



# **HMP THE MOUNT**

**BOVINGDON, HEMEL HEMPSTEAD**

## **INDEPENDENT MONITORING BOARD**

### **ANNUAL REPORT**

**1<sup>st</sup> MARCH 2015**

**to**

**29<sup>th</sup> FEBRUARY 2016**

## CONTENTS

<b>Section</b>	<b>Page</b>
1. Contents	2
2. Statutory role of the Board	3
3. Description of The Mount	3
<b>4. Executive Summary</b>	
4.1 Overall performance	5
4.2 Particular issues requiring a response	5
4.3 Previous year's concerns	6
4.4 Other matters of serious concern or excellence	6
<b>5. Mandatory areas on which the Board must report</b>	
5.1 Equality and Inclusion	7
5.2 Education, Learning and Skills	9
5.3 Healthcare and Mental Health	12
5.4 Purposeful activity	13
5.5 Resettlement	13
5.6 Safer Custody	14
5.7 Segregation	15
5.8 Residential Services	15
<b>6. Other areas on which the Board desires to report</b>	
<b>7. Work of the Board</b>	
7.1 Activities of the Board	17
7.2 Applications	18
7.3 Board statistics	19
8. Appendix A: Glossary	20

## **2. STATUTORY ROLE OF THE BOARD**

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 satisfy itself as to the state of the prison premises, the administration of the prison and the just and humane treatment of the prisoners; and
- to inquire into and report upon any matter into which the Secretary of State asks it to inquire.

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.

### **Diversity statement**

The Board at The Mount monitors that diversity encompasses and promotes greater interaction and understanding between people of different backgrounds, including race, religion, gender, sexuality, marital status, disability, and age, and actively promotes equality of opportunity.

The Board recognises that diversity and equality is also about respecting and responding to needs and differences that cut across social and cultural categories, such as mental health, literacy and drug addiction.

Engaging diversity and equality should enable all individuals to express their values, perspectives and beliefs without disrespecting or discriminating against others.

## **3. DESCRIPTION OF THE MOUNT**

The Mount opened in 1987 as a Young Offenders Institution. Initially there were five residential wings: Annexe, Brister, Ellis, Fowler, and Lakes. Most of these wings have their cells configured in a four spur design on two landings which creates difficulty in observing prisoner behaviour.

The Mount was re-rolled as a Category C Adult Male Training Prison in 1989.

During the 1990's two more wings, Howard and Dixon, were built. These are of a two landing galleried design that allows improved observation of prisoners.

In 2007 a further wing, Narey, became operational, housing many older prisoners.

The construction of Nash Wing was completed in 2015 with 94 double cells and 62 single cells. New kitchen, gymnasium and healthcare units were also constructed.

In addition to its expansion, The Mount has been re-rolled as a hybrid prison with the aim of providing training and rehabilitation for 75% of its population and a resettlement service for the remaining 25% during the final 3-4 months of their sentence. The resettlement service is intended for prisoners from Hertfordshire,

Bedfordshire, Cambridgeshire and Northamptonshire

The following table shows the location of the prisoners on the Wings.

<b>Wing</b>	<b>Regime</b>	<b>Prisoners at 29<sup>th</sup> Feb 2016</b>	<b>CNA at 29<sup>th</sup> Feb 2016</b>	<b>Op Cap at 29<sup>th</sup> Feb 2016</b>	<b>Prisoners at 28<sup>th</sup> Feb 2015</b>
Dixon Wing	Standard/RAPt	118	120	120	118
Howard Wing	Standard	110	104	110	102
Lakes Wing	Standard	114	112	117	114
Ellis Wing	Standard	112	110	117	114
Fowler Wing	Enhanced	112	112	112	110
Brister Wing	Enhanced	112	110	112	103
Annexe	Enhanced	48	44	44	35
Narey Wing	Standard/Enhanced	48	48	48	53
Nash Wing	Induction/ Resettlement	230	248	248	17
CSU		16	N/A	N/A	16
<b>TOTAL</b>		<b>1020</b>	<b>1008</b>	<b>1028</b>	<b>782</b>

The following table shows the population breakdown by sentence length.

<b>Length of Sentence</b>	<b>Number of prisoners</b>	
	<b>February 2016</b>	<b>February 2015</b>
Less than 12 months	4	1
12 months to 2 years	42	57
2 - 3 years	91	68
3 - 4 years	87	75
4 - 10 years	474	326
More than 10 years	110	90
Indeterminately Sentenced	210	163
Sentence Expired Detainees	2	2
<b>TOTAL</b>	<b>1020</b>	<b>782</b>

## **4. EXECUTIVE SUMMARY**

### **4.1 OVERALL PERFORMANCE**

It was anticipated that this would be an extremely challenging year. Commencing with a roll of 782 prisoners at the start of the year (1<sup>st</sup> March 2015), it took less than 3 months to increase the roll to 1020 prisoners.

Staff recruitment proved more difficult. The Governor reported at the end of May 2015 that it had 295 staff on its payroll, 47 more staff than in the previous year, but 35 staff below its new target.

Since then, there have been a number of staff retirements, many only recently trained and The Mount forecasts that it will only finally achieve its full complement in August 2016 when staff transfer from HMP Holloway.

The rapid rise in the prison roll led to a series of incidents during the Summer, but the situation is now calmer and Nash Wing more settled. But 40% of staff have served for less than two years and whilst The Mount's staff can cope in normal situations, there is no slack to cope with emergencies.

The CSU has generally been at or near full capacity. Typically, there are 15-20 open ACCT documents at any time, several relating to prisoners located in the CSU and some requiring 5 checks hourly.

The Mount has embarked successfully on its hybrid function as a training and resettlement prison, working with Sodexo and St Giles and St Mungo.

The Board wishes to record that The Mount's management and staff have stood up to all these challenges capably.

In December 2015, after several years of distinguished leadership, Gov. Bradford departed to assume office as Governor of HMP Wormwood Scrubs. Pending the appointment of his successor, the Deputy-Governor is Acting Governor.

The Board has also undergone major changes. Of the 15 members of the Board on 1<sup>st</sup> March 2014, 11 have since retired, leaving only 4 members of more than 2 years' tenure.

### **4.2 PARTICULAR ISSUES REQUIRING A RESPONSE**

#### **Policy matters for the Minister**

None.

#### **Operational matters for the Prison Service**

Please refer to the matters raised in Section 4.3 and Section 4.4 (Other matters of concern).

### **4.3 PREVIOUS YEAR'S CONCERNS**

The Board expresses its appreciation for the response to last year's Annual Report by Andrew Selous MP, Parliamentary Under-Secretary of State for Justice, by letter dated 25<sup>th</sup> June 2015.

The Board wishes to comment further on the following matters:

#### **Staffing Levels**

It has proved difficult to recruit the additional officers and administrative staff required. Furthermore, there is disillusionment on the part of some staff as to their current and/or prospective remuneration. It is self-evident that for The Mount to continue to be a successful prison, the retention of experienced staff is crucial.

#### **Existing Infrastructure**

The state of The Mount's heating and hot water systems remains unsatisfactory, although new boilers have been installed in Dixon Wing and the Chapel. Section 5.8 refers.

#### **Lack of Sentence Plans**

Mr Selous explained that OASys prioritisation guidance had been introduced to reduce the length of a large number of assessments and further measures were being considered. It is important for new prisoners, at a time of great stress, to be assured and observe that the pathway to their eventual re-categorisation and release is being promptly and efficiently determined. Prompt completion of their OASys, whether full or truncated, is a crucial part of this. Currently at The Mount nearly one-third of prisoners have no OASys. Section 5.5 refers.

#### **Property Issues**

Mr Selous informed us that "NOMS will be fully reviewing the Prisoner Property policy in 2015/16". It is clear that most of the problems arise when prisoners are moved from one prison to another and "mandatory instructions" are needed to ensure that volumetric controls are enforced, that appropriate checks take place when a prisoner is transferred and that all the property of a prisoner transfers with him.

#### **Network Access**

This continues to cause exasperation.

### **4.4 OTHER MATTERS OF SERIOUS CONCERN OR EXCELLENCE**

#### **Other matters of serious concern**

##### **(i) Deaths in Custody**

It is sad to report that two Deaths in Custody occurred. Section 5.6 refers.

##### **(ii) Purposeful Activity**

The Workshops at The Mount constitute a great facility. Unfortunately, some of the space is unused. Workshop 3 (Engineering) has closed. A proposal was submitted to PSPI for change of use, but was rejected. Workshop 1 (Double Glazing) also relies on PSPI for its orders and is often not fully engaged.

With The Mount's greatly increased roll, many prisoners are unemployed.

**(iii) CSU**

The fact that the CSU is often full has the effect that some prisoners who should be located in the CSU, whether for discipline or their own protection, must remain on the Wings. This significantly increases the task of Wing staff. Section 5.7 refers.

**(iv) Carillion**

Among the external organisations with whom The Mount co-operates, difficulties have arisen persistently with Carillion in its role as contractor for building and equipment maintenance, as provider of cleaning services and as manager of the stores. Section 5.8 refers.

**Other matters of excellence**

(i) Throughout the year, notwithstanding all the changes, such as the increased roll, the filling of Nash Wing, other new facilities, the hybrid status and staff shortages, there has been no deterioration in the security of the prisoners or the functioning of the prison.

(ii) The Mount underwent a full unannounced inspection from HMCIP in April 2015 which was complimentary. The concluding comment of HMCIP was as follows:

“There is room for improvement at The Mount and we are confident the prison has the capacity to make it, but even now the prison is doing better than comparable prisons. There are some key reasons for this: the prison is very well led with a stable senior management team; the regime and staff are consistent – prisoners know what to expect; and there is excellent use made of peer workers. There is much that other prisons can learn from The Mount.”

Nick Hardwick August 2015  
HM Chief Inspector of Prisons

(iii) Staff sickness levels remain exceptionally good.

**5. MANDATORY AREAS ON WHICH THE BOARD MUST REPORT**

**5.1 EQUALITY AND INCLUSION**

There is a strong commitment on the part of The Mount to eliminate discrimination against prisoners with protected characteristics. This is demonstrated by visible support from Senior Management, an active, dedicated, Equalities team, the inclusion of Equalities training in the induction programme of all new staff, the operation of lively forums where prisoners are encouraged to share their experiences and offer their suggestions, a rigorous response to all allegations of discrimination, and the monitoring of statistics showing how prisoners with different protected characteristics are treated. Not all protected characteristics are covered by prisoner forums or the analysis of data. The result is that The Mount deals well with issues of Race, Religion

and Belief, and Age, but less successfully with issues of Disability and Sexual Orientation.

### **Race**

BME prisoners comprise around 55% of The Mount's population and Foreign Nationals (including BME prisoners) around 15%. It is therefore understandable that one of the prime focuses for the Equality work at The Mount is to ensure that there is no discrimination on the grounds of race. In this, The Mount has been successful. The Mount has been proactive in running lively and free-speaking forums for BME and Foreign National prisoners, in encouraging prisoners to celebrate their identities with events under the umbrellas of Black History Month and Travellers' Week, in running helpful training for staff and prisoners, and in the regular monitoring of statistics.

The Survey conducted for the last official inspection showed few serious differences between BME and white prisoners in how they viewed their treatment. BME and Foreign National prisoners felt safer than their white and British counterparts. 12% of BME prisoners and 8% Foreign National prisoners felt unsafe compared to 20% of white prisoners and 18% of British Citizens. BME prisoners were more likely to believe they were unfairly treated by the IEP system than white prisoners. But the statistics that The Mount routinely collects shows no significant and persistent disadvantage of BME prisoners compared with white prisoners.

The Mount's statistics show that white prisoners record a higher percentage of adjudications (about 60%) and a higher proportion of days in segregation (about 70%) than their proportion of The Mount's population (about 45%). The reasons for this are undoubtedly complex (and may be related to the fact that more white (54%) than BME (25%) prisoners said that it was easy to get hold of illegal drugs). This pattern does not show that white prisoners are being discriminated against, but offers reassurance that there is no discrimination against BME prisoners.

### **Religion and Belief**

The Mount's record of respecting prisoners' religious beliefs is good. The Chaplaincy team is active and provides a good example of co-operation between the faiths. The Board never receives applications or complaints concerning the Chaplaincy.

It is noteworthy that in the Survey conducted for the inspection, 81% of Muslim prisoners acknowledged that their beliefs were respected compared to 57% of non-Muslims.

### **Age**

Like many prisons, The Mount has an increasing number of older prisoners (i.e. over 50 years) accounting for around 10% of The Mount's population. The Mount's treatment of these prisoners is exemplary. Narey Wing has been designated for older prisoners who appreciate its calmer atmosphere. The only pity is that Narey can only accommodate one-half of the older prisoners.

The Mount also organises a monthly forum for older prisoners, an Over-50's Club, regular visits from Age Concern, special Gym sessions and Education courses and



appropriate health checks and care. All this is provided for prisoners who, if classified as retired, would be confined to their cells. In the Survey, older prisoners were positive about their treatment, with 100% saying that most staff treated them respectfully and 91% that there was a member of staff to whom they could turn for help, if they had a problem.

### **Disability**

Around 14% of the prisoners identify themselves as disabled, including 3% with reduced mobility. Unfortunately, there are insufficient cells adapted for the needs of disabled prisoners, notwithstanding the provision of two adapted cells in Nash Wing. There are two prisoner carers on each wing who do excellent work, but often qualify for transfer to open prisons with loss of continuity of care. In any case, there are limits to the care that can be provided by unqualified fellow prisoners.

It is not surprising therefore that in the Survey disabled prisoners were significantly less happy about their treatment than prisoners without disabilities. In particular, disabled prisoners were more likely than able bodied prisoners to have emotional or mental health problems, to feel unsafe, and to have been victimised by other prisoners (59% compared to 20%) and less likely to find it easy to see a doctor (9% compared to 27%) or a nurse (26% compared to 39%).

The appropriate treatment of prisoners with disabilities needs more attention and The Mount recognises this. A Forum for disabled prisoners would be a good first step.

### **Sexual Orientation**

The Mount has no programmes addressing the needs of Gay, Bisexual or Transgender (“GBT”) prisoners. In the Survey, only 1% of prisoners identified themselves as gay compared to 4% in similar prisons. It seems likely that there are a number of gay prisoners who feel that they have to conceal their sexuality, perhaps to avoid victimisation by other prisoners.

This is a difficult problem to resolve because prejudices run deep, but perhaps there are lessons that could be learned from other establishments as to how to create a supportive environment for GBT prisoners.

## **5.2 EDUCATION, LEARNING AND SKILLS**

There have been considerable changes in the Education, Learning and Skills provision during the year. In July 2015 People Plus took over as provider from A4E, in September 2015 a new Education Manager was appointed, and shortly afterwards a new Deputy Education Manager was appointed and also a new Band 6 Learning, Skills and Employment Manager was appointed to provide the interface between The Mount and the education provider.

The People Plus provision seems to be an improvement on A4E as currently it is less targeted on funding and more targeted on supporting staff and providing a wider range of provision for the prisoners. There are more opportunities for Continuing Professional Development for the staff as, for example, one tutor is now on a CELTA course (Certificate in Teaching English to Speakers of Other Languages) and in the near future 4 days have been allocated for a project to embed Basic Skills into the

education programmes. Also, recognition has been given to the commitment of staff with a national awards ceremony which was greatly appreciated by the staff involved.

In addition, funds have been made available for an important range of provision which does not attract Skills Funding Agency funding, such as the provision of an additional IAG tutor (Information, Advice and Guidance relating to education pathways and careers options) in order to ensure that the information given to new prisoners is accurate and focussed. Any prisoner who cannot produce a functional skills certificate is now given a diagnostic test which identifies those below Level 1. A support tutor has been appointed who will be able to provide cover in the event of tutor absence and education provision is now offered in the CSU.

The new Education Manager comes with college experience and good knowledge of funding requirements as well as some innovative ideas, for example celebrating achievements of prisoners and making special provision for older prisoners. The new Deputy Manager has experience of working in prisons, so they should make a strong team for the future.

The quality of teaching has improved and the recent Health Check conducted by NOMS Regional Team recorded a strong Grade 2 rating. The success rates for prisoners are good and are displayed in the Department. The average success rate for December 2015 for 416 learners was 91.27%. Functional Skills achieved the highest success rates in the regional cluster of prisons at 90%.

The Department now offers a guaranteed 50 weeks a year for English, Maths, ESOL and IT and 43 weeks a year for other subjects. It has expanded into the new Skills Centre with a barbering course, and IT provision, and hopefully an electrical course will start soon. It provides popular creative courses in Art and Music Technology. It also provides NVQ learning in the Workshops with assessment and learning support. The NVQ assessor for two of the Workshops is retiring soon so currently the NVQs are on hold.

The Learning, Skills and Employment Manager has worked well to monitor and improve attendance rates in Education and the Workshops which are now at 90% overall. She has introduced a number of new initiatives, for example, the Create project which involves working with prisoners to produce personalised books for their children. She is also working with the Shannon Trust to extend the provision of the "Turning Pages" project at The Mount. This project has been running for some time but does not yet receive the support that it deserves with the links between mentors and prisoners, access and security arrangements, and links with the Education department under-developed.

There are still problems with activity allocation with inappropriate prisoners being placed in Education classes and NVQ Workshops. However, there have been improvements in recent months.

### **Library**

The Library staff have been beset with accidents and illness which have led to long periods of absence but the remaining staff have managed to maintain the full provision to the prisoners so full credit to those concerned.

The Library remains an impressive facility offering an excellent range of books and services in an appropriate setting. In addition to the normal library provision, it operates the “Story-Book Dads” project giving fathers the opportunity to record personalised CDs for their children, and record numbers on the “Reading Ahead” 6-book Challenge, as well as overseeing the Shannon Trust “Turning Pages” project.

It has also taken over the coordination of the Open University and Distance Learning learners (around 30 learners for each) who are funded through the Prison Education Trust. There is a good bank of computers for the learners to use, but 4 much needed additional computers and an agreement to maintain the library computer systems continue to await procurement.

### **Workshops**

The Workshops aim to provide training and qualifications in a variety of trades and to generate income.

Workshop 1	Double Glazing
Workshop 1A	Bicycle Renovation
Workshop 2	DHL Canteen Packing
Workshop 3	Engineering (closed)
Workshop 3A	Woodwork
Workshop 3C	Card Packing
Workshop 4	JLT Bricklaying
Workshop 5	JLT Painting and Decorating
Workshop 6	PICTA
Workshop 7	JLT Multiskills
Workshop 8	Refurbishment/Waste Management
Workshop 9	Closed
Workshop 10	Printing

During the year there were a number of vacancies for JLT instructors in Painting, Decoration and Plastering which resulted in temporary closure of those workshops. Workshop 3 (Engineering) is now closed. A proposal was submitted to PSPI for change of use, but was rejected. The Mount is considering appealing against this decision.

Recently work has been procured for Workshop 1 (Double Glazing) which should keep it busy for a few months, but PSPI has been requested to provide more work. Likewise Workshop 10 (Printing) has requested more work from One3One to be able to keep the current roll numbers. Workshop 1A (Bike Renovation) continues to be busy. A business plan has been submitted for relocation to a larger workshop to allow expansion of this activity and Workshop 9 is being prepared as an annex to the Bike Workshop. The work providers, Sue Ryder and Mark Abrahams, have the capability of providing work to fill a larger workshop.

In Workshop 2 (Canteen Packing) a new collective bonus scheme has been introduced to replace the individual bonus scheme. Stock loss levels have reduced.

A Barbering Workshop has been opened during the year which is proving very popular with prisoners.

Discussions are taking place about establishing a Call Centre generating 40 workplaces. The possibility of repairing/recycling washing machines for Currys is also being investigated.

The attendance rate of prisoners in the Workshops is 80%. Staff continue to strive for 100%. Shortage or illness of instructors is one of the main factors and shortage of work also affects the roll numbers.

### **Farms and Gardens**

A high standard of maintenance of the grounds has been achieved throughout the year. The produce in the polytunnels provides the Kitchen with a substantial amount of vegetables. A project was planned with the organisation "Grow", but Grow has been unsuccessful in raising the necessary funding.

## **5.3 HEALTHCARE AND MENTAL HEALTH**

All primary healthcare is provided by West Hertfordshire NHS Trust. This includes physical care, mental health, physiotherapy, dentistry, chiropody and GP visits.

There were concerns during the year regarding long queues for medication. Following a review of how medication is dispensed, this problem has been resolved.

Dentistry has also caused concern due to equipment failure. This resulted in appointments being cancelled. There were also delays in repairing the equipment as it is owned by prison service, not the NHS, and is serviced by an outside contractor. The equipment is now being serviced regularly. In order to cope with the backlog of missed appointments, the clinic has been increased from 3 to 4 sessions per week.

For hospital appointments, The Mount supplies 4 escort staff on Monday to Thursday, morning and afternoon, and on Friday mornings.

Nash Wing has its own drug dispensary which is working well. Ellis Wing has a special pump for dispensing methadone. Both help to speed up the dispensing of medication.

A multi-disciplinary pain management clinic is in operation. This will help to reduce dependency on analgesic medication.

Five emergency response kits have been deployed about the prison.

A new treatment facility is due to open soon on Narey Wing. This will allow prisoners to be treated on the wing and will also provide routine clinics.

A recent survey completed by prisoners reported a satisfaction rate of 96% with the healthcare service. HMCIP and CQC both recently awarded The Mount a rating of "Excellent".

## **Mental Health**

This service is provided by a multi-disciplinary team comprising mental health nurses, a psychologist and a psychiatrist who visits weekly. This service runs during normal working hours. Out of hours care is provided by Hertfordshire Urgent Care service.

A new programme has been started to help with low level mental health problems. This covers anxiety, depression and sleep problems.

There have been concerns regarding delays in finding mental health beds for prisoners needing hospital in-patient treatment. There is a national shortage of mental health beds. Responsibility for finding such beds rests with specialist NHS Commissioners.

## **RAPt**

RAPt offers various programmes. Self-referrals are accepted. Courses are well attended and two-thirds of the prisoners complete their courses. But there is an ongoing problem caused by the availability of NPS.

## **5.4 PURPOSEFUL ACTIVITY**

A wide range of work, training and education is available as detailed in the Section 5.2. Additionally, opportunities exist to work as orderlies, prisoner representatives, listeners, wing cleaners or servery staff.

In addition, The Mount has gymnasium and library facilities which every prisoner is able to use on a weekly basis.

The AAP deals with prisoner work applications and allocates spaces.

Following the substantial increase in the The Mount's prisoner roll, great effort has been made to establish the requisite additional activity places, but a significant number of prisoners are unemployed.

The average weekly number of hours of Purposeful Activity of each prisoner is no longer recorded.

## **5.5 RESETTLEMENT**

The original plan was that from May 2015, working with Sodexo and its partners, St. Giles and St. Mungo, 250 prisoners per quarter, in the final 6 months of their sentence would be transferred to The Mount and prepared for release primarily in the Eastern Region (Hertfordshire, Bedfordshire, Cambridgeshire and Northamptonshire).

The Mount geared up to deal with this level of intake but, in the event, the numbers have been no more than half this figure due to other prisons, principally in the Eastern Region, such as HMP Peterborough, taking more of the planned intake. Releases from The Mount from May to December 2015 ranged between 27 and 35 prisoners per month compared with releases from HMP Peterborough of over 80 male prisoners and over 50 female prisoners per month. As a result, resources at The Mount have been scaled back. Representations have been made at a senior level to address the shortfall, but it appears that presently no action is being taken.

Bi-monthly Resettlement meetings are held to which the Board is invited. These gather together representatives of the appropriate departments at The Mount and St.Giles and St.Mungo to monitor progress in the relevant areas, namely, Healthcare, Education, Training, Accommodation, Employment, Alcohol, Drugs, Benefits, Debt and Behaviour.

There are challenges for St.Mungo (funded for one employee) and St.Giles (funded for two employees). St. Mungo has a community team in Hertfordshire, but not in the other counties. In Hertfordshire, particularly in St.Albans, there is a lack of available community housing. St.Giles has experience of identifying work opportunities in the London area, but less in the Eastern Region. It has however recently established links with The Princes Trust which should prove beneficial.

Lack of available housing is a matter of concern and seriously prejudices the non-reoffending aim of the Resettlement programme.

It is still the case that 25% of prisoners arriving at The Mount do not have a Sentence Plan which is the responsibility of local prisons. At 31st January 2016, there were 235 outstanding Sentence Plans. The Mount, despite not being resourced to undertake Sentence Planning, endeavours to set interim Sentence Plan targets for prisoners as soon as possible after their arrival. This means that the prisoners have at least interim objectives to achieve.

## **5.6 SAFER CUSTODY**

There have been two Deaths in Custody during the year. Apart from the effect on the families, these deaths were traumatic for the staff involved in dealing with the incidents.

During the year, there have been 305 open ACCT documents (as against 153 for the previous year). This includes 11 prisoners who transferred to The Mount with open ACCT documents. A majority are opened due to self harm.

Spice was the drug of choice early in the year, with different strains depending on the chemical make-up. Some prisoners were used for testing new batches in order to find out their effects. It is hoped that legislation will soon become a deterrent to these types of drugs being brought into prison.

Later in the year, there was evidence that cannabis was more prevalent. The effect of cannabis is more predictable so more manageable.

Drugs appear to be widely available and with that comes the problem of debt with consequential bullying, fighting, intimidation and self-harming causing massive disruption to prisoners and staff alike.

Robust efforts have been made to thwart drugs and other contraband items entering The Mount. All packages entering the prison are searched and random and targeted wing and cell searches are made.

The use of drones to deliver packages is increasing and Security recently captured a drone, package and operator.

A watch is kept on gang membership and new prisoners are asked to fill out a questionnaire, part of which deals with gang membership. In addition, known gang members are recorded on NOMS so, prior to arrival at The Mount, this information will be considered before placing the prisoner on a wing.

The Mount has a very active Listener group and their contact with the new prisoners starts shortly after arrival, with all new prisoners attending an induction course. This is a good opportunity for a prisoner to learn from another prisoner what to expect and how things work.

Lower staffing levels are resulting in less time for developing relationships between the officers and the prisoners, with the personal officer position becoming effectively non-existent.

## **5.7 SEGREGATION**

The CSU staff undertake their tasks with great professionalism, even at times of extreme pressure. Board members have regularly acknowledged their calm and empathetic handling of very testing individuals and situations.

During the year, five attempts were made by prisoners to hang themselves, three times by one man. It is a tribute to the staff that they were discovered before death in custody occurred.

With the increase of the population of The Mount, the occupancy pressures have grown, and the situation has been exacerbated by the change in category of prisoners entering The Mount, with an increase in younger prisoners.

During the year, over 400 prisoners were located in the CSU which has been at or near full capacity (18 cells) for most of the time, with further pressure due to damaged cells. Cellular Confinement has on occasions been temporarily or permanently rescinded to free up spaces.

In the latter part of the year, there has been an increase in dirty protests and less success in relocating prisoners to normal location. Prisoners have been transferred to other prisons.

Smoking is still permitted in the CSU raising some health and safety concerns. During cold spells, staff have confirmed the validity of complaints from prisoners about the temperature in some cells, even after providing additional blankets and heaters in the corridors.

## **5.8 RESIDENTIAL SERVICES**

### **Accommodation**

The accommodation on the Wings is generally clean. The standards are rising.

Staffing levels are such that staff are continually under pressure, but their interaction with the prisoners remains professional and humane.

The shower units seem to be an ongoing problem. Some Wings still need to be refurbished or refurbished again. Ellis Wing is by far the worst. Several showers there are still not working and the water runs through rusty valves and as a result the water is a bit brown. The flow is very poor and after a few uses the showers run cold leading to queues. There are ongoing complaints on Nash Wing about the lack of privacy due to open doorways and a large window overlooking the main corridor. Several other Wings have problems with boilers tripping, no air extractors and showers generally not working. The showers are a key area in a prison and cleanliness of them important for prisoner morale.

There have also been problems with the Stores, which are very low in stock and at times prisoners, on arrival, have to wait weeks before they receive their prison clothes. Delays have occurred in repairing essential equipment and shortages have occurred in providing essential clothing, blankets, toilet paper and other consumables. These service failures were reported at a senior level. For several weeks Governors have been meeting Carillion on a weekly basis and the situation is hopefully improving.

### **Kitchen**

The new facilities have been most welcome, are well used and suitable for the provision of meals for over 1000 men. The Kitchen is very spacious and well laid out. However, too often the boilers and other kitchen equipment have not been working which has caused difficulties to staff and prisoners. The bakery units are still not in use due to lack of experienced staff, but there is hope for the future as new staff have been recruited and are to start soon. In general, the Kitchen staff should be praised for their continual dedication and hard work throughout the year.

### **Canteen**

The distribution of goods by Canteen staff without prisoners presenting IDs is still an issue. As a matter of routine, the rule should be “no ID, no Canteen”, unless an officer is able to vouch for the prisoner in question.

### **Reception**

Arrivals continue to occur over lunchtime periods. Occasionally prisoners still have to wait in transport vans outside the gates when staff have not been notified in advance. Prisoners appear to be treated well on transfer both in and out of The Mount. The staff interact professionally with the prisoners and the assistance of prisoner insiders and orderlies generally allows the process to run smoothly. The transport has appeared clean and of a good standard with the appropriate requisites on board.

However, property issues continue to abound. Excess property posted in without authorisation or received on transfer, but not necessarily at the same time as transfer, remains the biggest problem. Also, the fact that some prisons allow more property than The Mount, which only allows 2 bags per prisoner, creates a problem.

Books are now allowed to be posted in again.



## **Gymnasiums**

On 12 October 2015, PE Courses started in the new PE Theory Room and Fitness Suites. The staff held interviews and selected 10 inmates for various courses lasting 9 months to gain the following qualifications:

Level 2 Gym Instruction Course (12 weeks, now completed),

Level 2 Spinning and Circuits (currently taking place),

Level 3 Diet and Nutrition, First Aid and Drugs Counselling.

The courses are under way which is very encouraging, but PE staff are at times called out to attend “Interventions”, so the courses have to be cancelled at the last minute. This is due to shortage of staff throughout The Mount and attempts are being made to rectify this. A new member has just been recruited for the PE department from HMP Holloway.

There has been a survey about the Gymnasiums showing that many prisoners are not interested in using the facilities. However the PE staff continue to try to maximise the use of the new Gymnasium which is fitted with state of the art equipment.

There is a very good rugby team at The Mount which is currently second in the external league in which it participates weekly.

## **6. OTHER AREAS ON WHICH THE BOARD DESIRES TO REPORT**

None.

## **7. WORK OF THE BOARD**

### **7.1 ACTIVITIES OF THE BOARD**

During the year six members left the Board and seven new members joined the Board. At the end of the year, the Board comprised 16 members, 2 members below its recommended complement.

The Board has a training session prior to each monthly Board meeting. At each Board meeting, the Governor provides the Board with a comprehensive report and answers questions raised by members of the Board on any issue.

An ATPR exercise was held in December 2015.

## 7.2 APPLICATIONS

### Applications made to the Board

Code	Subject	2015/16	2014/15	2013/14
A	Accommodation	26	25	13
B	Adjudications	12	6	13
C	Equality and Diversity (inc religion)	7	2	14
D	Education/employment/training inc IEP	67	62	74
E1	Family/visits inc mail & phone	28	24	33
E2	Finance and Pay	3	1	10
F	Food/kitchen related	2	7	14
G	Health related	36	36	43
H	Property	127	85	77
I	Sentence related (inc.HDC, ROTL, parole, release dates, re-cat etc)	55	39	42
J	Staff/prisoner/detainee concerns inc bullying	24	16	16
K	Transfers	36	22	23
L	Miscellaneous	166	73	81
<b>Total number of IMB applications</b>		<b>589</b>	<b>398</b>	<b>453</b>
The number of Confidential Access Applications included above was:		35	19	13

### 7.3 BOARD STATISTICS

Recommended complement of Board Members	18
Number of Board members at the start of the reporting period	15
Number of Board members at the end of the reporting period	16
Number of new members joining within the reporting period	7
Number of members leaving within the reporting period	6
Total number of Board meetings during the reporting period	12
Total number of visits to the prison	586
Total number of segregation reviews held	389
Total number of segregation reviews attended	375
Date of Annual Team Performance Review	9 <sup>th</sup> Dec 2015

**For and on behalf of the members of the Board at HMP The Mount**

**Chair**

**2016**

## 8. Appendix A: Glossary

<b>AAP</b> Activities Allocation Panel	<b>NACRO</b> National Association for Care & Resettlement of Offenders
<b>ACCT</b> Assessment, Care in Custody & Teamwork	<b>NC</b> The National Council for IMBs
<b>ADA</b> Additional Days Awarded	<b>NCS</b> National Careers Service
<b>AQA</b> Assessment and Qualifications Alliance	<b>NOMS</b> National Offender Management Service
<b>ATPR</b> Annual Team Performance Review	<b>NPS</b> New psychoactive substance (aka Spice)
<b>BME</b> Black & Minority Ethnic	<b>NVQ</b> National Vocational Qualification
<b>BDG</b> Business Development Group	<b>NWOW</b> New Ways of Working
<b>BICS</b> Building and Industrial Cleaning Services	<b>OASys</b> Offender Assessment System
<b>CAB</b> Citizens Advice Bureau	<b>OBP</b> Offending Behaviour Programme
<b>CALM</b> Crisis & Aggression Limitation & Management	<b>OCA</b> Observation, Classification & Allocations
<b>C&amp;R</b> Control & Restraint	<b>OI/OP</b> Own Interest/Own Protection
<b>CARATS</b> Counselling, Assessment, Referral, Advice & Throughcare Scheme	<b>OLASS</b> Offender Learning and Skills Service
<b>CC</b> Cellular Confinement	<b>Op Cap</b> Operational Capacity
<b>CLAIT</b> Computer Literacy and Information Technology	<b>OSG</b> Operational Support Grade
<b>CM</b> Custodial Manager	<b>PALS</b> Patient Advisory Liaison Service
<b>CNA</b> Certified Normal Accommodation	<b>PER</b> Prisoner Escort Record
<b>CPN</b> Community Psychiatric Nurse	<b>PICTA</b> Prisons Information & Communications Technology Academy
<b>CQC</b> Care Quality Commission	<b>PIN</b> Personal Identification Number
<b>CRC</b> Community Rehabilitation Company	<b>PO</b> Principal Officer
<b>CRD</b> Conditional Release Date	<b>POA</b> Prison Officers Association
<b>CSH</b> Contracted Service Hours	<b>POELT</b> Prison Officer Entry Level Training
<b>CSRA</b> Cell sharing risk assessment	<b>PMU</b> Population Management Unit
<b>CSU</b> Care and Separation Unit	<b>P-NOMIS</b> Prison-National Offender Management Information System
<b>DEO</b> Diversity and Equality Officer	<b>PPO</b> Persistent & Prolific Offender
<b>DIRF</b> Diversity Incident Reporting Form	<b>PRRRC</b> Prisoner Race Relations Representative Committee
<b>DPSM</b> Developing Prison Service Manager	<b>PRT</b> Prison Reform Trust
<b>EDR</b> Earliest Date of Release	<b>PSI/PSO</b> Prison Service Instruction/Order
<b>ERS</b> Early Release Scheme	<b>PSPI</b> Public Sector Prison Industries
<b>ESOL</b> English for Speakers of Other Languages	<b>RAPt</b> Rehabilitation for Addicted Prisoners Trust
<b>ETS</b> Enhanced Thinking Skills	<b>R 45</b> Prison rule 45 concerning segregation of prisoners
<b>FN</b> Foreign National	<b>REAG</b> Race and Equality Action Group
<b>FRS</b> Facilitated Removal Scheme	<b>ROTL</b> Release On Temporary Licence
<b>GOOD</b> Good Order or Discipline	<b>RRMT</b> Race Relations Management Team
<b>HACRO</b> Herts Association for Care & Resettlement of Offenders	<b>SED</b> Sentence Expiry Date
<b>HDC</b> Home Detention Curfew	<b>SIN</b> Staff Information Notice
<b>HMCIP</b> Her Majesty's Chief Inspector of Prisons	<b>SIPS</b> Safety in Prison Supporters
<b>HMPS</b> Her Majesty's Prison Service	<b>SIR</b> Security Information Report
<b>IA</b> Independent Adjudicator	<b>SLA</b> Service Level Agreement
<b>IBAD</b> Illicitly Brewed Alcohol Detection	<b>SMARG</b> Segregation & Monitoring Review Group
<b>ICAS</b> Independent Complaints Advocacy Service	<b>SMART</b> Systematic Monitoring & Analysis of Race Equality Template
<b>ICT</b> Information and Communication Technology	<b>SMT</b> Senior Management Team
<b>IDTS</b> Integrated Drug Treatment Service	<b>SMU</b> Sentence Management Unit
<b>IEP</b> Incentives and Earned Privileges	<b>SO</b> Supervising Officer
<b>IIP</b> Investors in People	<b>SPDR</b> Staff Performance & Development Review
<b>IMB</b> Independent Monitoring Board	<b>TOC</b> Time Out of Cell
<b>ISPP</b> Indeterminate Sentence of Imprisonment for Public Protection	<b>TOIL</b> Time Off In Lieu
<b>IT</b> Information Technology	<b>TSP</b> Thinking Skills Programme
<b>JLT</b> John Laing Training	<b>UKBA</b> UK Border Agency
<b>KPI/KPT</b> Key Performance Indicator/Target	<b>VC</b> Virtual Campus
<b>LINKs</b> Local Involvement Networks	<b>VDT</b> Voluntary Drug Test
<b>LSC</b> Learning & Skills Council	<b>VEDS</b> Voluntary Early Departure Scheme
<b>MAPPA</b> Multi-Agency Public Protection Arrangements	<b>VO</b> Visiting Order
<b>MDT</b> Mandatory Drugs Testing	<b>VR</b> Violence Reduction
<b>MQPL</b> Measuring the Quality of Prison Life	
<b>MSL</b> Minimum Staffing Level	