



INDEPENDENT MONITORING BOARD

ANNUAL REPORT

FOR

HM YOUNG OFFENDERS INSTITUTION

& REMAND CENTRE

GLEN PARVA

DECEMBER 2014 – MARCH 2016

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1. STATUTORY ROLE OF THE IMB

- 1.1. The Prisons 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 located.
- 1.2. The Board is specifically charged to:
 - 1.2.1. Satisfy itself as to the humane and just treatment of those held in custody within the prison and the range and adequacy of the programmes preparing them for release.
 - 1.2.2. Inform promptly, the Secretary of State or any official to whom the Secretary of State has delegated authority as it judges appropriate, any concern it has.
- 1.3. 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.
- 1.4. 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 records.

2. DESCRIPTION OF THE PRISON

- 2.1. HMYOI Glen Parva in Leicestershire is a young offender institution currently holding in the order of 520 prisoners aged 18 to 21 years old. Those held range from remanded and un-sentenced prisoners to a significant number who had commenced longer sentences after conviction.
- 2.2. Constructed in the early 1970s as a borstal, Glen Parva has always held young offenders. Additional buildings, including a health care centre, have been added over the years. The prison comprises 3 residential units in the North End and 8 units in the South End. In the latter, one unit (unit 14) is for remand prisoners, one (unit 15) for First Night and Induction and another (Unit 7) for Segregation.
- 2.3. All accommodation has integral sanitation in each cell with shower facilities being provided on a communal basis.
- 2.4. The prison is supported by a central kitchen facility that services the individual unit serveries. There is a Multi Faith Centre providing multi faith services; a gym with a range of equipment; and an astro turf football pitch. Classrooms and workshops provide facilities for a range of vocational activities for prisoners.
- 2.5. Primary Healthcare facilities provided by Leicestershire Partnership Trust incorporate a doctor and dentist surgery, including physiotherapy and the services of an optician. There is 24 hour nursing cover. Mental health services are provided on a primary and secondary basis with psychiatric referral as required. Secondary Mental health is provided by Northamptonshire NHS Trust.
- 2.6. Education and training of prisoners is provided by Milton Keynes College

3. EXECUTIVE SUMMARY

- 3.1. The period covered by this report has continued to be challenging for management and staff alike, not least due to the shortage of operational staff. However, this has not prevented the drive to working towards improving the experience for the prisoner. The Governor and Management Team have led by example with particular emphasis on security, safety, decency and respect and staff have responded positively. Indeed, the IMB commend the significant efforts made by staff to improve the daily regime and rehabilitative outcomes for prisoners.
- 3.2. Staff shortages necessitated a significantly restricted regime for a proportion of 2015. This impacted on the residential environment, necessitating prisoners spending significant time in their cells. Concerted efforts were made to recruit staff and, although the staffing level improved towards the end of the reporting period, enabling a relaxing of the restrictive regime, there continues to be insufficient staff to cover all requirements: a situation which, in spite of unwavering commitment by management and staff, impacts on progress.
- 3.3. The standard of the buildings, including the residential accommodation, is poor. Maintenance services are contracted out and, over the period of this report, the IMB has been concerned that the contractor has been failing to meet requirements. To their credit, staff and prisoners have taken the initiative to paint and brighten up various areas. However, given the overall duties of officers, this is not sustainable and accountability should be with the contractor.
- 3.4. Violence and bullying have been high with Glen Parva holding more violent offenders than similar prisons, during this period. The IMB welcomes the various initiatives to address this, including participating in the NOMS CVMM project the results, of which, are awaited with interest.
- 3.5. Incidences of self-harm have also been high, with management and staff prioritising and responding efficiently and effectively. All incidents are investigated and recommendations made. Tragically, two self-inflicted deaths have occurred during this reporting period. The related action plans are addressed and monitored weekly, at the Safety and Control meetings.
- 3.6. The ACCT process has improved and work continues to improve documentation in line with HMIP comments.
- 3.7. There has been a significant level of NPS (New Psychoactive Substance) use. The establishment is constantly attempting to identify and cut off supply routes while Healthcare promote health campaigns and provide treatment interventions for

prisoners. A drug strategy meeting occurs monthly and a committee, specifically focussed on NPS, meets weekly.

- 3.8. Access to specialist in-patient mental health services have, and continue to be, a cause for concern. A nationwide shortage of beds and delays in obtaining transfer warrants from the MOJ, have resulted in young offenders being inappropriately held in the prison environment.
- 3.9. Throughout the reporting period, prisoners have been transferred into Glen Parva from considerable distances thus isolating them from their home area and causing difficulties for family visiting. In some cases, prisoners receive few if any visits. While the establishment encourages prisoners to apply for accumulated visits and provides assistance where able, this deprives prisoners of an area of support that is valued in terms of rehabilitation.
- 3.10 Aligned to transfers, prisoners have experienced considerable delays in receiving their property which not only causes further anxiety for the prisoner but, also, places an unnecessary burden on staff who spend time attempting to retrieve the property.
- 3.11 Work is ongoing towards co-ordinating the prisoner's experiences during sentence through the sentence plan, to enable the prisoner to address his behaviour and work towards his release. One of the most challenging areas delaying the achievement of this has been the national issue of prisoners arriving from court and other establishments without an OASys (Offender Assessment System) document which incorporates an assessment of their offending behaviour and what is needed to address this. In spite of uniformed staff responsible for the supervision of offenders, often being re-deployed to cover staff shortage, the Offender Management Unit has worked hard to reduce the inevitable backlog and plans are in place to re-organise staffing when circumstances permit.
- 3.12 Education Skills and Purposeful Activity have resumed following the lifting of the restrictive regime and more work and activity places have been introduced. However, there remain many challenges in this area. The return visit of HMIP found that, although improvements had been made the overall effectiveness remained inadequate. The IMB will continue to monitor progress.

4 MANDATORY REPORTS

4.1 Equality & Inclusion

- 4.1.1 A management meeting to monitor all aspects of equality performance has taken place on a monthly basis until recently; the arrangement now is for those involved to meet bi-monthly. All those with key responsibilities in the prison are required to attend. In addition, prisoner forums have been established for each of the protected characteristics and for other particular groups, as necessary, and representatives from these groups take it in turn to attend the management meeting. This has proved effective in highlighting issues and prompting discussion.
- 4.1.2 Results from the Smart 2 Equalities Monitoring Tool are considered every three months and Equality Impact Assessments are reviewed twice a year. The Equalities Monitoring Tool covers a wide range of areas of prison life but does not look at the selection of prisoners for key roles in the prison, such as Unit orderlies; we are concerned about an imbalance which we have noticed in some units and feel that an investigation of this is needed.
- 4.1.3 Each member of the Senior Management Team takes it in turn to take responsibility for setting up displays in various areas of the prison, with the aim of raising awareness of diversity and promoting equality and respect for groups with protected characteristics.
- 4.1.4 Response to DIRFS is very thorough; a recent one, in particular, was handled sensitively and effectively, resulting in changes being made to supervision in the outside organisation of the canteen provision. The number of DIRFS being submitted is low and the management group is investigating the possible reasons for that.
- 4.1.5 Overall, the Board are satisfied that appropriate systems are in place and every effort is being made to ensure equal access for all prisoners to regimes and facilities.

4.2 Education, Learning, Skills & Purposeful Activity

- 4.2.1 For a significant part of 2015, insufficient levels of residential staff meant that a limited daily regime operated. This entailed a rotating timetable with only half of all residential units open at any one time, with prisoners spending time in cells which they would have spent in education or training. Prisoners enrolled in education classes, training workshops or working in

industrial activity areas (laundry, plastics, furniture repair and the Acorn recycling workshop) could only do so on a part-time basis. This was a situation where the prison was trying to make the best of circumstances brought about a combination of reduced staffing and slow recruitment to vacancies. Increased recruitment, particularly of POELTS (Prison Officer Entry Level Trainees) in the latter half of 2015 has made possible a gradual relaxation of the restricted regime.

- 4.2.2 To their credit, while the restricted regime was in operation, education tutors attempted to teach some prisoners on the units.
- 4.2.3 A further consequence of inadequate staffing levels has been a number of declared 'red' days when all but essential activity has been cancelled. The consequent reduced access to education and training is a matter of serious concern and flies in the face of repeated government assurances that rehabilitation and preparation for return to the community is a priority. Similarly, regular staff training days result in the overwhelming majority of prisoners spending most of the day in their cells, missing out on purposeful activity.
- 4.2.4 The education provider in Glen Parva is Milton Keynes College (MKC). Classes are available in English, Maths, IT, media studies, business studies, cooking, health and safety and employability. The return visit by HMIP during this reporting period, of which OFSTED was part, found that outcomes in English and Maths remained inadequate and lesson planning, teaching and the use of resources to enliven sessions had not improved since 2014 and continued to require improvement. The IMB are concerned that the lack of inspirational and innovative approaches to learning, together with the allocation of prisoners to classes not being driven by the Sentence Plan making learning relevant to prisoner need on release, may affect prisoner incentive and contribute to the reluctance of a high number of prisoners to attend classes.
- 4.2.5 **Workshops:** MKC also holds the contract for running the following construction workshops: ground works, bricklaying, painting and decorating, plumbing and tiling and woodwork. A seven week track skills induction course, provided by Trackwork, and leading to an NVQ Level 2, is popular and well run. Nationally, it leads to good employment opportunities in the railway industry. Some workshops do not always run. For the period covered by this report there has been no plumbing workshop (effectively

since this work was contracted out to MKC) and for periods during 2015 there were no woodwork or tiling workshops. Recruitment difficulties were cited as the reason. The engineering workshop has been closed throughout this reporting period (and throughout the previous year and beyond), leaving valuable equipment idle. Car and motorcycle maintenance, offered in the past, continues to be unavailable, yet such courses would provide prisoners with skills they would readily recognise as relevant to them.

- 4.2.6 Workshop 4, the Plastics workshop, is run by the prison service. Its workload, which includes plastics moulding, fluctuates, depending on the availability of contracts within the prison service. When orders dry up, work from within Glen Parva may be found but there is not always enough of this to keep all prisoners busy. The workshop offers no qualification. Towards the end of the reporting period, the Board have been advised that this workshop is to close in favour of developing contract services, for example refurbishing disability equipment, and concentrating on outcomes for prisoners which offer employment prospects on release. We await developments.
- 4.2.7 A furniture repair workshop is also run by the prison, taking on work from both within the prison and from outside. It caters for a small number of prisoners, hand-picked by the instructor, and provides a secure environment for more vulnerable prisoners.
- 4.2.8 The Gardens workshop provides an essential service in keeping the grounds looking good and prisoners in this workshop, who can work towards a City & Guilds Level 1 Award in Practical Horticulture Skills, often show great pride in what they are doing.
- 4.2.9 Workshops often run below capacity, reflecting both low numbers on roll and the fact that a number of prisoners do not choose to enrol, but this has the advantage of resulting in a better instructor-student ratio. A number of workshops, especially in some construction areas, would experience difficulty with the notional full complement of students. The same can be said of the laundry, where benchmarking states that 24 prisoners should be allocated while staff tell the IMB that it is often difficult to find enough work for half that number.
- 4.2.10 Towards the end of this reporting period, there has been a positive development in the use of the Training Kitchen for a Level 2 course in catering. Previously this had only been available for 4-6 prisoners in the

staff mess kitchen. Until this recent change, MKC did not provide a budget for materials, and prisoners in the training kitchen were having to follow the menus and use ingredients provided by the main kitchen. This conflicted with the full demands of the Level 2 course. MKC now provides funding for materials and the Level 2 course has taken off, under the leadership of an enthusiastic and enterprising instructor.

4.2.11 A problem pointed out to the IMB is that there is no system in place to allow prisoners returning to Glen Parva (e.g. on re-call) to continue with the course they were on before leaving and, hopefully, complete it.

4.2.12 **Library & Resource Centres:** Library provision is good. Both libraries, run by Leicestershire County Council, are well stocked with both fiction and non-fiction, and include books in foreign languages e.g. Albanian, Vietnamese. The £10,000 budget is sufficient to meet needs. In the latter months of this reporting period, the restricted regime which operated for a good proportion of the period and which, in turn, affected library usage, was eased. This enabled all education classes to benefit from weekly 30minute sessions and the opening up of the first hour of each afternoon to accommodate workshops.

4.2.13 An area of concern is the low number of prisoners who are introduced to the Library during their induction period (23 of 136 in February 2016), due to the inability of the Induction Unit to provide the necessary escort.

4.2.14 Library staff continue to run the "Six book challenge" (now called Reading Ahead) which recruits well and leads to a positive entry on a prisoner's record. The initiative achieved the Gold Award in 2015.

4.3 Healthcare & Mental Health

4.3.1 Healthcare for Glen Parva is provided by Leicestershire Partnership NHS Trust and Northamptonshire Health Care NHS Foundation Trust. The Leicestershire Partnership NHS Trust provides the physical health care and primary mental health care and Northamptonshire Health Care NHS Foundation Trust provides the In Reach (secondary) mental health care services.

4.3.2 The IMB consider that generally the care provided is at a comparable standard to that provided to the general public, this being validated by external inspections such as the most recent HMIP/ CQC inspection which was positive in respect of healthcare delivery at Glen Parva. The local prison

healthcare delivery plan is reviewed against the prison health and quality indicator (PHPPI) and the CQC standards.

- 4.3.3 Clinics available and held weekly over a monthly period are; Nurse triage, GP, asthma, diabetes, sexual health, optometry, dentistry, physiotherapy, substance misuse and mental health.
- 4.3.4 Wait times are reported as reasonable by the HMIP. An opinion we would not currently challenge but will monitor more closely
- 4.3.5 Similarly, requiring closer monitoring the HMIP reports that the Healthcare department at Glen Parva has a solid and robust system of governance. Policies are in place, there are clear lines of reporting and accountability, audits are carried out and risk management is thorough.
- 4.3.6 All prisoners receive a health assessment within the first 24 hours of arriving at Glen Parva which is carried out in reception on arrival. A secondary screening process also occurs and there is an effective self-referral process for the prisoners in respect of their healthcare needs.
- 4.3.7 There is evidence of a robust healthcare complaints system, which is well publicised. The complaints are collected and actioned daily by healthcare workers. Additionally there is a monthly patient forum attended by representatives from each unit.
- 4.3.8 Formal processes now exist between Glen Parva and social services to protect vulnerable adults. Training of staff in these processes has taken place.
- 4.3.9 The need for social care for the prisoners at Glen Parva is not proving to be substantial but the question of need is addressed at reception.
- 4.3.10 There is no healthcare in-patient accommodation at Glen Parva, and prisoners requiring inpatient hospital care are treated at Leicester Royal Infirmary or other appropriate NHS facilities.
- 4.3.11 The IMB note that the last HMIP inspection recommended that all staff with direct contact with prisoners should be able to respond competently to medical emergencies before healthcare staff arrive.

The Board is not aware that appropriate action has yet occurred to ensure staff competence in these circumstances and will be monitoring future progress.

- 4.3.12 **Mental Health:** Access for the prisoners to Inpatient mental health care is an area of ongoing concern for the IMB as it is, also, for the healthcare department. There can be a considerable delay before admission to specialist mental health services.
- 4.3.13 A review of 5 cases, in this reporting period, showed waiting times of 4,7,18,7 and 5 weeks respectively. The NHS standard contract for medium secure services state: For emergency referrals bed to be offered at 48 hours after assessment; for urgent referrals bed to be offered at 7 working days after assessment and for routine referrals bed to be offered at 6 weeks after assessment. The causes of the delays were the nationwide shortage of suitable secure beds and in one case a delay obtaining a transfer warrant from the MOJ.
- 4.3.14 **Substance Misuse:** A further area of concern for the IMB with respect to healthcare is substance misuse and, in particular, the use of NPS within Glen Parva. The prison is attempting to tackle supply and the TDAS service are striving to engage the prisoners via a health promotion campaign and making contact with anyone suspected of using the substances. Any abnormal behaviour as a result of suspected usage is filmed and Healthcare staff attend when possible in order to support the young adult concerned.
- 4.3.15 A drug strategy committee meets monthly and a NPS committee meets weekly to address this area of concern. The TDAS service provides a good range of recovery focussed treatment interventions; examples of which include User led NPS groups, 'Therapeutic Thursdays', a popular chicken husbandry group, and a successful therapeutic art project. Following comments made at the 2014 HMIP inspection, efforts have been made to increase prison staff awareness of the work of the TDAS. This has been achieved by TDAS engaging with staff training.
- 4.3.16 Change is coming to Glen Parva in that shortly it will change to a category C prison housing adults as well as young offenders. In response to this a health care needs analysis is due to be carried out.

4.4 Resettlement

- 4.4.1 Benchmarking separates the resettlement/reducing re-offending function from the Offender Management Unit (OMU), resulting in the establishments

need to promote close strategic and operational leadership, incorporating the roles of the Offender Management Unit and relevant interventions/pathways, including those operated through the Community Rehabilitation Company (CRC).

- 4.4.2 During this reporting year, considerable work has been undertaken towards achieving a co-ordinated strategy involving the work of the OMU, the CRC and the various pathways. While there are signs of improvement, there is still some way to go to reach the desired outcome of co-ordinating the prisoner's experiences during sentence in order to properly assess the impact on offending behaviour and reduction of risk. Presently, a basic custody screening is administered to all new arrivals by an Offender Supervisor (pt1) and the CRC (pt2). In the absence of a full sentence plan generated through an OASys assessment, this in effect becomes the sentence plan.
- 4.4.3 A significant part of the problem is that, when entering the establishment, 85% of prisoners do not to have an OASys assessment. On occasion, this has risen to 100%. It is a situation which appears to be an ongoing national problem and which requires addressing.
- 4.4.4 In spite of determined efforts by the prison and OMU staff in particular, to reduce the ensuing backlog, the absence of the OASys assessment impacts negatively upon the ability to co-ordinate offending behaviour work through a timely and informed Sentence Plan. This risks impeding the progress of the prisoner during their sentence and may lead to either the omission of work to reduce the risk of re-offending and/or the work the prisoner has completed not being recognised in the Sentence Plan. Currently there is no formal mechanism to ensure the outcome of the various interventions are routinely shared with the OMU/Offender Supervisor, although work towards achieving this continues. However, co-operation between the various pathways/interventions and between prison and probation staff is generally good.
- 4.4.5 The national policy to remove probation staff, in favour of uniformed staff taking the role of Offender Supervisor, does little to ease the situation. Not only do the uniformed staff work shifts, which does not fit well with the prisoner's day, they have also been spending time covering other duties as a result of staffing issues. Therefore, despite their obvious effort and commitment, this is a situation which reduces the time available to interact

with prisoner(s) and co-ordinate actions with the relevant pathways around prisoner need which, in turn, contributes to the inconsistency of sentence planning. The plan to improve the communication systems between the Offender Supervisor and Personal Officer may go some way to assisting with this.

- 4.4.6 Prisoners assessed as high/very high risk of harm are currently managed through the MAPPA process and continue to be overseen by probation staff, with Offender Supervisors expected to feed into this process. An extra member of probation staff is due to be seconded shortly which will strengthen the ability to continue to deliver in this area.
- 4.4.7 HDC - Although a significant number of HDC applications result in a positive outcome, some prisoners have been released after their eligibility date due, for example, to late receipt of external reports/incomplete offending behaviour work.
- 4.4.8 ROTL has not been used in the establishment since 2014.
- 4.4.9 The importance of family ties is recognised and various supports are in place including the holding of Family days and a Parenting Course. The Visits area is newly refurbished, with a play area for children. However, there are a significant number of prisoners transferred to Glen Parva, miles away from home, for whom receiving visits is a major issue. While the establishment assists where possible, it remains difficult to promote family ties when prisoners are so far away from their families. However, where possible, pre-release meetings/planning involve family.
- 4.4.10 Offending behaviour programmes are available in the establishment, mainly related to violence, alcohol, and thinking skills. Prevailing issues relating to these programmes, which impact on prisoner's eligibility to participate, include the length of the programme against the short length of time many sentenced prisoners spend in the establishment and the level of risk presented.
- 4.4.11 The CRC become involved with the prisoner 12 weeks prior to release to assist with outstanding resettlement needs such as accommodation and debt. Where possible, pre-release meetings/planning involve family. Fortunately for the establishment, there has been some continuity of service as most of the CRC staff had previously worked at the establishment prior to the CRC contract.

4.5 Safer Custody

- 4.5.1 There is a clear commitment at management level to reducing violence and ensuring the safety of all prisoners at Glen Parva. The SMT regularly monitors and analyses all incidents of violence and maintains a constant check on the implementation and effectiveness of the ACCT system for supporting prisoners.
- 4.5.2 A comprehensive action plan has been in place during this reporting period, which supports the objective of achieving a culture of care and support throughout the establishment. Staff continue to be subject to ongoing training and briefing events to promote and re-enforce consistently good practice.
- 4.5.3 The average Assessment Care in Custody (ACCT) documents in operation per week is 20. Trained assessors/case managers are in place and ensure regular reviews take place involving appropriate staff. These are, also, sometimes attended by a member of the IMB.
- 4.5.4 Where prisoners on open ACCT's have been held in the segregation unit, the circumstances have been justified and thorough reviews have ensured they were held there exceptionally. Following the closure of an ACCT document, continuing support is provided, where necessary, in the form of a support plan (SPSP), which involves similar paperwork and is monitored by the Personal Officer.
- 4.5.5 There are two safer cells in the prison, one of which is in the Induction Unit.
- 4.5.6 Efforts were made in Autumn 2015 to improve the effectiveness of the Listener Scheme. In response to suggestions from the Listeners themselves, the system for allocating listeners was changed; extra training sessions were also provided by the Samaritans and the number of Listeners increased. Listeners report that they now feel that the system is working well and that they are appropriately supported. There is a "Listener Suite"/facility and a Listener on every Unit, plus one Listener in the Reception Area, and three in the Induction Unit. Listeners are identified by their T shirts and photographs of the whole team are displayed on every Unit, while each Listener's personal cell is highlighted by a poster stating "a listener lives here".

- 4.5.7 Two of the Listeners attend the Safer Custody meeting which is held monthly to examine general strategy, compliance and functional updates. IMB representation is also welcomed at this meeting.
- 4.5.8 A Safety and Control meeting is held weekly to focus on management strategies for individuals who are complex in their care needs or in their attitude towards violence/antisocial behaviour. IMB representation is also welcomed at this meeting.
- 4.5.9 Imaginative schemes are continuing to be introduced both to support victims and prisoners who withdraw from their peers, and to challenge perpetrators of violence:-
- “Chat across strings” – a small group of men who over music are invited to talk about anything they wish to raise; this can lead to an interest in a formal music class in the chapel but is fundamentally a chance for the young men to come away from their units and be part of a gathering of similar minds.
- Access – this is jointly run through the college and Safer Prisons. It is a short core skills course with accreditation (Shannon Trust) which can then lead on to Book Club and Building You which comprises of a series of self-esteem classes affording the opportunity for team-building and confidence giving.
- 4.5.10 Perpetrators of violence, including bullying, are managed through the Incentive and Earned Privilege scheme (IEP) the use, of which, has continued to develop during this reporting period.
- 4.5.11 Violence Reduction initiatives involving one-to-one and small group work (when appropriate) with prisoners, has been revamped; we have seen this programme work effectively in several cases and have received positive feedback from the prisoners themselves. However, a shortage of staff has meant that the five officers in the Safer Prisons Section have been regularly redeployed to other duties on the Units, with the result that Safer Prisons work is often disrupted. Shortage of staff in the Segregation Unit has also affected the full implementation of Violence Reduction working for individual prisoners, about which the Board has frequently expressed concern. We recognise, however, that shortage of staff is largely outside the control of the Glen Parva management.
- 4.5.12 A further area of concern which has been expressed by the Board, has been the lack of effort by officers on some Units, to prevent bullying in meal queues and ensure fair distribution of food (ref: 4.7.8).

- 4.5.13 Work is continuing with the Psychology team to learn about the history of the most violent prisoners and look at tailored interventions which might disrupt their violent behaviour. This is in line with the NOMS Custodial Violence Management Model (CVMM), which Glen Parva is piloting.
- 4.5.14 In spite of the significant efforts made, however, it is with regret and sadness that the Board have to report two further deaths in custody since December 2014. All proper procedures were followed sensitively and with compassion. The inquests for both deaths have yet to be held.

4.6 Segregation, Care & Separation

- 4.6.1 Segregation, Care and Separation is provided on a Unit which is purpose built. Notionally the Unit has 16 individual cells, holding rooms for prisoners awaiting adjudication, an adjudication room, servery, enclosed exercise area and normal offices. In keeping with other residential areas the fabric of the Unit is in poor condition, albeit every attempt is made by staff on the Unit to decorate when necessary. As a Board we see continual effort made to keep the Unit clean and tidy.
- 4.6.2 An estimated average occupancy of the Unit is 9 prisoners which generally are made up by those held on: own interest (OI); in the interests of Good Order or Discipline (GOOD); cellular confinement; and those awaiting adjudication. The general policy and approach is to support those prisoners held on OI and GOOD into normal location as soon as feasibly possible, following relevant investigations/assessments.
- 4.6.3 The churn on the Unit is high and often the Board note that the unit is used for 'cooling off' following an incident.
- 4.6.4 Coupled with the churn, the Unit provides the facility for daily adjudications which, during this reporting period, has often been in the order of 15-20. As a Board we note that the strain this imposes on Unit staff.
- 4.6.5 Most prisoners have access to a radio and those at the necessary IEP level have access to a TV. There is a small library and the Board have noted education support is provided however we understand that this is limited and variable. The Board has concerns as to the level of Purposeful Activity provided.
- 4.6.6 The regime provides usually for a daily shower and access for 30 minutes in the exercise yard. The exercise yard is totally enclosed with no facilities for

any form of exercise other than walking around. The view of the Board is that this should be improved.

- 4.6.7 Over the report period the Board has been encouraged by an improved level of communication between the unit staff and ourselves.
- 4.6.8 As a Board we visit the Unit a minimum of twice weekly to ensure all new arrivals are seen within the specified timescale and all prisoners held are spoken to weekly. The ability to see and speak freely with each prisoner is facilitated by Unit officers.
- 4.6.9 Board members have attended the majority of GOOD reviews held, where relevant specialists have been in attendance and prisoners are provided with the opportunity to make representation in person.

4.7 Residential Services

- 4.7.1 The Board has, for some time, considered the fabric of the residential accommodation to be poor. During this reporting period, a concerted effort has been made by staff to improve the situation. However, the return visit of HMIP in 2015, found that, although the standard of accommodation varied considerably, much remains poor: an opinion shared by the Board.
- 4.7.2 It is the opinion of the Board that in order to raise residential standards to a 'modern' acceptable level then significant capital expenditure would be required; the alternative being an increasing maintenance cost with diminishing returns.
- 4.7.3 Residential staff numbers, resulting from benchmarking, are discussed earlier in this report however it is evident that the geography of Glen Parva stretches resources to the limit. Perhaps the clearest example is the 'Fire Road' which is the name applied to usually closed access routes from accommodation units to activity centres. The 'Fire Road' is opened up to allow the general movement of prisoners 4 times a day. Staff (Benchmarking has established that only OSG grades are required) are positioned along the route to ensure the safe passage of prisoners. Despite the acknowledged effort of senior staff to support those controlling the 'Fire Road' movements, reports of violence, indiscipline or prisoners associating inappropriately, is not uncommon.
- 4.7.4 Despite the establishment of a centralised contract with Amey for maintenance services, Board members have observed residential staff,

often supervising prisoners, carrying out maintenance, most notably painting and decorating. The Board acknowledges and appreciates the work done by staff in these activities but holds a concern that work of this nature may detract from the primary responsibility of the staff involved.

- 4.7.5 Discussions and reports from staff, coupled with elements of our monitoring, provide a strong indication that the contract is failing to meet its requirements. Noting national concerns about the suitability of contracts of this nature, it is the intention of this Board to monitor these activities more closely with a view to either its conclusions being included in a future report or if deemed necessary directly escalated.
- 4.7.6 Kitchens and Catering are monitored closely by the Board and throughout the review period we have seen a varying degree of acceptability. The kitchen is centralised and hot food is transported via heated trolleys to serverys within each unit. Temperatures of food are monitored however given the distance from the kitchens to the Units it is not an ideal scenario.
- 4.7.7 Breakfast and Lunch are cold meals with Breakfast distributed the previous evening. Often we are advised that as a result of the inadequacy of the Evening Meal then Breakfast is consumed as Supper.
- 4.7.8 Distribution of food within the units is an area monitored closely as a result of an opinion of the Board supported by dialogue with prisoners that, unless properly attended and supervised, opportunities are created for unfairness and bullying, both of which have been observed. However, towards the end of this reporting period, the Board has noted some improvement across the units.
- 4.7.9 The quality of food provided varies, however received complaints are limited and given the allocation of budget per head this is surprising. It serves credit to the Catering Staff for what is achieved against such a restrictive budget.

5 Statistics

5.1 Board Statistics

Recommended complement of Board Members	20
Number of members at the start of the reporting period	7
Number of members at the end of the reporting period	10
Number of members joining within the reporting period	5
Number of members leaving during the reporting period	2
Total number of Board meetings during the reporting period	16
Total number of visits to the establishment	494
Total number of segregation reviews held	264
Total number of segregation reviews attended by Board members	243 (92%)
Date of Annual Team Performance Review	Dec 2016

In November 2015 members took part in a Legal Volunteering and Networking Day at De Montfort University and as a result were commended as deploying good recruitment practice in the Government response to the Harris Report which was critical of IMB membership. We are seeking to re-enforce our links with local academic establishments in order to improve the Boards profile.

5.2. Application Statistics

IMB Cat.	Description of Category	2013-14		Jan 2015 – Mar 2016	
A	Accommodation	11		3	
B	Adjudications	6		7	
C	Equality/Diversity	5		5	
D	Education/Employment/Training (inc: IEP)	17		18	
E1	Family Visits (inc: mail and 'phone)	34		12	
E2	Finance/Pay	4		6	
F	Food/Kitchen Related	10		13	
G	Health Related	7		8	
H1	Property (within current establishment)	17		20	
H2	Property (during transfer/in another establishment)	17		39	

H3	Canteen, Facilities, Catalogue, Shopping, Argos	7		11	
I	Sentence-related (inc: HDC, ROTL, Parole, Release Dates, Re-cat etc.)	24		24	
J	Staff/Prisoner concerns (including bullying)	27		52	
K	Transfers	48		36	
L	Miscellaneous	10		5	

Total Number of IMB Applications	244		259	
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