



HMP RYE HILL
INDEPENDENT MONITORING BOARD
ANNUAL REPORT

April 2015 – March 2016



Section 1

STATUTORY ROLE OF THE IMB

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.

Section 2

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Section 3

DESCRIPTION & FUNCTION OF THE ESTABLISHMENT

- HMP Rye Hill opened in January 2001 and was operated by Group 4 Falck, which became Global Solutions Limited (GSL) in 2004, on a 25 year contract to the Home Office. In May 2008 GSL was bought by G4S who took over the running of the prison.
- The premises are purpose built with eight residential units with certified normal accommodation of 600 and operational capacity of 625.
- The prison is now a Category B Training Prison for sex offenders. Having been re-rolled in April 2014 to hold only Category B prisoners convicted of a sex offence making them eligible for the Sex Offenders Treatment Programme (SOTP).
- It held 621 prisoners at the end of the current reporting period.
- The prison currently holds 77 prisoners under traditional life sentences with a further 61 held under Indeterminate Sentence for Public Protection (ISPP).
- There are 589 Category B, and 32 Category C prisoners.
- Based on 7 monthly Equality & Diversity reports, the average number of protected characteristic prisoners during the reporting period are:
 - Disabled – 204 (33% of total population)
 - Age over 50 – 251 (40.5% of total population)
 - Age over 65 - 62 (10% of total population)
 - Gay – 35 (5.7% of total population)
 - Transgender – 6 (1% of total population)
 - Foreign Nationals – 72 (11.6% of total population)
- The ethnic breakdown has remained predominately white with approximately 82% White, 7% Black and 7% Asian.
- Health care is provided by sub-contract to a division of G4S called G4S Integrated Services.
- The Education provider is Novus previously City College Manchester.
- Catering is provided by Aramark.
- Links with Samaritans are established together with a Listeners Service.

Section 4

EXECUTIVE SUMMARY

This report covers the period from 1st April 2015 to 31st March 2016.

This has been a year of consolidation following the re-role with a stable Senior Management Team (SMT) which has benefited the overall running of the prison.

There are plans being formulated to expand the number of prisoner spaces by 50%. At the end of the reporting period planning permission had been granted until agreement on funding is reached there is no certainty this expansion will take place.

An inspection of the prison by Her Majesty's Inspectorate of Prisons (HMIP) in August 2015, found the prison to be safe and with some real strengths, although some areas, notably Healthcare, were not meeting the needs of the prisoners.

A new Clinical Manager has improved the situation in Healthcare although provision remains the major concern with the prison failing a Care Quality Commission (CQC) audit on 4 areas in September 2015. By the time of writing this report two areas still remain non-compliant and it seems to be taking excessively long periods to make changes such as moving medicines dispensing from the upper levels to the ground floor on Units.

Improvements have been made to the accommodation units with in-cell fire detection, in-cell telephones, refurbished showers and sinks but the computer system (CMS), used by the prisoners for all requests, in spite of useful updates has remained very unreliable which has impacted the disabled population who frequently only has access to one terminal.

Assaults, though on the decrease, remain concerning. However a disproportionate number of cases involve a very small number of prisoners who precipitate events and there is a policy of zero tolerance with the age relationship between aggressor and victim carefully monitored.

The Care and Separation Unit (CSU) continues to be well managed with fewer prisoners held there on Rule45. However there is concern about the number of awards of Cellular Confinement (CC) especially as following the completion of a period of CC, some prisoners are refusing to return to Units and are then awarded further CC. This is not a satisfactory situation.

At the end of the current year, 585 prisoners out of a total of 624 are in purposeful activity/employed. This includes time in a new Activities Centre created (February/March 2015), to cater for the disabled and elderly although further work is now needed to ensure the activities undertaken in the centre are more purposeful

The Complex Cases meeting continues to be an excellent management tool and the relationship with Northamptonshire County Council who has responsibility for the provision of services under the Adult Social Care Act is working well. However it should be noted that ten prisoners have been assessed but only two have taken up the offer, the others declined.

Even with a new replacement library, the facility remains too small limiting prisoner numbers therefore frequency of visits is reduced. The size constraints also mean that prisoners cannot use it satisfactorily as a reference library to access documents they have a mandatory right to see such as Prison Service Instructions (PSIs).

ISSUES REQUIRING A RESPONSE

G4S Management

The speed of improvement in Healthcare provision is worrying. It is accepted that staff recruitment/clearance takes time but it should not take many months to make relatively straight forward amendments to the facilities such as converting former in-patient cells to consultation rooms and former Mandatory Drug Testing (MDT) cells to medication dispensaries. There is also concern that the improvements to the waiting area will be put off in the hope of the expansion addressing this deficiency.

The Minister

We have no new issues for the Minister.

Section 5

ESSENTIAL REPORTING AREAS

5.1 Major changes during the year

- This has been a year of consolidation following the re-role in 2014. Initially the number of sex offender prisoners who were not ready to undertake treatment programmes was much higher than expected but subsequent efforts by Rye Hill and the National Offender Management Service (NOMS) has now addressed this reducing the number of prisoner transfers to a more normal level.
- An unannounced inspection of the prison by HMIP in August 2015 found the prison to be safe and with some real strengths, however some areas, notably Healthcare, were not meeting the needs of the prisoners.
- The establishment failed a CQC audit of Healthcare provision in late 2015. This initiated an overdue engagement by the Healthcare provider and a programme of remedial action has been put in place. A re-audit has resulted in two of the four failures being addressed to the satisfaction of the CQC.
- The continued stability and teamwork of the SMT has benefited the overall running of the prison and enabled more comprehensive and challenging initiatives. A robust range of views represented within the team has also been helpful.
- There are now plans being formulated to expand the number of prisoner spaces by 50%. At the end of the reporting period planning permission had been granted but discussions continue on the best way to fund the building work needed, until agreement on funding is reached there is no certainty this expansion will take place.

5.2 Equality and Inclusion

- Whilst the Equality Action Team (EAT) meetings are scheduled for alternative months throughout the year, only four took place, one of which became void due to poor attendance. All protective characteristics i.e. Race, Faith & Belief, Disability, Age, LBGT (lesbian, bi-sexual, gay, transgender), Gypsy/Roma and Foreign Nationals, have a nominated member of staff as Equality lead, with the exception of LBGT which is covered by two members. Each protective characteristic has assigned prisoner representatives for each residential wing. Each strand hold regular meetings and report back to the EAT meetings. A transgender policy is being re-written and will coincide with the NOMS policy which is due to be issued early next year. The implementation for this has been fixed for June.
- There is a shortage of full time carers for the disabled and listeners for all prisoners; this is being addressed as this report is written.

- A successful Black History Month took place on 31st October, but it was disappointing that more of the non-black community did not attend. A Multi Cultural Day is in the planning process.
- Skull caps for Muslims are now allowed to be worn throughout the day.
- The CMS has been up dated, and now has 20 of the most common languages available.
- The number of Discrimination Incident Report Forms (DIRFs) has decreased significantly this year. These are to be replaced next year when a revised PSI is issued.

5.3 Education, Learning and Skills

- Pre the re-role about 30% of new prisoners were below Level 1 NVQ in English and Maths with the new population and changing age profile this has increased to around 50%. However this is now reducing again.
- A change in pay rates has removed the disincentive to attend Education sessions rather than Industries workshops and there is a growing take up, especially for part time Education alongside some other work activity.
- The demand for IT courses continues but these are restricted in scope as there is no network/web based training available due to the security profile of the population.
- The Turning Pages scheme, being run in conjunction with the University of Birmingham, now replaces Toe by Toe with the key difference that Turning Pages brings a broader approach including writing skills not just reading.
- The size of the new porta cabin that hosts the library is too small which restricts the number of prisoners who can use it at one time. This means that if all prisoners wanted access the schedule would mandate several weeks between visits. The size constraints also mean that prisoners cannot use it as a reference library to access documents they have a mandatory right to see such as PSIs.

5.4 Healthcare and Mental Health

- Health Care provision remains under pressure and a cause for concern. A National Health Service (NHS) Health and Social Care Assessment in June 2015 found several areas that breached Regulations of the Health and Social Care Act 2008. These issues are being urgently addressed by the Health Care Management Team and the Senior Management Team.
- Recruiting and retaining suitably qualified Health Care and Mental Health staff is an on-going problem. Recently a new Clinical Manager has improved the situation although nurses and health care assistants are often stressed and under pressure. It is necessary to fill vacancies with bank nurses who have to be escorted round the prison as they do not have keys and tend not to have a long term knowledge of their patients. Staffing shortages mean there are sometimes only two nurses and one healthcare assistant on duty at weekends.

- The length of waiting times for clinic appointments (such as Dental Services and the Optician) is decreasing due to the provision of more clinics. However there are pressures in meeting some external appointments due to an increase in the number of the elderly population with complex needs and the need for PCO escorts, which are limited to three per day.
- Bed watches and end of life care have put pressure on the staffing of the prison as a whole on several occasions.
- In-possession medicine collection from the Pharmacy is producing overcrowding in the Health Care waiting area. The conversion of rooms on each unit to dispense these drugs and alleviate this problem has been ongoing for over a year but is still not completed. Plans had been put forward to remodel and increase the Health Care area as part of the proposed expansion. At the time of writing this report the expansion is on hold but the need for space in the Healthcare unit, especially the waiting area remains.

5.5 Purposeful Activity (including work)

- At the end of the current year, 585 prisoners out of a total of 621 are in purposeful activity/employed.
- Purposeful activity hours for the year to date are at 29.92 hours a week against a target of 29 hours. They were consistently high even during periods of considerable operational challenge, eg, multiple bed watches due to the progressively aging population. However, calculation of purposeful activity figures have been questioned by the Controllers and are still to be verified.
- Activities are wide ranging, the main categories being in Industries workshops, Kitchens (both for provision of prisoner and staff meals), the Gardens (supported by Ryton Organic Gardens) as well as the Recycling Centre and the Activities Centre. Time spent in education and programmes also count towards the purposeful activity targets.
- Towards the end of the year 2014-2015 there had been an increased focus on prisoners who previously struggled with a regular work environment and the Activity Centre was created (February/March 2015), to cater for the disabled and elderly. This Centre moved to its own dedicated site in July 2015 and is regularly attended by 60 prisoners per session. It is well liked by prisoners though it is recognised that activities need to be better led by prison staff and be more “purposeful”.
- Work in Industries is expanding as new suppliers and contracts are sought, though at times work has been held up due to problems with suppliers sending in materials.
- Industries 1 and 2 continue to focus on electrical/lighting and work on hairnets however Industries 4 has expanded and now produces jewellery boxes, furniture, house name plaques and planters as well as the production of garden gates and sheds, bird boxes and bee hives which are in use around the prison. Employment of a woodwork teacher building woodwork and carpentry skills is helping towards levels 1 and 2 vocational accreditations.

- As regards allocation of work there are frequently no vacancies and low numbers waiting for employment.

5.6 Resettlement

- The prison continues to develop and consolidate services which are associated with the prisoners' resettlement. These services are brought together under the Offender Management Unit (OMU) with a clear rationale, adequate resources and sound management. OMU services were praised in the recent HMIP report as 'better' than normally seen.
- It was anticipated that fewer prisoners would be released directly from the prison following the re-role. This year 7 were released against the year prior to re-role (2013/2014) of 17 prisoners although sadly, two are prisoners who were terminally ill. Another 5 prisoners were deported.
- Throughout the year, prisoners have given the impression that they value these services and, particularly, the efforts made to provide them with sufficient information to secure their informed and active engagement in their sentence planning. However, there are indications of difficulties in assuring equity in service delivery to prisoners with sensory and other disabilities. We are aware that the prison managers are working to address this and also the perception, though this was not evidenced, of race inequality as cited at the last HMIP inspection.

5.7 Safer Custody

- The Safer Custody department has been well managed and supported. It has encouraged new initiatives that add to the overall value of their work to prisoners.
- The weekly Complex Cases meeting continues to be an excellent management tool that is genuinely multi-disciplinary, agrees case plans and monitors their progress. The responsibility for the provision of care plan needs under the Adult Social Care Act is undertaken by Northamptonshire County Council. Ten prisoners have been assessed but only two have taken up the offer, the remainder declined.
- The Restorative Justice initiative, adapted from the traditional model to one appropriate to a sex offender's prison and linked to the disciplinary (adjudication) system, has completed a successful pilot. It is being extended in scope as it shows real signs of addressing the problems associated with prisoner violence.
- The Listeners system has been adequate but the prisoners concerned feel themselves to be under pressure. This is perhaps reflected by logistical difficulties encountered in arranging training for additional men.
- Assaults, though on the decrease, remain concerning. However, the evidence should be carefully interpreted as a disproportionate number of cases involve a very small number of prisoners who precipitate events. There is a policy of zero tolerance and each incident is subject to significant analysis. The age relationship between aggressor and victim is also carefully monitored. A strategy for the management of young prisoners is being developed.

- Overall Assessment Care and Custody Teamwork (ACCTs) continue to be properly managed and reviewed at a management level by the weekly Complex Cases meeting. Reviews of individual cases are held on time; however they tend to be fitted in when there happens to be time in the day and attendance is unpredictable with considerable consequent variation in their quality; in particular, their multi-disciplinary nature.
- There are signs of a small number of prisoners who repeatedly self-harm sometimes putting their welfare at serious risk and unbalancing the overall statistical information. This is further confused by the number of cases of trivial self-harm – often following a minor incident where a prisoner has not been given his own way. Additionally, because all cases are scrupulously reported, there is a noticeable number of cases where these prisoners are put onto an ACCT for a very short period of time.
- Over a period of time there has been a noticeable increase in the use of cellular confinement (CC) as an award. While consistent between adjudicators, the Board is not always convinced that this is helpful as it tends to lead to an overall increase of tariff in awards and sometimes encourages prisoners to perceive it as a way to manipulate their regime and case management.
- There has been marked decrease in the referral of cases to the Independent Adjudicator and the criteria and system for the referral of cases to the police for their action has become increasingly rigorous.
- There have been two deaths in custody, both recent and both expected as due to terminal illness. Inquest verdicts are not yet available but there are no suspicious circumstances.

5.8 Segregation, Care and Separation, Close Supervision

- There have been significant periods when CSU has had very few residents. There are few prisoners held there on Rule 45, and very few on OI.
- There is a significantly greater number held there following an award of CC. The Board is concerned that following the completion of a period of CC, some prisoners are refusing to return to normal location, are put on report for this and then awarded further CC. This is not a satisfactory situation. Furthermore, it makes statistics for the prisoner's occupation in CSU significantly misleading as each stage is recorded separately so that effectively continuous stays in CSU appear much shorter than in fact they are.
- The number of prisoners in CSU on an ACCT is concerning. While the necessary algorithm for each is always completed and the prisoner's care while in CSU is very good and beneficial to them, this remains an area of concern and is not consistent with the spirit of PSO 1700.
- Segregation Management Meetings (SMARG) are held regularly and throw up few issues.

5.9 Residential Services (including accommodation, food and kitchens)

- A number of improvements have been made:
 - In-cell fire detection has been installed throughout all residential Units.
 - All showers in the wings have been refurbished. Ramps with balustrades for disabled access have been installed to a pair of ground floor showers in each Unit. These showers now require fold-up bench seats and hand rails.

- All sinks and worktops have been replaced.
- A no smoking wing has been established.
- A new system has been introduced this year whereby Unit Managers hold weekly surgeries on each wing.
- However the problem of overheating in cells in the summer months still persists.
- The CMS, which is the principal communication system for prisoners (e.g. visits, ordering food and canteen, medical appointments, etc.), has proved unreliable throughout the year. Whilst there is a CMS unit at both ground and first floor levels, failure of the former is problematical for those disabled prisoners who are not able to gain access to the first floor landing.
- NOMS Operational Services & Intervention Group visited the Prison on 9th December 2015 to conduct a Menu Planning and Meal Provision Assessment. They quoted that it was 'An excellent visit' and all seven areas assessed were graded green (no issues).
- The use of the gymnasium facilities has reduced considerably since the re-role due to the age profile. In March we reported approximately 250 prisoners were using the gym, representing only 40% of the total prison population. To address this situation, indoor and outdoor bowls, 40+ gym sessions, weekend walking groups and armchair exercises have been introduced.

Section 6

OTHER AREAS

6.1 Drugs/Substance Misuse

- The Memorandum of Understanding on Drug and Alcohol Rehabilitation Team (DART) services that should be agreed with the NHS is still not finalised and has now been with the NHS Commissioners for many months awaiting a response. This failure has now been added to the establishment risk register.
- Full staffing has been sporadic but the team is now staffed.
- Their joint-work with the Ryton Organic Garden is both interesting and excellent for the prisoners.
- Most of the substance misuse work relates to alcohol and the misuse of prescription drugs and when prisoners in their care are discussed at other meetings, they appear to be properly involved.
- A peer mentor scheme has been introduced.

6.2 Programmes

- The Programmes and Psychology teams are up to full strength following returns from maternity leave and recruitment.
- Existing programme completions are on target but the programme team have not been able to prepare for the new NOMS programmes designed to replace them as very little information, other than the programme names HORIZON and KEIZEN, has been provided.

Section 7

THE WORK OF THE INDEPENDENT MONITORING BOARD

7.1 Membership and Recruitment

At the end of the reporting period there were ten members, with the Board remaining significantly below establishment strength of 17. Monitoring of specific areas has been maintained throughout the period. During the year one new member was recruited but a further campaign has recently been run. Two members left the Board, one due to reaching the end of his tenure the other for personal reasons.

7.2 Applications to the Board

There was a significant decrease in the number of applications received within the last 12 months also there was a decrease of nearly 50% in applications related to property (during transfer/in another establishment.) This was due to the lack of movement within the current population post the re-role.

7.3 Board Statistics

BOARD STATISTICS		
Recommended Complement of Board Members	17	
Number of Board members at the start of the reporting period	11	
Number of Board members at the end of the reporting period	10	
Number of new members joining within the reporting period	1	
Number of members leaving within reporting period	2	
Total number of Board meetings during reporting period	12	
Total number of visits to the prison	515	
Number of applications received (see comment above)	272	
Number of CSU review sessions scheduled to be held (each sessions could be up to three reviews)	155	
Number of CSU review sessions attended	155	
Date of Annual Team Performance Review	26th Jan 2016	

Application Statistics

Code	Subject	2014/2015	2015/2016
A	Accommodation	22	21
B	Adjudications	5	5
C	Equality & Diversity (inc religion)	10	16
D	Education/employment/training inc IEP	64	41
E 1	Family/visits inc mail & phone	23	10
E 2	Finance/pay	15	11
F	Food/kitchen related	11	3
G	Health related	79	41
H 1	Property (within current establishment)	38	37
H 2	Property (during transfer/in another establishment)	66	35
H 3	Canteen, facilities, Catalogue shopping, Argos	9	1
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	29	5
J	Staff/prisoner/detainee concerns inc bullying	53	29
K	Transfers	7	1
L	Miscellaneous	13	16
	Total number of applications	441	272
	Of total: number of Confidential Access was:	21	14

Acknowledgement

This report has been compiled from information gathered by all members of the Board.