staff in assessment and nurse evaluation improving with experience. There have been no deaths due to NPS usage but some 'near misses'.

8 (v) On a more general level the prison works hard to reduce the ingress of drugs entering the prison but the criminal population continues to be inventive.

8 (vi) The GP led facilities are very adequate but they are busy - more sessions are needed. The current wait time for a GP appointment is about 2 weeks which compares favourably with the 'out'. There is a continuing DNA (did not attend) rate of around 20%. The escort situation for moving prisoners around the establishment is an ongoing problem. This would appear to be a staffing matter.

8 (vii) The Care and Separation Unit has held several prisoners with serious and severe Psychotic illnesses (probably should not be in prison initially). Eventually 2 of these prisoners were transferred out to secure hospital units. Problems seem to arise when there is a mis-match between illness and security needs and prisoners have to be kept on the unit longer than is healthy. Both Health Care staff, Mental Health Staff and Wing Staff have dealt very sympathetically and professionally with very difficult problems.

8 (viii) Health Care management are currently exploring the issue of trying to introduce health screening procedures for older men (available outside prison) namely bowel cancer screening and abdominal aorta aneurysm screening.

8 (vix) From the reports from Board members Health Care continue to provide a very adequate and professional service to the prison.

(b) MENTAL HEALTH

8 (x) It has been a difficult year for the team as they have adjusted from dealing with juveniles to dealing with adults. For this reason several staff have left and the team is understaffed at the time of writing. This is a major reason why they feel overworked.

8 (xi) Specialist input seems adequate. Two psychiatrists visit weekly but the only psychologist is about to take maternity leave. The mental health team respond rapidly to requests but sometimes the prisoner may just need a listening ear which the prison staff could supply more readily if they were not busy doing other things.

8 (xii) The prison has a dedicated Methadone wing which currently services about 40 prisoners on a reducing dose regime.

8 (xiii) As highlighted elsewhere in this report the issue which consumes most of the team's time is the worrying problem of NPS abuse. This is echoed by the Health Care staff and also the Prison staff.

8 (xiv) The Board view this as a major problem and are keen to see if the imminent change in the law will affect habits.

8 (xv) Through this year there have been several cases of the prison having to deal with very disturbed psychotic prisoners. However, after spells of varying length in the Segregation unit they were all found suitable places in secure psychiatric units. There have been no unacceptable delays in their movement.

8 (xvi) No cases of dementia have been recorded since the prison re-roled.

8 (xvii) As the Board reported last year problems still occur with late or non-attendance at appointments owing to staffing difficulties for escort duty.

Section 9

PURPOSEFUL ACTIVITY

9 (i) During the year the effect of Detached Duty and staff transferring to other establishments in the North West was disruptive. Towards the end of the year the staff group was more stable and more used to an adult population.

9 (ii) As well as the re-role, staff had to get used to a new, constantly enlarging, population and the Benchmarking profile changes so it has been a difficult year with the need to ensure that activities offered match the population.

9 (iii) An Internal Quality Review was held at the end of November.

9 (iv) Category 'C' adults have expressed that they do not want to be in workshops with Young Adults because of their behavior so consideration is being given to the Adult/Young Adult mix in sessions.

9 (v) There is concern that prisoners are taking too long to get to workshops and not getting on with the work immediately on arrival. The Review acknowledged that there was good awareness of where improvement is needed.

9 (vi) Functional Skills needs a greater emphasis and there are still prisoners in, for example the gym, wing cleaners and the kitchen without Level 1 Functional Skills. Functional Skills needs to be embedded into all workshops. Prisoners making full progression to Level 1 or Level 2 in English and Maths are paid an extra £5 as an incentive. Pay is related to IEP.

9 (vii) There is to be consideration given to pay as there is a pay disincentive in some areas.

9 (viii) There is a high withdrawal rate on some courses and yet there are high success rates on most courses. Novus/Manchester College is addressing this with their new curriculum.

9 (vix) The Review was very positive about the Gym and the relationship between staff and learners but progression could be improved.

9 (x) The Virtual campus still needs to get embedded.

9 (xi) In November allocation took place on all residential wings with prisoners meeting the Board individually resulting in fewer prisoners refusing work. It has been ensured that prisoners refusing work have been put on Basic Regime and not paid and there is greater cooperation now between residential wings and Education and Workshops so that information concerning prisoners is shared.

9 (xii) At the beginning of December on 4 days there were 25 shut downs due to high sickness levels, restricted duties and annual leave which inevitably affects attendance levels at Activities.

9 (xiii) The Chep pallet workshop took much longer than expected to set up because, after a business case had been made for funding, Amey took over works and the whole process had to be repeated. Funding for the compressor took much longer than expected although the workshop was open for some prisoners but the compressor had still not arrived by the end of the year.

9 (xiv) The Intel Call Centre workshop was in operation in the last week in November, a few months later than planned with low numbers initially.

9 (xv) Because of the Hindley re-role from juveniles it has meant that new workshops have had to be provided with little space or money.

Section 10

RESETTLEMENT

Offending behaviour programmes

10 (i) HMP Hindley currently offers the following offending behaviour intervention:

- **Thinking Skills Programme (TSP)**. This addresses poor thinking skills and aims to improve decision making and consequential awareness.
- **Resolve**. Where violence is the index offence, this course aims at managing and addressing the individual's use of violence.
- **Substance misuse intervention** is offered through Phoenix Futures, who work with Greater Manchester West so that individuals can be offered clinical support as well as substance misuse work modules. A referral can be made to the service by the individual or by their Offender Supervisor and may be applicable for all prisoners using substances.

10 (ii) The Offender Management Unit (OMU) consists of Probation Service staff and prison staff who act as Offender Supervisors. Prisoners should have an OASys and a sentence plan completed, where the necessary offending behavior work is identified. OASys provides scores to determine which programmes are appropriate.

10 (iii) There is a large backlog of outstanding OASys and prisoners often arrive at Hindley without one having been completed at their previous establishment. This holds them back from being allocated onto a programme and can also prevent them progressing through their sentence. For example, it can delay HDC or recategorisation.

10 (iv) Because of staff shortages OMU officers are being removed from that work to provide officer support elsewhere in the prison delaying their OMU work further.

10 (v) In an attempt to address the OASys backlog, those with a high OGRS (Offender Group Reconviction Scale) are being prioritised for completion. The OGRS score is calculated using number of convictions, age of first conviction etc.

10 (vi) However, just because someone may have a low OGRS score does not necessarily mean that they do not have a need for offending behavior work. Also, the OCA department are reportedly having difficulties transferring prisoners to other establishments where further programmes may be available as they are not accepted without a completed OASys.

Section 11

SAFER CUSTODY

11 (i) Through observation, the staff and management at HMP Hindley seem committed to creating a safe environment for prisoners.

11 (ii) Guidance on ACCT best practice and the use of care maps has been circulated to staff.

11 (iii) Following an incident at another establishment where a fish knife sharp edge was the wrong way round, all fish knives at HMP Hindley were checked.

11 (iv) Due to staff resources, an external agency is being used at Hindley to perform constant observation on prisoners deemed at high risk of self-harm or suicide.

11 (v) The Governor has been assured that all staff are adequately trained and security cleared There are 2 gated cells one on 'E' wing and one on 'J', for constant observation which have been used periodically throughout the year. This will increase to 3 when Willow is opened.

Section 12

SEGREGATION, CARE & SEPARATION, CLOSE SUPERVISION

12 (i) A Care and Separation Unit was opened on part of 'E' wing in March 2015. It has 11 cells for use with access to a good exercise yard.

12 (ii) There has been one prisoner resident from October 2015 continuing beyond the end of 2015 for his own interest.

12 (iii) Over the course of the year several of the prisoners from CSU have been transferred to other establishments.

12 (iv) The CSU has had several prisoners with serious and psychotic illnesses.

12 (v) The Board has a Rota for attendance at reviews on Mondays, Wednesdays and Fridays. Towards the end of the year members have found that there has been difficulty in attending reviews as all the increasing demands on Governors have made it difficult for reviews to be held at times when Board members are free to attend.

12 (vi) Our impression from observation has been that prisoners are well cared for and dealt with correctly both on the Unit and at Reviews.

12 (vii) The Willow Unit will be opened as the CSU in 2016, following extensive refurbishment, in place of the provision on 'E' wing. Both sides of 'E' wing will then become a totally residential Unit for Young Adults.

12 (viii) The Board are satisfied that there should be sufficient cells on the CSU to accommodate the number of prisoners who require to be housed there.

Section 13

AREAS OF GOOD PRACTICE

13 (i) **Prisoner Consultation Meetings:** These meetings began in February 2015. These were held very regularly from the arrival of Cat. 'C' Prisoners. From our observations these assisted in diffusing potential difficulties in the re-role process. By December 2015 they were held monthly with representatives from each residential wing attending. They have provided an effective form for communication where prisoners can express their complaints /suggestions for improvements to the running of the prison and staff can convey important messages. Particular areas of importance to prisoners where improvements have been made have been:

- The serving of brunch mid-morning on Saturdays & Sundays
- The size of prison issue clothes
- The issuing of courtesy cell keys to prisoners

13 (ii) **Substance Misuse Service :** This psycho-social service in HMP/YOI Hindley, provided by Phoenix Futures, began in April 2015. The team of 5 staff have established the delivery of group interventions which form the 'Building Futures' programme within the prison. The topics covered have included:

- Relapse Prevention
- Managing Anger
- Harm Reduction including awareness sessions on NPS, overdoses and Blood Born Viruses.

13 (iii) The team have developed Peer Health & Wellbeing Mentors to cover all the residential areas as well as Service User representatives. Both Peer mentors and User representatives have a weekly meeting with the Substance Misuse team. Peer mentors have been employed in the mornings and based in prisoner induction or assisting in the groups. They keep the Wing information boards up to date alerting all prisoners to the service as well as the dangers of NPS. In the later part of the year a number of Peer Mentors were moved to Cat 'D' prisons so were able to use their experiences to positive effect.

13 (iv) The service is particularly notable in the prison because of the positive interdisciplinary working between the service and prison, NHS, and Education staff. Links with community substance misuse services have been established and they have facilitated at least one recovery champion per month from the community to represent visible recovery and to promote the service that supported them on their Recovery Journey,

13 (v) The Board consider the above work to be very valuable in tackling the problem of NPS usage.

Health Care

13 (vi) The Board continues to be impressed by the work of the Unit despite difficult circumstances.

Section 14

THE WORK OF THE INDEPENDENT MONITORING BOARD

Board Statistics	
Recommended Complement of Board Members	20
Number of Board Members at the start of the reporting period	13
Number of Board Members at the end of the reporting period	12
Number of new members joining within the reporting period	3
Total number of Board meetings during the reporting period	12
Total number of visits to the Establishment	441
Total Number of segregation reviews attended	181
Date of Annual Team Performance Review	March 2015

APPLICATIONS TO THE BOARD

CODE	SUBJECT	2015	2014	2013	2012
A	Accommodation	1	1	1	1
B	Adjudications	9	2	1	1
C	Equality & Diversity (inc religion)	2	4	0	0
D	Education/employment/training inc IEP	10	1	1	0
E1	Family/visits inc mail & phone	5	7	4	2
E2	Finance/pay	11	1	4	0
F	Food/kitchen related	1	1	1	0
G	Health Related	12	5	2	2
H1	Property (within current establishment)	4	1	0	0
H2	Property (during transfer/in another establishment)	7	2	1	2
H3	Canteen, facilities, Catalogue shopping, Argos	0	2	0	0
I	Sentence related (inc. HDC, ROTL, parole, release dates re-cat. Etc.)	15	1	0	2
J	Staff/prisoner/detainee concerns including bullying	12	9	3	3
K	Transfers	5	4	2	0
L	Miscellaneous	5	2	0	4
	Total Number of IMB Apps	99	49	16	14

Section Fifteen

CONCLUSION

15 (i) The Board wishes to draw attention to issues concerning staffing.

15 (ii) Towards the end of the year, due to staffing issues , several effects have been noted by Board members:

- a) Every week some wings have had the core day curtailed. However, prisoners still had access to a minimum of 2 domestic periods per day for showers, phone calls etc. Prisoners were given warning when time out of cell was to be curtailed. This helped reduce discontent.
- b) At the year end 4 Band Four officers were taken off OMU duties to work on wings in order to cover planned shortages.
- c) Under Bench marking staff numbers are much tighter and the prison is less able to cope with routine duties such as escorts within prison and emergency escorts such as visits to hospital (sometimes NPS related).
- d) Comments to the Board have suggested that reduced staff numbers mean wing staff are not as free to interact with prisoners in a 'listening' capacity.
- e) Staff morale has been negatively affected.
- f) The Board feel staff shortages are a continuing worry for the prison and, as we commented last year, we will continue to monitor and report on the situation as we see it.