



**Her Majesty's Prison & Young Offender Institution
(HMP &YOI)**

PARC,

Bridgend

Annual Report

March 2015 - February 2016

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Monitoring Fairness and Respect for People in Custody

SUMMARY OF CONTENTS

Section 1	Executive Summary
Section 2	Statutory Role of the Independent Monitoring Board
Section 3	Description of the Prison
Section 4	Areas on which the Board is duty bound to report:
Section 4A	Young Persons' Unit
Section 4B	Equality & Inclusion
Section 4C	Education, Learning & Skills
Section 4D	Healthcare & Mental Health
Section 4E	Purposeful Activity
Section 4F	Resettlement
Section 4G	Safer Custody
Section 4H	Segregation, Care & Separation, Close Supervision
Section 4I	Residential Services
Section 5	Other Areas
Section 6	The Work of the Independent Monitoring Board

1 EXECUTIVE SUMMARY

Again we have to draw attention to the need for additional prisoner places on accredited courses commissioned by the National Offender Management Service (NOMS). Prisoners experience difficulty in completing their sentence plans because insufficient provision is made. The Board is disappointed to report that there is no tangible evidence of any improvement in the availability of places. The Board once again urges NOMS to allocate more prisoner places on the accredited courses it commissions

The Board is concerned about the increasing number of prisoners who have mental health issues, which creates a growing demand on a limited resource.

The Board is also concerned about the increasing level of violent incidents at Parc, a disproportionate percentage of which occur in the Young Persons' Unit.

Young Persons are sent to prison as a last resort and as a result those in custody can be very volatile and disruptive creating greater challenges for staff.

In common with boards at other prisons, the Board is concerned about the level of substance abuse within the prison particularly the "spice" compounds.

Several times the Board has raised the issue of prisoners losing confidence in the Personal Officer Scheme. Some prisoners claim to be unaware of the identity of their personal officers and some personal officers have been unable to get responses to their enquiries. This is a perception which needs to be addressed.

There have been numerous applications about property going missing particularly where prisoners are moved to The Phoenix Unit (Care and Separation Unit) and there has been delay in clearing property. The limited space available for property on vehicles used for prison to prison transfers has also caused issues of property going missing on such transfers.

The Board has recruited new members but has lost potentially good members because of the length of time taken from start of recruitment to formal appointment. We would wish to see the recruitment procedures streamlined with greater delegation to individual boards.

Parc continued to be successful at the annual Koestler Awards. These art awards both encourage talent and provide a tremendous boost in self-esteem for the recipients. The board is also pleased to note the prisoners' success in gaining 34 passes at GCSE, four A Level passes and, in particular, the two degrees gained from the Open University. Our congratulations to the prisoners and the Education Department staff on these successes. The Education Department is also commended for its link with a Further Education College which helps with resettlement.

The appointment of a Patient Liaison Officer and wing based Healthcare Champions appears to be encouraging prisoners to take responsibility for their own health, and as a result complaints in this area are decreasing.

The innovations in the Family Unit of training, for prisoners and family members, provided by the catering department and South Wales Fire and Rescue Service have been very successful and assist in the resettlement process.

HMIP inspected the prison in January 2016. The formal report had not been received by the end of the reporting year, but in his oral briefing the Inspector commented that Parc was a very well run prison. The issues raised in the briefing have been addressed.

The Board's overall impression is that Parc is well managed, the safety of the prisoners is of paramount importance and the purposeful activity provision is generally very good.

2 STATUTORY ROLE

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

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- (2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

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

3 DESCRIPTION OF THE PRISON/YOI

Her Majesty's Prison & Young Offender Institution, Parc, is a Category B Local Establishment and Young Offender Institution with a small Young Persons' Unit and an agreed:-

- i) Baseline Certified Normal Accommodation of 1559 adults and young offenders.
- ii) Current Operational Capacity of 1723 adult and young offenders and 64 young persons'.

HMP and YOI Parc opened on 17th November 1997, and is the only privately run prison in Wales. It is managed by G4S Justice Services on behalf of NOMS. Many of the prison staff are recruited from the local area.

The prison is located on the outskirts of Bridgend but is easily accessed by road and rail.

In common with all contracted establishments, HMP and YOI Parc has a Controller. The Controller manages the 25 year contract between the Prison Service and G4S, and is directly responsible to the Director of Offender Management (Wales).

The new Coed Block, which was opened in January 2015 to accommodate vulnerable prisoners, has been fully operational for the reporting year. The block can accommodate 387 prisoners but the operational capacity is 370.

Healthcare is provided by G4S Integrated Services.

Education is provided by G4S

Library Services are provided by Greenwich Leisure Limited

Resettlement Programmes are contracted to Working Links but, because of the complex population make-up, there is a sub contract to the National Probation Service. Careers Wales are also involved in the resettlement programme.

4A YOUNG PERSON'S UNIT (15-17 year old males)

The young persons' unit in HMP and YOI Parc is the only Young Offender Institution (YOI) for children and young people in Wales. The Young Persons' unit can accommodate up to 64 remanded and sentenced young people and consists of two wings. The board regularly visits the unit, and monitors separations as and when needed. Board members normally visit the unit three times a week. By engaging with the young people there is greater awareness of the IMB and its role.

The young people regularly attend education and association. The out of cell hours differ from weekdays to weekends due to different regimes. The average out of cell hours for weekdays from March 2015 to January 2016 was 10.42 per young person which is slightly higher than last year. The average out of cell hours for weekends from March 2015 to January 2016 was 8.79 per young person, which is below the average of 9.26 hours as reported last year.

The increasing number of difficult and volatile residents has caused problems for staff. The board acknowledges the significant hard work and effort staff have displayed during this time and commend them on their work. The number of reportable incidents from March 2015 to January 2016 was 388, an average of some 35 per month. There were an exceptionally high number of incidents during October. This represents an increase of 71% compared with last year, when there were 226 incidents. As already stated, there have been some particularly troubled youngsters with many needs and this is also reflected by the number of separations, which has remained a concern for the board. The number of separations from March 2015 to January 2016 was 326, an average of 29 per month. Of particular concern to the board is that separations can take place in cells occupied by two young people, when only one is on separation. This means that both are affected by any losses imposed at adjudication.

The staff works hard at building relationships and rapport with the young people in their care, and in supporting them with their issues. The young people can gain accredited qualifications in Education and address any literacy and numeracy issues through a wide variety of alternative Education offered. Much work is being done to help these young people and to address their offending behaviour.

4B EQUALITY & INCLUSION

The department dealing with equality and inclusion has been renamed the Community Inclusion Team and has two dedicated Community Inclusion Advisers.

A new monitoring procedure for dealing with applications, made using the discrimination incident report form (DIRF), has been introduced and any application made is answered within five working days. In addition the new electronic application system (CMS) is used by the Community Inclusion Team to keep prisoners updated. As part of the new DIRF system, diversity intervention programmes are held monthly for any prisoners who have displayed discriminatory behaviour, and reports are sent to their offender supervisors. This new system demonstrates Parc's commitment to equality, diversity and inclusivity.

Training is held monthly so that all staff have access to the Acting Inclusively training session, all new staff are also trained in this on induction.

All new prisoners are seen by the Community Inclusion Team as part of the induction process. Community Inclusion Representatives are employed on all units and in the induction units.

Monthly focus groups are held with representatives from the minority groups including Parc United (LGBT group), Travellers United (Roma, Gypsy, Travellers group) and community inclusion groups. All Community Inclusion Representatives on the wings have ongoing training in relation to hate crime, HIV and AIDS, and disability awareness.

Activities and events over the past year include Black History Month, Gypsy Roma Traveller History Month and LGBT History Month. Activities included DVD showings, workshops, sporting events and reading groups.

4C EDUCATION, LEARNING & SKILLS

Education services within Parc are provided by G4S.

All recommendations made by HMIP have been implemented and completed and the Education, Learning and Skills Department achieved a high score at the recent inspection. The aim of the Department is to cater for all its learners regardless of ability and skill level.

The Board is aware of the increased provision to try to help those prisoners with additional learning needs. More Prisoners have been employed as Shannon Trust Mentors, Peer Partners and Learning Support Mentors and their engagement, on a one to one basis, with those needing support is proving successful in that there is greater progression to classroom education. Some mentors also provide additional support in the classrooms. The mentors are innovative in developing teaching methods and resources for the individual needs of those they are supporting and the Board has been very impressed with the caring approach of the mentors. Prisoners receiving such support have told Board Members that their skills are developing from this one to one tuition and have been lavish in their praise for the patient and inspirational approach of their mentors. The mentors in discussing their work with Board Members have stated that they find the work tremendously rewarding and some are intending to try to get employment in a similar field on release.

Parc has also increased its Essential Skills delivery by providing a “fast track” course to enable those with learning needs to increase their skill levels quickly so that they can progress to other courses. Essential Skills classes are also included in the vocational training provision.

There were 34 passes at the June 2015 GCSE exams, covering eight subjects, and four passes at A Level.

150 learners have been pursuing Further and Higher Education and Parc has five staff providing information, guidance and support.

In April 2015, Parc hosted an open day where local education providers from the community spoke to and advised learners about further education opportunities. As a result of this event two prisoners were offered places in colleges and 10 others are making applications. Prisoners can choose from 350 different courses and they are able to work whilst pursuing their distance learning courses. **This College initiative was recognised by an award from the Prince’s Trust.**

The Board congratulates the two prisoners who graduated with degrees from the Open University. The one attained a 1st Class Honours and the other a 2(1) Honours. A formal graduation ceremony was held in November at Parc with a number of representatives of the Open University attending. This was an unique occasion for the prison, its first graduates. Prisoners pursuing Open University courses have praised the prison for its help and support.

A new course “Welsh in the Workplace” is being offered at Parc. This is available in addition to existing employment and is for one session a week. As with the other Welsh courses available, this new course is very popular.

The British Red Cross is piloting a scheme with prisoners in Parc to train them to become volunteers within their community, focussing on health and well-being. These prisoners are delivering health awareness sessions on the residential wings and can be used as a “first response” when injuries occur.

Art and Crafts is very popular and the success of these courses is clear in that Parc was second in the Koestler Competition 2015 gaining 73 awards. Sculptures, colourful murals and mosaics, created by the prisoners, add to the general appearance of the residential and visitors’ areas. A number of prisoners have achieved GCSE’s in art.

The Board has been impressed with the education provision at Parc and commends the staff for their approach with some of the challenging groups they encounter.

4D HEALTHCARE & MENTAL HEALTH

Healthcare within Parc is provided by G4S Integrated Services.

Applications for appointments to see healthcare professionals are made by prisoners using the new electronic system consoles on the residential wings.

The HMIP report stated that prisoners' perception of Healthcare was "overwhelmingly negative" but this was based on lack of access to Healthcare rather than the quality of the service. The Board has expressed concerns about the numbers of prisoners not attending for appointments at the various clinics.

In response to the HMIP report, a Patient Liaison Officer was appointed in January. This officer has met the Board and explained the aims of her role which are to improve prisoners' awareness of Healthcare and to encourage them to take responsibility for their health and well-being. Her meetings with prisoner groups confirmed that the main issues were lack of communication, not being able to access services as quickly as they would like and not being able to see someone "face to face" to discuss their problems. In order to try to meet these issues prisoners have been appointed as "Healthcare Champions" on the residential wings to assist and to act as a link with the Patient Liaison Officer. In addition there is a direct link to the new officer on the electronic consoles (CMS) enabling prisoners to make enquiries direct to her. Although more concerned with processes, administrative procedures and waiting lists, if the officer considers that prisoners need an early appointment, she can refer those prisoners to medical staff. Early indications show that prisoners have responded well to this initiative and there has already been a decrease in the number of complaints about Healthcare.

In common with other prisons, the Board is aware of increased demands on the mental health services and the difficulty in coping with this given the limited resources available. Coupled with this are the demands for medication which the Board has been told can be prescribed elsewhere but which are not provided under the arrangements at Parc, where a policy of safe prescription and compliance with NICE guidelines is in operation.

4E PURPOSEFUL ACTIVITY

In addition to the activities provided in “The Hub” which serves the main prison, “Ty Dysgu” in the new Coed Unit has been offering an increased range of activities for Vulnerable Prisoners. Vocational Courses in electrical installation, woodwork and graphic design are now available in “Ty Dysgu”. There are also employment opportunities in a new horticultural department, a new animal centre and as prisoner representatives, peer partners and education mentors within the Coed Unit. Prisoners are constructing new mess and storage buildings in the grounds of the new block and this work is of a high standard.

As a result of the new development at Parc which was completed in February 2015, the main kitchen is now within the prison wall and prisoners are now employed in this kitchen.

The bricklaying workshop in “The Hub” re-opened in January 2015. The Construction Skills workshops have been accredited to deliver Level 2C Skills awards.

A new project within the Catering Department prepares meals for the “Meals on Wheels” service for elderly people in the Community. The prisoners engaged in this project have told Board Members of their pride and increased self-esteem as a result of this worthwhile work.

In Parc, as a whole, there are currently 380 full time equivalent places in Industries and Vocational Training, 117 of which are part time, providing employment for up to 497 prisoners.

The horticultural team maintains the grounds well to provide a pleasant environment.

The prisoners employed as cleaners generally maintain a good standard of cleanliness throughout the prison. The painters also maintain the décor to a good standard.

Litter can be a problem in some areas but clearance work is normally carried out promptly.

Appointment of Health Champions on the wings is aimed at encouraging prisoners to take greater responsibility for their health and well-being and to create a link with the Patient Liaison Officer.

The Board has noted the improvement in provision of purposeful activity this year.

4F RESETTLEMENT

During the past year, the design of resettlement programmes has been contracted out to Community Rehabilitation Companies which are rewarded by their success in preventing reoffending. These companies work with prisoners to provide resettlement support and deliver sessions on accommodation, finance, benefits, employment, domestic violence and other areas. The new arrangements have integrated well at Parc and close liaison has been established with external Offender Supervisors as a means of trying to ensure that appropriate support is in place after release.

Because of the complex problems caused by the various groups of prisoners at Parc, including Young Persons, Young Offenders and a large number of Vulnerable prisoners, some of the resettlement work is sub contracted to the National Probation Service.

Careers Wales is involved in the resettlement programme, giving advice and assistance to prisoners regarding employment opportunities.

The Sex Offender Treatment Programme is no longer delivered at Parc despite the large number of sex offenders accommodated here. Those prisoners who are prepared to acknowledge their offending behaviour are moved to specialist units at other prisons as and when places become available, leaving Parc as a “support site” for those awaiting placement on such courses and for those prisoners who are not ready to engage with the treatment process. Although the sex offenders held at Parc cannot be considered for release on parole, there are courses they can pursue to make progress towards resettlement such as

TSP – Thinking Skills

BSR – Building Skills for Recovery

BBR -- Building Better Relationships

RESOLVE – Addressing Violent Behaviour

Parc, in common with other prisons holding sex offenders who have Indeterminate sentences for Public Protection (IPP), has encountered problems where such prisoners are held “in limbo” after they have completed their tariff term but will not engage in treatment programmes.

A new initiative at Parc, unique in the prison service, involves prisoners and their children engaging in activities organised by South Wales Fire and Rescue Service. Prisoners and children, decked in fire officers’ uniforms enjoyed using the fire engine equipment for team building and other activities, including a session on the consequences of crime.

The Catering Department has linked with the Families Department to arrange family cookery classes aimed at improving relationships. These classes link to the Duke of Edinburgh Award Scheme.

Parc’s work with Children and Families and the Invisible Walls Wales project continues to be seen as a model of excellence and receives recognition in the justice world. **We commend Parc for its innovative work in this area.**

4G SAFER CUSTODY

Statements such as “In Parc, Everyone has the right to be safe” and “Zero Tolerance of Violence” are in clear view in various posters and displays on the walls of corridors and in all wings throughout the prison, including the Phoenix Unit and consequently are seen by all Board Members as well as prisoners and staff.

Regular meetings in relation to Safer Custody and Violence Reduction are held, the two topics having been separated in order to better manage the range of information and topics relating to this. These are both well attended by an appropriate range of senior managers and very often by the Director.

An allocated IMB member is invited to all meetings, and provided with all paperwork, minutes and planned actions.

A Violence Reduction team is now well established, with key staff who work specifically with individual prisoners and groups in addressing violent behaviour. Their caseload is informed by the regular and systematic gathering of information relating to violent incidents and analysis of supervision logs.

Another specific action initiated from the Violence Reduction group has been a Weapons Amnesty, which took place in the autumn. This was well supported by prisoners and proved successful with a significant haul of implements and heightened awareness of this issue.

Despite these efforts the number of violent incidents shows no significant decrease.

There have been numerous finds of drugs, mobile phones and other contraband during cell and wing searches by Security, and also in the grounds between the prison wall and inner security fence. Prisoners tell Board members that drugs are easily available within the prison.

The Safer Custody meeting has undertaken a detailed review of the effective use of ACCT's and staff understanding of this procedure. All completed ACCT's are now monitored by a member of the Safer Custody team, and issues identified are reported to the Safer Custody meeting. A clear action plan has been established to improve staff understanding, training and practice.

Complex Cases are always discussed at the Safer Custody meeting, and IMB members are often invited to attend the ongoing reviews.

There have been six deaths in custody during the current reporting period. Of these two were the result of long standing chronic illness, three from natural causes and one self-inflicted. PPO reports in respect of these have been completed or currently under investigation. Inquests on five of the prisoners are awaited. Dates for inquests have been arranged for three of these cases.

The Board is satisfied that it is always promptly informed when a death occurs and kept up to date with the progress of any investigation or inquest.

The Board remains satisfied that Safer Custody is seen as a priority and is taken seriously by the Director, Managers and staff.

4H SEGREGATION, CARE & SEPARATION, CLOSE SUPERVISION

The Segregation, Care and Separation Unit is known as the Phoenix Unit and has 24 cells of which one is unfurnished and two used as special cells.

The Board is satisfied that members are always informed when the accommodation in Phoenix is used. We are also informed when the special cells are used with the reasons for the action.

The Board prioritises attendance at all segregation reviews and all prisoners held in Phoenix are seen by a Board member every week.

From the Board's observation, these Reviews demonstrate the commitment of senior managers and staff to ensure that Pathway Planning is taking place actively with a view to prompt and successful re-integration of the prisoners. Where a prisoner sometimes seeks to remain in this setting to avoid problems in the main prison, this is actively and supportively challenged to seek a resolution.

Individual case conferences ensure that appropriate interventions, including educational provision for a prisoner continues to be delivered to him whilst on Phoenix.

The Board has been pleased to note the increase in provision for in cell activity over the past few months.

in addition to the books available on the wing, a range of puzzles can now be accessed from wing staff as well as guidance information on In Cell Workouts.

This wing experiences peaks and troughs of occupancy, and there have been occasions when there has been a significant number of challenging incidents

The staff of the Unit are to be commended for the professional manner in which they deal with all these circumstances.

4I RESIDENTIAL SERVICES

The new Coed Unit has been occupied for the whole year and provides en-suite accommodation for 387 Vulnerable Prisoners, with current operational capacity of 370. The unit is well appointed and enjoys separate provision for visits, work and healthcare.

The prison is generally well maintained, and the standard of cleanliness is good. The décor and artwork on the wings provides a bright and pleasant environment.

The standards in the main kitchen are good with a choice of menu. Despite concerns expressed by some prisoners at the employment of main prisoners only in the kitchens, no problems have been drawn to our attention. Indeed, only six applications concerning food were received by the Board this year.

Provision of specially adapted cells, for prisoners with disabilities, is made in certain areas of the prison. The Board has noted that, where necessary, aids for prisoners with physical disability are provided in cells in other areas.

5 OTHER AREAS

The increase in the prison's population, and the early stages of implementing the ban on smoking in Parc, have contributed to a significant increase in complaints to the Prison. Audits have indicated that most are dealt with timeously. The quality of responses to complaints has also improved.

The Audit Department has carried out audits in areas as required and the Board is aware that where issues have arisen, appropriate action has been taken to implement any remedial action necessary.

The Board can report that the Reception area and Visits area staff provide a pleasant, helpful and welcoming experience for visitors. The provision of special areas for enhanced prisoners and their families is an innovative arrangement to improve behaviour in the prison.

6 THE WORK OF THE BOARD

2015/16 has been a challenging year for the Board due to the loss of two members and some long term absences through health issues. Three new members have joined the Board. Recruitment of new members is a lengthy process under the existing arrangements and the Board has lost promising members because of what appears to be unnecessary delay.

Nevertheless, the Board has continued to operate as a result of the strong team spirit which has developed. The Board remains fully committed to its role and it strives to be professional in its approach and inclusive in its ethos. The Board maintains its training commitment and regularly reviews its practices to ensure effectiveness in carrying out its work.

The Board at Parc is committed to an inclusive approach to diversity. Our members come from a wide range of backgrounds, both social and ethnic. The Board development practices seek to increase awareness of the diverse needs and perspectives of the population within HMP Parc.

All members of the Board at Parc undertake their duties in a manner that is accessible to everyone within the establishment. The Board monitors to establish that the experiences and interaction between staff, prisoners and visitors is fair and without prejudice

The Board is fortunate that its members have easy access to the Director and Senior Managers, and also to the Controller and his Deputy.

Again this year, the number of applications received by the Board has increased slightly. This is attributable in part to the increased baseline occupancy for the full year.

Whilst the number of applications received relating to property reduced this year, a number of these concerned property delayed in transfer because of haste in transfer or lack of room in the vehicle for prisoners' possessions. There was again a number of complaints about property going missing on relocation to segregation because cell clearance is delayed as resources are not available to carry out what can be a lengthy exercise, particularly in checking a shared cell. These complaints can result in claims for compensation with further drains on resources in dealing with these claims, particularly when some of claims might not be genuine.

The Board has strictly applied the requirement for prisoners to follow the internal complaints procedure, before making an application to the Board.

In discussing applications with prisoners, the Board has encountered numerous cases where the prisoner claims not to know the identity of their personal officer. Staff changes and staff sickness can create this confusion. There have also been instances where personal officers have tried to pursue issues on behalf of prisoners but have not been able to get responses. Understandably some prisoners have lost confidence in the personal officer system.

Again this year, the Board is aware that there have been problems with complaints about other prisons, received and sent on by Parc. In some instances there is no response

forthcoming from the other establishment. Board members have been asked by the prisoners to assist and we share the Complaint Clerk's frustration.

Members of the Board visited HMP Bristol and HMP Leyhill during 2015/16 and found the visits very interesting and the prisons very different to Parc.

BOARD STATISTICS	
Recommended Complement of Board Members	22
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	15
Number of new members joining within the reporting period	3
Number of members leaving within reporting period	2
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	433
Total number of segregation reviews held	93
Total number of segregation reviews attended	93
Date of last Annual Team Performance Review	17/11/2015

APPLICATIONS

Code	Subject	2012-13	2013 -14	2014-15	2015-16
A	Accommodation	21	18	18	24
B	Adjudications	17	13	7	7
C	Equality & Diversity (inc religion)	19	14	11	16
D	Education/Employment/Training including IEP	42	43	55	43
E 1	Family/visits inc mail & phone	88	84	68	78
E 2	Finance/Pay	1	2	1	21
F	Food/Kitchen related	13	7	6	6
G	Health related	172	91	84	99
H 1	Property (during transfer/in another establishment)	26	26	49	41
H 2	Property (within current establishment)	50	54	72	66
H 3	Canteen, Facilities, Catalogue shopping, Argos	18	5	9	8
I	Sentence Related (inc. HDC, ROTL, parole, release dates, re-cat etc)	61	65	90	53
J	Staff/Prisoner concerns including bullying	74	61	61	65
K	Transfers	26	21	26	48
L	Miscellaneous	126	49	32	25
	Total number of IMB applications	764	553	589	600