



H.M.P. HEWELL

MALE CATEGORIES:
'B' LOCAL, AND 'D' OPEN

**Report
Of the
Independent Monitoring Board**

1st October 2015 - 30th September 2016

DIVERSITY STATEMENT

HMP Hewell Independent Monitoring Board (IMB) is committed to diversity. This encompasses and promotes greater interaction and understanding between people of different backgrounds, including race, religion, gender, sexuality, marital status, disability and age. Members recognise that diversity is also about respecting and responding to needs and differences that cut across social and cultural groups, such as mental health, literacy and drug addiction.

All Board members value this approach to diversity, both within their recruitment process and Board development practices, as a way of increasing their repertoire of skills and the awareness of the diverse needs and perspectives of the population within HMP Hewell.

When undertaking their duties, all members of HMP Hewell IMB will act in a manner that is accessible to everyone within the establishment, regardless of their background or social situation.

The Board will monitor to establish that the experiences and interaction between staff, prisoners or detainees and visitors is fair and without prejudice. Where this is not the case, the Board will alert appropriate authorities/individuals, including the Governor, Senior Management, Deputy Director for Custody and the Minister of Prisons.

1. STATUTORY ROLE OF THE IMB

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 Justice Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

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

2. CONTENTS

DIVERSITY STATEMENT

1. STATUTORY ROLE OF THE IMB
2. CONTENTS
3. DESCRIPTION OF THE PRISON AND ITS FUNCTION
4. EXECUTIVE SUMMARY
5. AREAS REPORTED ON:
 - 5.1 EQUALITY
 - 5.2 HEALTHCARE AND MENTAL HEALTH
 - 5.3 EDUCATION, TRAINING AND EMPLOYMENT
 - 5.4 PURPOSEFUL ACTIVITY
 - 5.5 RESETTLEMENT
 - 5.6 SAFER CUSTODY
 - 5.7 SEGREGATION AND SEPARATION UNIT
 - 5.8 RESIDENTIAL SERVICES
 - 5.9 PRISONER FORUM
 - 5.10 SECURITY, DRUG STRATEGY AND VIOLENCE MANAGEMENT
 - 5.11 COMPLAINTS
- 6 THE WORK OF THE INDEPENDENT MONITORING BOARD
 - 6.1 BOARD STATISTICS
 - 6.2 APPLICATIONS TO THE BOARD
 - 6.3 THE WORK OF THE BOARD

3. DESCRIPTION OF THE PRISON AND ITS FUNCTION

3.1 HMP Hewell is situated close to Redditch in Worcestershire and contains two Sections: Category B Local (House blocks 1-6) and Category D Open (Hewell Grange). The prison is set within a large area of parkland with the Category B section approximately one mile from The Grange.

3.2 HMP Hewell is a Public Sector Prison, operating under a Service Level Agreement (SLA). As a single prison, it is under the jurisdiction of one Governor, with a Deputy Governor and a Senior Management Team. The majority of prisoners are from the West Midlands area. It has a Certified Normal Accommodation (CNA) of 1173, with an operational capacity of 1261: 1074 at House blocks 1-6 and 187 at Hewell Grange.

3.3 House blocks 1-6 (HB1-6) form the Category B section and each house block is divided into spurs. One, on House block 2, known as house block 5, is specifically set-aside for own protection prisoners, these being sex offenders and individuals concerned about their own vulnerability. house block 6 has access for disabled persons. All the residential units have cells that are either single or double occupancy and all have in-cell toilets.

3.4 House blocks 1-6 hold prisoners remanded by the courts (including those awaiting/on trial), those awaiting sentence, convicted prisoners (including those sentenced to life imprisonment, up to Category B status), those waiting for a transfer to training prisons and detainees. Prisoners will generally be aged 21 or over. Wherever possible, prisoners are allocated to a house block according to their status, e.g. remand, sentenced, or if part of the Intermediate Drug Treatment System (IDTS). In addition, on House blocks 1-6 there is a Segregation Unit with a capacity of 26, which includes 2 special cells.

3.5 Hewell Grange, the Category D section, falls within the Open Estate. The time prisoners spend in The Grange can range from determinate sentence prisoners who have 6 months left to serve to indeterminate sentenced prisoners who have 2 years left to serve. A small number are coming to the end of long sentences. Prisoners come from within HMP Hewell, as well as from other prisons.

3.6 Since April 1st 2016 Healthcare within the prison has been provided by CareUK and is available equally to all prisoners. Mental health services have been provided by South Staffordshire Trust since April 1st 2016. The Healthcare unit within House blocks 1-6 provides 24-hour care and has single cell accommodation. There is a satellite facility in The Grange where clinics are held on a daily basis.

3.7 Educational services are provided by Milton Keynes College. Careers information and advice is provided by the Coventry/Solihull/Warwickshire Partnership (CSWP), under the banner of the National Careers Service and/or by Outreach. The latter two groups are funded by the Learning and Skills Council, through OLASS (Offender Learning and Skills Service). The library service is operated by Worcestershire County Council.

3.8 The prison farm, including the dairy, pig unit, market garden and farm shop provides HMP HEWELL work for prisoners at Hewell Grange. Other men work on the estate.

3.9 Voluntary help, co-ordinated by the Chaplaincy, extends across the prison with input from various organisations.

4. EXECUTIVE SUMMARY

4.1 Particular issues requiring a response

4.1.1 Issues requiring a response from the Minister

4.1.1.1 Throughout this recording period the Board has observed an alarming increase in prisoner on prisoner and prisoner on officer violence. Many of the serious incidents in Hewell Prison have been as a consequence of the use of new psychoactive drugs (NPS). The increased use of drones to smuggle in prohibited objects and substances has also contributed to this disturbing development. (4.2.2)

What does the Minister plan to do about increasing security and reducing the level of violence in the prison estate?

4.1.1.2 The Board has continued to observe throughout the recording period a poor service from contracted service suppliers.

This particularly applies to repairs and maintenance at Hewell Prison. In the open prison, Hewell Grange, the toilet and shower provisions have been substandard and frankly deplorable. In the B wing of the prison, provision of material for cell repair or maintenance has been lamentably slow, giving rise to loss of available cells for a considerable period of time. (4.2.4) (5.7.8)

Will the Minister arrange for improved audit of contracted service suppliers and a consequent improvement in service?

4.1.1.3 The inadequate transport of prisoners' property has continued to be a source of concern to the Board. This applies both to Hewell Prison and other 'sending' prisons. The contractor fails on many occasions to transport or deliver a prisoner's belongings efficiently or effectively in an increasing number of situations directly affects individual prisoners? (4.2.7)

Will the Minister seek an improvement in this inadequate contracted service?

4.1.2 Issues requiring a response from the Prison Service

4.1.2.1 The Board is concerned that some vulnerable prisoners, when they arrive in Reception, have been held in the Segregation Unit until there is a space on an appropriate house block for them. This was raised as an issue in the last report and continues to be a recurring problem. There is also the problem that up to 20 vulnerable prisoners in Hewell Prison at any one time are held inappropriately on regular prison wings. In this environment they are required to be locked up in their cells for their own safety. This action also hinders rehabilitation programmes.

In the light of the ever growing number of vulnerable prisoners, how is the Prison Service proposing to deal with the requirements for these prisoners?

4.1.3 Issues raised in the last report not yet resolved

4.1.3.1 The continued lack of prison staff numbers at HMP Hewell in the view of the Board is a major issue restricting and hampering the good function of the prison. With the lower number of prison officers per prisoner there is less

possibility of preparing for life outside the prison environment. Less officers are available to interact with the prisoners on the wings. Inadequate security during medication sessions leads to passage of prescribed medication from prisoner to prisoner. In the presence of increased (often drug-induced) violence, officers find their time increasingly occupied by mechanical security functions rather than being able to encourage the development of responsible behaviour among the prison population. The Board consider this matter an important issue requiring immediate action to prevent further deterioration in the safety of both prison officers and prisoners. (4.2.3)

What does the Minister plan to do urgently to rectify this situation?

4.2 OVERALL JUDGEMENT

4.2.1 Mr. Nigel Atkinson completed his time as Governing Governor at HMP Hewell in April 2016 due to poor health. Since that time, Acting Governor Jane Bailey and her staff have attended IMB Board meetings with up-to-date analyses of the current situation within the prison and have been frank and informative in reply to questioning. Jane Bailey has instituted improvements in staff management and reporting. She has also encouraged a philosophy of 'ownership' by staff of their particular areas of work and an awareness of the necessity to work together with a common purpose. With the arrival of a new Governor in January 2017 the Board awaits with interest further improvement in the progress that has been made in all areas of activity during the recording period.

4.2.2 The results of an HMIP report in September 2016 are awaiting publication. Sadly there were deaths in custody during the recording period. The Prison Inspectorate will report on these in due course. There were several serious incidents and a significant rise in violence of prisoner on prisoner and against staff. The incidence of the use of mamba and other psycho-active substances has increased with ensuing irrational behaviour and violence. The use of drones has increased the level of these drugs that have illegally entered the prison. These drugs severely affect behaviour and result in irrational violent episodes of which the prisoner is often, after the event, unaware. They also give rise to alarming states of semi-consciousness and unconsciousness. Their effect continues to be the source of severe disruption in the prison and one of the main causes of violent outbursts from otherwise rational prisoners. (4.1.1.1)

The Board is aware that the prison authorities are using every possible measure to reverse this turn of events as evidenced by regular Security Meetings attended by an IMB member.

4.2.3 During the reporting year there have been a number of Senior Management appointments and this has created a Senior Management Team (SMT) that is working together to ensure that systems are maintained with the objective of improving performance. There is evidence that performance in a number of key areas is either being maintained or improved, as a number of audits conducted during the reporting year have resulted in ratings that have not deteriorated from those previously reported. Senior Management Team (SMT) meetings continue to be directed with a clear agenda, action items are actioned, outstanding action items are rare. Their aims are frustrated by lack of staff (4.1.3.1), the increasing level of violence as outlined above and a lack of finance to achieve objectives.

4.2.4. One of the major issues throughout the closed prison is the lack of speed with which damaged cells are repaired. This applies particularly to the Segregation Unit which can have as many as 10 cells at a time out of use because of the destructive behaviour of prisoners. In the particular environment of this unit, the lack of available cells puts further pressure on hardworking officers who are required to manage very challenging prisoners. In response to enquiries the contract maintenance group reply that spare parts and replacement equipment take a long time to be delivered. In a prison as active as HMP Hewell this is an unsatisfactory situation and the Board would hope that pressure can be put on contractors to fulfil the requirements of their contract. (4.1.1.2)

4.2.5. The open section of the prison, Hewell Grange, mainly because of historic buildings, struggles to keep up the standards of maintenance that are expected of the institution.

In January 2016, following regular observations from the Board and a written petition from a large number of prisoners about the deplorable state of toilets and showers and the absence of a working water boiler on one floor for several months, plans for improvement were proposed. (4.1.1.2)

The issue surrounded the inability of the contracted maintenance group to repair the toilet facilities in a reasonable time and their inability to obtain spare parts from their suppliers. This resulted in prisoners having to live in a less than decent environment. Some good work has been achieved particularly in relation to showers but repair work on the toilets continues to lag behind schedule despite regular appeals by the prison management.

4.2.6. Health care in the open prison has improved with the provision of a nominated nurse and Health Champions from among the prisoners who receive health training and are able to facilitate appointments and health needs.

The Board is concerned that the newly contracted Healthcare providers have not been able to give their promised acceptable standard of care to-date. Late provision of regular medication on the house blocks has caused considerable disruption to the daily progress of prison provision. The use of a large number of agency nurses has led to a lack of continuity in patient care. (5.2.1)

4.2.7. The poor service supply by the transport contractor means that there are constant problems with prisoners' property despite the best efforts of the prison staff to deal with a deteriorating situation. (4.1.1.3) The Board has over several years requested the Minister to seek to improve this contracted service.

4.2.8. The Board is aware that their concerns are similar if not identical to many other custodial institutions in England and Wales but have sought in this report to emphasise the particular requirements of HMP Hewell.

4.2.9. The Board is also very aware of the considerable efforts made on a daily basis to maintain the health and safety of both prison staff and prisoners in an increasingly challenging environment.

5 AREAS REPORTED ON

5.1 EQUALITY

5.1.1 In agreement with HMP Hewell's overall policy on diversity the 'Equality' message is clearly displayed on notice boards throughout the establishment, and information is readily available to prisoners wishing to raise any issue of discrimination or inequality. In the current reporting year the Equality Team has consisted of an Equality Manager, an Equality Officer (EO), who is a prison officer, and an Administrative Assistant.

5.1.2 The attendance of Prisoner Equality Representatives at Equality Committee meetings provides a direct line between prisoners and the administration. The representatives detail issues raised by prisoners clearly and effectively. The Board has been pleased to note that the Prisoner Representatives are regularly thanked and the value of their participation is acknowledged.

5.1.3 The Board continues to be satisfied that prisoners are aware of procedures for lodging complaints.

5.1.4 The Board also notes a cordial and cooperative relationship between Prisoner Representatives and the team, which can be attributed to the serious manner in which the team receives comments and its clear desire to deliver a satisfactory response to the issues raised.

5.1.5 The Catering Manager attends Equality Action Committee meetings and the Board notes that catering related complaints are consistently low year-on-year, reflecting the Manager's effective response to issues raised by Prisoner Representatives. Dietary needs are fulfilled by the Site Catering Manager, who ensures strict adherence to religious requirements regarding diet and food preparation as well as providing special menus for major festivals such as Christmas and Eid and events such as Black History month. Pictorial menus are produced to assist non-English speakers in their choices.

5.2 HEALTHCARE AND MENTAL HEALTH

5.2.1 The major change during the recording period for Healthcare was the transfer from the NHS to the private contractor CareUK on April 1st 2016.

In the few months prior to the change there was considerable disruption of service as a large number of nurses left their NHS employment with HMP Hewell.

CareUK faced a considerable challenge to employ new staff for a new enterprise, To-date, the provision of regular nursing staff remains a problem. The use of large numbers of agency nurses has been necessary. This has meant that there is a lack of continuity in patient care. The regular presence of a named nurse would be a valuable asset for a prisoner's healthy recovery.

5.2.2 The Board noted in regular reports, the lateness of prescription medicine rounds which affected the routine management of the houseblock wings. When medication was late in arriving, prisoners were locked behind their doors longer, resulting in lost time at work and lost appointments for other activities. This further impeded the prison officers' management of the necessary daily routine.

5.2.3 Regular observations throughout the year were made by the Board of the poor state of cleanliness of the cells in Healthcare, They were even, on occasion, found to be cluttered with cleaning equipment and storage boxes. The Healthcare Unit has limited physical space to adequately provide a modern service but the Board does not feel that cleanliness should be sacrificed because of this.

5.2.4 The Mental Health service was transferred on 1st April 2016 from Worcestershire NHS Trust to South Staffordshire NHS Trust. They play a vital part in the provision of care for the considerable numbers of prisoners who have mental health problems. Their role is made more difficult when a prisoner needs specialised care in a specific Mental Health facility in another part of the country. Within the year of reporting the IMB Board felt it necessary to petition the Minister of Justice directly as a particular prisoner had been waiting several months for such a transfer. Despite the efforts of all authorities at HMP Hewell, there had been no movement. As a result of the Minister's intervention, some progress was made.

5.2.5 One of the twice-weekly requirements of the Mental Health service is the provision of a nurse to attend reviews of prisoners who are continuing their residence in the Segregation Unit. In the early part of the reporting period, a different mental health nurse would attend on each occasion. This meant a lack of continuity in the prisoner's care. In recent months, the situation has improved with the regular attendance of the same nurse who has details of a prisoner's mental health issues and is in regular contact with prisoners. The Board welcomes this improvement and feels that it is of value for a prisoner's ongoing health care.

5.2.6 The Board recognises the essential part that all Healthcare staff play in seeking to improve the physical and mental condition of prisoners in a setting which can be and often is, very challenging. The Board also appreciates the openness and the informative help given to them on their visits to the Unit

5.3 Education, Training and Employment

5.3.1 The system of induction for newly arrived prisoners is being constantly monitored by the Education Department to be more sensitive to the needs of the prisoners. This is to take into account the obvious concerns on admission about money, contact with families, forthcoming trials and how to cope with some of the more daunting aspects of entering prison.

5.3.2 The department is attempting to deal with some of these concerns as part of a gaining of trust and respect in order to make the department the place to go to get problems solved. The hope is that this will break down some of the barriers prior experience of education has erected. Members of staff are being encouraged to do some work on wings with this in view.

5.3.3 The Funding Model is based on improving functional skills in a measurable way. To a great extent formal prison education has been narrowed down to functional literacy, numeracy and basic information technology with the priority being to get as many as possible through a set of standard attainments in these areas.

5.3.4 It is seen as important to link work done in classrooms to future work prospects in the fields of employment prisoners know. The very long classroom

sessions have been broken up so that students can spend time in workshops while still working on the basic elements.

Learning about communicating with colleagues and customers, costing work and materials, producing quotations and agreeing contracts can be dealt with informally in workshops rather than in the more remote environment of the classroom. The teaching is being integrated into the practical sessions in the workshops instead of being provided in long classroom sessions beyond the tolerance of many habitually reluctant learners.

5.3.5 A broader curriculum is being developed. A new motor mechanics course has been started. A course to train prisoner mentors is being developed to exploit and extend qualities and skills prisoners bring with them. Mentors help prisoners at a lower level of achievement and develop their own confidence as part of the course.

5.3.6 Education is not popular with prisoners. Pay is less than for much of the available activity. Men on drug rehabilitation are only allowed to work in the afternoon. This reduces their income even further. The department wishes to foster the idea that education, including the mentoring course, is the route to better paid work or more attractive activity. Some prisoners who are highly motivated enjoy their work and appreciate the links with education.

5.4 PURPOSEFUL ACTIVITY

5.4.1 A Purposeful Activity is any activity delivered by the prison that is vital in assisting prisoners' rehabilitation and wellbeing and also increasing their employability on release by providing them with a variety of skills. As HMP Hewell is comprised of a Category B closed site and a Category D open site. The type and range of activities delivered might be available at one, but not at the other. However, all sentenced prisoners on the closed site are expected to engage in activities. Remand prisoners do not have to work, but some choose to. All prisoners at the open site, which is a resettlement prison, are employed.

5.4.2 Purposeful Activities include Education, Training and Employment (ETE), attendance at appropriate programmes, for example TSP (Thinking Skills Programme) and FOR (Focus on Rehabilitation). Prisoners are also encouraged to engage with such organisations as The Shannon Trust, where trained prisoners act as mentors to their peers who need help and support with reading and the very effective SORI (Supporting offenders through rehabilitation inside) programme, run by the prison's restorative justice team.

5.4.3 In addition, any time prisoners spend out of their cells (Category B) on association, or to use the facilities, or working with organisations such as Nacro (National Association for the Care and Resettlement of Prisoners) can be classed as an activity.

5.4.4 Support opportunities for prisoners introduced during the Board's reporting year include 'Unlock', which is the country's most comprehensive source of practical self-help information for people with convictions. Prison personnel can pass on information to prisoners. 'Yellow Ribbon', a project that supports short-term offenders and re-offenders, is now accessible to prisoners at Hewell. (See also 5.5. Resettlement)

5.4.5. Both prison staff and staff of Milton Keynes College (the education provider for HMP Hewell) have worked to provide more vocational courses on both sites (see 5.0.0, Education, Training and Employment for further information).

On the open site, Hewell Grange, there is full employment in the following places for all prisoners: on the estate, in the main house, the market garden, outside community work, college or paid employment. All prisoners have to complete a mandatory 10-day Employability Skills course on arrival. Stage 1 Resettlement to Work (community work) is available and strong links between the prison and the community have continued to be forged through the year. Completion of Stage 1 is compulsory for all who wish to progress to Stage 2 Resettlement to Work (paid employment). Anyone attending college must also complete Stage 1, before being considered for paid employment outside the prison.

Employment Fairs at Hewell have been well attended. The staff that are responsible for employment and training at Hewell Grange have continued to engage with external employers. New contacts have been made during the year and are expected to result in further training and permanent job opportunities for prisoners. Prisoners receive excellent advice from staff regarding working and respond well to the training opportunities they are given, with many retaining their job on release. The Board will continue to follow this area of purposeful activity with interest.

5.5 Resettlement

5.5.1 HMP Hewell is a resettlement prison and prisoners return to HMP Hewell prior to release. The Assessment and Resettlement Committee meets quarterly. The meeting schedule is planned ahead and the meetings are well attended by partner agencies who actively contribute and who provide updates and feedback in relation to their pathway. The meetings are often interactive and encourage direct feedback from participants to enable barriers to meeting targets to be removed. Prisoners are prepared for their release back into the community via seven possible resettlement pathways. These continue to make up the strategy and all have a lead manager.

5.5.2 Pathway1: Accommodation Support

Teams have reported that providing accommodation is proving more difficult as there still isn't enough housing stock available. The Walsall area is a particularly difficult area. Local Authorities have withdrawn funding and insist that applicants must prove a direct link to the area before they will offer assistance. This is a barrier which some prisoners are unable to overcome. Efforts are being made however to attract new housing agencies who have provision in needy areas.

5.5.3 Pathway 2: Education Training and Employment:

The Board is pleased to report that prisoners at The Grange have had the opportunity to engage in full time employment, attend college and work on rail training courses which have been funded for the whole of the reporting year. Good news stories include a prisoner being taken on by Virgin Rail following his rail course and further initiatives such as Highway and Construction industry courses.

A new induction programme has been introduced which is more active and which takes a holistic approach to individual prisoners. Every prisoner gets a one to one session to prepare for employment. Some of the comments from the OFSTED inspection carried out at the beginning of the reporting year are that:

- Profiles in workshops and education revealed that staff knew prisoners.
- There was a continued plan to learning.
- The teachers and instructors observed were talented.

The Board is pleased to report that Employment and Training consistently meet their targets. Overall performance measures are being met and in some cases exceeded.

Initiatives have been developed to help promote future employment, such as tiling bays, have been created as well as painting which has improved the appearance in areas of the prison including reception, lower medical and House Blocks.

National Careers Services continue to promote Open University learning and The Shannon Trust has been working alongside prisoners in the work place. This has been well received by prisoners. A mentor room has also been set up in the work shop to assist vulnerable prisoners. Projects include:

Painting areas within the prison including classrooms, lower medical and some cells.

Railtrack with training of prisoners in track- laying with options of employment on release.

Art Club which has painted murals on the walls in the Lower Medical exercise yard.

5.5.4 Pathway 3: Physical and Mental Health

Worcester Health Authority lost the contract for HMP Hewell. The new contract was awarded to Care UK. This has led to a period of unsettlement as there has been uncertainty about which courses will continue.

The Board is pleased to report however, that some gym programmes have been amended in order to cater more for vulnerable prisoners and those who are over 50. The 'early bird' gym has run well and has actively involved prisoners in community sports and have joined a local football league. They have also held regular charity events.

External agencies such as Warwick University and Geese Theatre have provided workshops and programmes which have directly benefited prisoners through active participation. Two programmes of 'Man in the Mirror' were delivered by a partner agency, which was available for prisoners with a history of domestic violence. Unfortunately this programme hasn't continued due to funding issues. Prisoner Well-Being days have taken place in the Sports Hall of the Gymnasium. Other initiatives include, Well Man Clinics, smoking awareness cessation and choir.

There are a number of new projects and initiatives such as the Reading Plan which has been extended to include a number of workshops.

5.5.5 Pathway 4: Drugs and Alcohol

There continues to be an active caseload of prisoners receiving assessment and clinical treatment. There have been some difficulties, as some prisoners requiring interventions have not been located on House Block four. Sleep, Mamba, Mutual Aid, Acupuncture and Alcohol Awareness groups have successfully run during the reporting year.

5.5.6 Pathway 5: Benefit Finance and Debt

HMP Hewell lost the benefit of the Citizens Advice Service in this reporting year. Other sources of financial advice have been sought and prisoners continue to benefit from debt advice. The Board is concerned the Broadband required by Job Centre Plus to process applications has been delayed.

5.5.7 Pathway 6: Children and Families

There are ten Family Days per year, five at the Grange Resettlement Unit and five at House Blocks 1-6. These are very popular with both Prisoners and families. Family days in House Blocks 1-6 are held in the sports hall which enables prisoners to have informal contact with their children which includes leisure activity such as football. Family Sports Days are also planned for the Reporting Year. The Board is pleased to report that The Mothers Union funded Christmas presents for all the children who attended the December Family Day as well as a box of chocolates for mothers. The Mothers Union have also funded new toys for future Family days.

Initiatives such as Baby Bonding Visits, Storybook Dads and Creative Craft Club have helped to maintain family relationships. These initiatives have received positive feedback from families and further initiatives are being developed.

5.5.7 Pathway 7: Attitude Thinking and Behaviour

Resettlement Fayres have continued to be held on a regular basis throughout the reporting year and have been well attended by partner agencies.

Offending Behaviour Programmes are well attended with over 80% of prisoners engaging in these programmes.

5.5.8 The Board has been particularly impressed with initiative which recognize prisoners' achievements. In the reporting year, prisoners' successes have been formally celebrated at events where they are presented with certificates in recognition of their achievements. Staff are encouraged to put prisoners forward for awards for academic work, contribution to the prison or making positive changes or progress.

5.6. Safer Custody

The Safer Custody Team is responsible for ensuring that prisoners are safe whilst in custody. The team meet once a month usually the last Thursday and is chaired by a Governor. Also present is a member of the Chaplaincy, members of the Senior Management Team, a Listener and an Insider, an IMB member and the Governor of the establishment attends usually as an observer. The

meeting is conducted in a professional and business manner and makes use of a range of statistical information relating to bullying, incidents of violence and self-harm. The IMB Board is pleased to note that attendance at this meeting has been good during the year under review.

Violence by prisoner on prisoner remains a problem but due to staff vigilance and a greater awareness of the Safer Custody Policy introduced in 2012 the number of ACCT (assessment care in custody teamwork) documents being opened is on the decrease. The Board keeps these figures under review.

5.7 SEGREGATION AND SEPARATION UNIT

5.7.1 Segregated accommodation is where prisoners are held in conditions of greater isolation than the rest of the prison and where a prisoner's vulnerability is often most extremely displayed.

5.7.2 The Board has continued to be impressed by the quality of care, understanding and compassion provided by the staff of the Segregation Unit when dealing with individuals who can display extremely difficult behaviour at times. Board members have been contacted on a number of occasions to observe prisoners being transferred to the Segregation Unit and at all times these transfers have been conducted in a professional and controlled manner.

5.7.3 The Board is satisfied that both Rule 45 Reviews and Adjudications were well conducted with prisoners having all procedures explained to them. The prisoners have ample opportunity to speak and are encouraged to do so and at Rule 45 Reviews, to ask questions of all agencies present, including the IMB. When Board members speak with prisoners it is most unusual to hear adverse comments about the way they have been treated.

5.7.4 All documentation is accessible to Board members who inspect regularly and sign the visits file to confirm attendance following a visit to each segregation cell. A full Segregation review is carried out once a week, at which prisoners have the opportunity to speak to a member of the Board in confidence.

5.7.5 Rule 45 Reviews are scheduled to be held three times a week and a Board member has been present on most occasions during the period of this report.

The Chair and the Board Development Officer are notified within 24 hours of prisoners arriving in Segregation. In addition, members, by attending the Rule 45 Reviews on a regular basis ensure prisoners are being seen by the Board within the statutory 72-hour time frame.

5.7.6 Applications to the IMB from prisoners in Segregation are infrequent. During the period of this report there have been a total of 3, which were submitted under confidential access to the Chair.

5.7.7. The use of the Special Accommodation, where for his own safety a prisoner is kept in a special cell which has no contents for as short a period as possible, has had to be used on an increasing number of occasions where a prisoner has smashed up his own cell and no other suitable cell is available. On each occasion the Board has been informed and has found the situation was managed carefully and humanely by the prison staff.

5.7.8. Because of the challenging behaviour of some prisoners, up to 10 cells at a time have been uninhabitable because of vandalism. This has severely

limited the use of the Segregation Unit for months at a time, largely because the contracted maintenance service have been slow to respond.

5.7.9 As a consequence of the above, the Segregation Unit needs urgent renovation. The Board understands that major repair work is to be undertaken in 2017.

5.7.10 The Segregation, Monitoring and Review Group (SMARG) have met during the year with a Board member attending on four occasions as an observer. Meetings are scheduled to be held once a month. In recent months, this has proved impracticable due to the non-availability of a Governor, with meetings cancelled at short notice or without notice, re-arranged without notifying the IMB member or changing meeting times and dates without notification.

The staff in the Segregation Unit work closely with members of the Mental Health Team when prisoners with mental health issues are located there and some officers has received basic training in mental health issues.

5.7.11 The Board recognises the commitment and tenacity of the staff and management who work so diligently to manage an extremely challenging group of men. The Board observes that this task is hindered by the slowness of the maintenance contractors to respond to urgent repairs. In addition, with the need for constant security awareness, the staff find it increasingly difficult to conduct individual re-habilitation programmes for the prisoners in their care.

5.8 Residential Services House blocks 1-6

5.8.1 Accommodation: Prisoner accommodation has been visited weekly to both the closed and open sections of HMP Hewell and a rota report was always completed. Areas visited are prioritised so that areas including Healthcare, specific house blocks and Reception were visited weekly during the reporting year. Other areas including Chapel, Gymnasium, Education and Industries were visited less frequently but at least once a month. Issues of concern and positive comments have continued to be raised with the Governor either via the IMB Chair or directly with him at the monthly meeting.

5.8.2 General Cleanliness: There has been an overall improvement in the general cleanliness of HMP Hewell. However, litter outside the house blocks has remained a problem throughout the reporting year. Whilst it is cleared on a daily basis significant deposits of litter accumulate during the day. The classrooms, Chapel and Visits Hall have consistently been found to be clean and tidy.

5.8.3 Food Catering and Kitchens: Sampling food is a regular duty for IMB members. Overall members recorded that meals were hot, of good standard and plentiful. Food Comments Books are easily available to prisoners at the Servery and are regularly checked and actioned by the Kitchen staff. Prisoner feedback was sought through a questionnaire. Whilst comments were mixed overall they were positive. The Board is satisfied that the kitchens have made efforts to provide food which will appeal to as many prisoners as possible.

5.8.4 Kitchen: During the reporting year, repairs have been completed in the kitchen. This work has caused a great deal of disruption; despite this the kitchen has continued to provide a good service. The IMB recognises that the management, staff and prisoners who work in the kitchen have kept it

functioning during a period of disruption and should be congratulated on the way in which they have coped with these difficulties. As mentioned in last year's report, the Board acknowledges the challenge to provide healthy meals to all prisoners on what is an extremely modest budget and once again the Board commends the provision and quality of these meals.

Hewell Grange (HG)

5.8.5 Accommodation: Hewell Grange is an old building, which creates difficulties and challenges for maintenance. Whilst the dormitories remain shabby, a painting and decoration programme has started which is currently in process of renovating the dormitories. Overall the dormitories are kept clean and tidy. Work continued on the improvements to the shower and lavatory facilities resulting in improved facilities.

The Board has consistently found the Hostels and Harwood House to be clean and tidy and, generally, very well kept. The dining area and servery have recently been decorated and continue to be kept clean and tidy.

5.8.6 Kitchen: The kitchen which serves the Grange continues to be very well run and is always found to be clean, tidy and in good order. Food sampled by IMB members was found to be hot and tasty and served in generous portions. The Food Comments book is kept on the Servery and monitored regularly by the kitchen staff.

5.9 PRISONER FORUMS

5.9.1 The Prisoner Forum at Hewell Grange is scheduled to be held on a monthly basis. The forum is led by a Custodial Manager with other staff, uniformed and non-uniformed attending. Whenever possible, a member of the IMB attends. This reporting year the Prisoner Forum was running very well with monthly meetings.

5.9.2 The Managers undertaking this role, were very much involved in dealing with the issues raised during forums. They managed to improve the cleanliness of the establishment.

5.9.3 Many prisoners were complaining about the Offender Management Unit (OMJ) services, requesting that a list of those being approved for RDR/ROR would be made available sooner than the day before they are due to go out. The Custodial Manager arranged for an OMU representative to attend the Forum in order to address some of the issues regarding release on temporary licence (ROTL). However, the list with the prisoners approved for RDR/ROR is still not being made available in time, so the prisoners have to go to the OMU staff themselves to ask whether they have been approved, often encountering an unpleasant attitude from the staff in this department.

5.9.4 The idea of skilled prisoners being allowed to carry out repairs within the establishment has also been raised, and it was reported that the new Works Manager is open to utilizing the skills of some prisoners. Furthermore, the repairs within the establishment continue to be an issue, as there is a general feeling, from the prisoners and staff, that although the repairs are now being done, the materials used are not hardwearing enough.

5.9.5 The meetings are minuted, although these have not always been circulated prior to the meeting. However, the meetings were well led by Custodial Managers, who ensure that everyone has the opportunity to comment on the previous meeting's minutes and contribute to the issues raised.

The IMB is pleased to note that there is an open, frank and good discussion and that members of staff attending the meetings do their best in solving the issues raised during forums.

5.10 SECURITY / DRUGS STRATEGY / VIOLENCE MANAGEMENT

5.10.1 The Security and Intelligence Department monitors risk factors to ensure the overall stability and security of the Establishment through gathering Intelligence and resulting Tactical Response.

5.10.2 Violence in Prison remains a major focus for actions to reduce as increases in recent times may be fuelled by the increased trend in the availability and illicit use of New Psychoactive Substances (NPS), previously known as legal highs.

5.10.3 HMP Hewell is committed to reducing levels of violence in the Prison and during the reporting period, two Committees dedicated to the task have been in operation. They are Use of Force and the Violence Management Committees. An IMB member regularly attends both. Detailed monthly statistical analysis is used to inform and drive forward necessary corrective actions to achieve improvement.

5.10.4 Analysis:

Incidents of Use of Force increased during the reporting year by 15%.

Average Incidents of Violence per calendar month increased during the same period by 32%.

5.10.5 A new Security, Drug Strategy and Violence Tasking Meeting was set up in July 2016 by the Governor in response to rising numbers of violent incidents involving New Psychoactive Substances (NPS) availability and use. The meeting forms a tactical hands-on Intelligence-led operating group, reviewing and targeting specific areas, Individuals and gangs in a fast moving dynamic picture.

5.10.6 Clear Quarterly Objectives agreed and closely monitored:

- Prevention of Escape.
- Drugs / Mobile Phones activity (including Drones use for supply).
- New Psychoactive Substances (NPS) and their impact on the stability of the Prison.
- Management of Violent Incidents and Disorder.

5.10.7 Security and Intelligence department produce a weekly Threat Assessment which indicates and shapes required tactical direction of resources and partnership responses to combat operational threats.

5.10.8 The monthly Security, Drug Strategy and Violence Tasking Meeting is well attended by many of the Hewell Management Team and is managed in a lively interactive manner.

Considerable time and effort is directed at collating and accordingly responding to Intelligence information on specific Prisoners, to prevent the formation of powerbases by carefully considered house block placements.

5.10.9 The Board is pleased to note and congratulate the commitment of the Acting Governor and her Senior Management Team in the determined efforts undertaken to maintain stability in the Establishment against the National background of Drugs supply (NPS) and the potential resulting violence and disorder.

5.11. COMPLAINTS

5.11.1 Prisoner complaints, at 2,434 during the reporting period have shown a decrease based on levels for 2014/15 (3,111).

5.12.2 The quality of replies to prisoner complaints is monitored by the Board, by sample, periodically. The Board receives notification on a monthly basis of responses achieved within a 10 working day timeframe.

5.12.3 The highest individual complaint subject continues to relate to property and cash with 584 submitted, representing 24% of all complaints received.

The Board is concerned that this represents the ineffectual service supplied by the transport contractors and leads to considerable upheaval for the prisoners concerned. (4.1.1.3).

6. THE WORK OF THE INDEPENDENT MONITORING BOARD**6.1 BOARD STATISTICS**

Recommended complement of Board members	20
Number of Board members at start of reporting period	8
Number of Board members at the end of reporting period	11
Number of new members joining within reporting period	8
Number of members leaving within reporting period	5
Total Number of Board meetings, including the Annual Team Performance Review	13
Total number of visits to the Establishment	596
Total number of segregation reviews held	132
Total number of segregation reviews attended	128
Date of Annual Team Performance	07.11.16

6.2.1 Applications.

	Subject	2012/13	2013/14	2014/15	2015/16
A	Accommodation	4	2	2	2
B	Adjudications	5			
C	Diversity related	11	5	5	2
D	Education/employment/training	15	14	4	
E1	Family/visits	27	18	10	7
E2	Finance/pay	4	2	1	
F	Food/kitchen related	5	1	2	2
G	Health related	52	40	19	17
H1	Property (within current establishment)	55	70	3	12
H2	Property (during transfer/in another establishment)	21	40	35	10
H3	Canteen, facilities, catalogue shopping, Argos)	7	14	7	2
I	Sentence related	34	8	10	3
J	Staff/prisoner/detainee related	40	6		1
K	Transfers	9	6	1	2
L	Miscellaneous	73	44	37	16
Total number of applications		362	271	136	76
Of total Number submitted IMB under Confidential Access:			70	72	68
Number, which were confidential			34	12	17

6.2.2 The number of Applications for this reporting year, at 76, shows a decrease from last year's figure of 136. Health-related concerns may relate to the new Healthcare contract . Property continues to be of major concern to prisoners and is largely unsatisfactorily dealt with by the transport contractor

6.3 APPLICATIONS SUBMITTED UNDER CONFIDENTIAL ACCESS.

6.3.1 Applications submitted under 'Confidential Access' to the chair have remained at a similar level for a few years.

6.3.2 All applications submitted under 'Confidential Access' to the IMB are responded to by the Chair. It is noted that a number of prisoners use this procedure as a short cut in their attempts to gain answers to many non-confidential complaints, to which they receive a response requesting that they use the published prisoner complaints procedure.

6.4 THE WORK OF THE BOARD

6.4.1 The Board's complement is 20. However, it has never achieved its full complement despite extensive efforts to recruit. This has had an effect on the number of visits and the duties performed during the reporting year. On many occasions board members complete duplicate activities when carrying out a visit, for example combining a scheduled rota visit on the same day as attending a committee meeting. This is not an ideal situation and often results in an excessive time on site for those who give their time on a voluntary basis. The Chair of the IMB Hewell appreciates this commitment and acknowledges board members' level of dedication.

6.4.2 The reporting year began with 8 members. Following a recruitment drive, the Board received 8 successful appointees.

6.4.3 The number of members leaving within the reporting period was 5, one of whom transferred to another IMB Board.

6.4.4 The present Board membership now stands at 11. The Board will undertake a Recruitment Programme to encourage more volunteers to offer their time and commitment as IMB members as the present membership number is too small to adequately satisfy the monitoring requirements at HMP Hewell and also, puts a burden of duties on present members.

6.4.5 Where appropriate, members have attended national training courses. The Board has also continued to organise in-house training and to review and update its policies and working practices

6.4.6 During the reporting year, the Board made visits to both HMP Leyhill and HMP Birmingham.

6.4.7 Board Statistics show an increase in the number of visits made during the year due to increased numbers of new members. The Board maintained some visits for non-statutory work, including Areas of Special Interest during the reporting year.

6.4.8 The Board's relationship with the Governor, Management and Staff remains professional. Without their approachability and courtesy the Board's role would be considerably more difficult to undertake.

6.4.0 The Board acknowledges the continued hard work of its Clerk, who makes a positive contribution to the administration of the Board.