



**The Annual Report of the Independent
Monitoring Board
1st January - 31st December 2016**

**Her Majesty's Prison
Liverpool**

**Chairman of the Board
Miss Margaret McKinney**

**Vice Chairman
Mr John Hudson**

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SECTION ONE

STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD

The Prison Act of 1952 and The Immigration and Asylum Act 1999 require every prison and I.R.C. (Immigration and Removal Centre) to be monitored by an Independent Monitoring Board appointed by the Justice Minister from members of the community in which the prison or I.R.C. is situated.

The Board is specifically charged to:

1. Satisfy itself as to the humane treatment of those held in custody within its prison and the range and adequacy of the programmes preparing themselves for release.
2. To 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.
4. To enable The Board to carry out these duties effectively, its members have the right of access to every prisoner and every part of the prison and also prisoner's records.

SECTION TWO

DESCRIPTION ON THE PRISON

- i. Liverpool Prison is a Category B Local Prison
- ii. The prison has averaged housing 1069 with a maximum capacity of 1300
- iii. Liverpool Prison is a Victorian Prison and consequently faces ongoing problems with the infrastructure of the main body of the prison which houses cells and showers. This part of the prison has suffered due to lack of capital investment in the past. The cells vary in size from single occupancy to dormitory cells holding up to six prisoners. Generally the cells are in poor condition however the shower issues are still being addressed.
- iv. The prison is split into 9 wings A, B, F, G, H, I, J, K and HCC with some wings providing specific roles within the prison:

A Wing	-	First Nighters
B Wing	-	First Night Remand
J Wing	-	Basic Prisoners
K Wing	-	Vulnerable Prisoners

- v. The following contractors deliver services in Liverpool Prison:
 - a) Healthcare - Lancashire Care Foundation Trust (LCFT)
 - b) Learning & Skills - The Manchester College/NOVUS
 - c) (N.A.C.R.O.) of Offenders - National Association for the Care & Resettlement
 - d) Works - Amey

SECTION THREE

EXECUTIVE SUMMARY

The Control and Restraint Teams and Optician Waiting Times which were mentioned in the IMB Annual Report 2015 as issues requiring a response from the Minister have now been addressed. The C & R team were given £36,000 for new equipment and the optician waiting times have reduced.

A. ISSUES REQUIRING A RESPONSE FROM THE MINISTER

(i) Accommodation

A regular aspect of the Boards duties is to inspect the accommodation and condition in the prisons nine wings plus the Separation and Care Unit. Some prisoners have been put in cells with no electric and no water and again blocked toilets. Prisoners have been moved from these as quickly as possible but it is still unacceptable. At the end of 2016 there were 132 cells offline (50 of these were due to the ongoing alarm contract). A team of 8 is to be brought in by AMEY to speed up the process of repairs (this was proposed to commence in August 2016 but to date they have not arrived).

(ii) Drugs, Bullying and Mobile Phones

These issues remain a problem. NPS is the current drug of choice within the establishment. These were previously known as legal highs and are an increasing problem across the whole of the prison estate. They are synthetically manufactured drugs which mimic the effects of conventional illicit substances. There are many examples of NPS and among the most common being spice and black mamba. Effects are individual to each person and can cause their behaviour to become erratic, threatening and violent towards others. They are difficult to detect, despite sniffer dogs which are frequently used, and they exacerbate the deterioration of mental health and self-harm. Other risks to stem from NPS are hospitalisation which increases the risk of escape and puts pressure on resources and potential increase of death in custody. The substances are readily available and can cause debt ridden violence.

The area of responsibility for the Security Department continues to be a constant learning curve for both prison staff in general and the security staff in particular to combat drugs being smuggled into the prison. The Board continue to be impressed with the dedication shown by the security staff in combatting this problem. Drones are an added problem with at least one a day coming into the prison grounds. Visits are the obvious route for drugs and mobile phones to enter the prison. The Board is pleased to report the measures undertaken by the Security Department are working well with the search procedures being detailed, comprehensive and effective.

Mobile phones remain a huge problem in HMP Liverpool and can in some circumstances be used to import drugs, threaten victims, plan escapes and run drugs rings. The prison has a robust policy for confiscating them and searches are carried out by staff and sniffer dogs. Visitors and staff can also be searched. Phones can also be bought in a variety of guises from toy cars to cigarette lighters and can be bought in local shops or the internet.

It is noted by the Board that more strategies need to be put in place to help eradicate the availability of psychoactive substances and the quality of suicide and self-harm prevention procedures need addressing.

(iii) Healthcare

Urgent patients not being brought over to healthcare remains a problem. Paracetamol issue needs to be raised with healthcare as it is still available for purchase on canteen sheets as well as being prescribed. This presents a problem as regards possible overdoses though individuals have personal responsibility for medication kept on their person.

Patients need to show ID badges in order to receive medication and some are becoming abusive to staff when asked to do so. The cards which are currently issued are not fit for purpose as the stickers attached to them come off.

Prisoners are waiting too long for routine doctors' appointments and are not given timely access to primary care or clinics as regards screening programmes which adds to their distress. Some prisoners have been unable to attend appointments due to not being unlocked by officers. After discussions this has been partly rectified.

Inpatient Unit

A number of cells continue to be out of order due to damage caused by patients whilst residing on the unit. They are logged on Planet FM (works repairs reporting system) but have to constantly be chased up. Both the gated cells on the inpatient unit which require patients to have 24 hour observations have been out of order due to damage and infection risk. However prisoners are still being placed in these cells which is unacceptable as they do not even reach the standard of basic requirements.

(iv) Mental Health/Personality Problems

There is a gap in services at HMP Liverpool for personality disorders and serious mental health issues. There is no provision for ADHD (Attention Deficit Hyperactivity Disorder). The sectioning of prisoners and their transfer to mental health facilities are taking an unacceptable amount of time making it necessary on occasion to house them in the Separation and Care Unit due to their refractory or violent behaviour. This is not an ideal situation, but, unfortunately unavoidable. While located there they are monitored by healthcare professionals and afforded care and medication if appropriate. While prison staff are offered guidance from the Mental Health Care Team it still puts a strain on the ability of officers to carry out normal duties. Added to this staff have had to deal with vandalism and cells being made completely uninhabitable due to broken windows, no electrics and blocked toilets.

(v) POELTS (Prison Entry Level Training Scheme)

It has been noted by the Board that POELT's are not always receiving their kit on arrival at HMP Liverpool due to the short notice of their arrival. The Business Hub do their best to fit the new officers out in extenuating circumstances, often with ill-fitting items, but when they arrive for their ten week training they are berated for not having the correct uniform.

(vi) Prisoner Activities Due to Closure of Workshops

In the last 3 years out of the 12 workshops at HMP Liverpool only 7 are now open for prisoner activities.

Workshop 1 and 2. Run by Fusion 21. They offer courses in bricklaying, plastering, tiling, woodwork and window frames. This is in partnership with Manchester College and learners receive a Level 1 diploma in basic construction skills.

Workshop 3. Laundry. This is a very busy shop and as well as laundering prisoners kit also takes work from other prisons.

Workshop 4. Makes leather belts and pouches for batons.

Workshop 5. Makes sheets and towels for the establishment and also other prisons.

Workshop 6. Bike Shop. This does excellent work refitting and recycling children and adult bikes in partnership with charitable foundations affording prisoners the opportunity to take pride in their work. These are sent to Africa, Eastern Europe and Iraq.

Workshop 7. Closed.

Workshop 8. Closed.

Workshop 9. Closed.

Workshop 10. This is given over for upholstery and does work for Liverpool University but work is sporadic.

Workshop 11. Given over for C & R training.

Workshop 12. Given over for C & R training.

Greenhouse. Closed.

As the Minister may deduce not many workshops give prisoners the opportunity for training in gainful employment on release from custody.

(vii) Redeployment of Staff

The redeployment of staff has left many prisoners with no sentence plans. The consequence of this being they are unable to progress through the system and carry out courses to go on to further rehabilitation.

(viii) Sports Hall

There have been no changes to the sports hall since the IMB Annual Report of 2015. Old and broken equipment has still not been changed which makes training and exercise for the prisoners more difficult.

(ix) Staffing Levels

The Board raised concerns in the 2014 and 2015 Annual Reports regarding staffing levels at HMP Liverpool. Governor Peter Francis and his management team have led to implement substantial cuts. Due to lack of staff, regimes have had to be changed and time taken off prisoner activities fifteen minutes morning and afternoon due to staff being redeployed. This again has an impact on prisoner/appointed personal relations. The Board had serious concerns on the large increase in abuse and violence against staff which has escalated in 2016. The C & R Teams (Control and Restraint) do a tremendous job at HMP Liverpool and the Board cannot reiterate enough that if a serious incident occurred the ability of the prison to cope is highly unlikely. The Governor has spent the extra budget received by the prison on employing new officers, but, while the announced increase of 2500 officers across the prison estate as a whole is welcomed, it has to be born in mind that a considerable proportion of those additional officers will only be replacing those that have already left; either on retirement, disillusionment with working conditions, or to staff the new prison in North Wales (HMP Berwyn) and so the net result is therefore less than the perceived increase in officers explained.

The Board has consistently highlighted the negative impact on low staffing levels. This has affected the quality of the regime and restricted the rehabilitation opportunities available to prisoners. In addition the frequent changing of times of meetings, often at short notice or without notice, again makes for abortive journeys for the IMB.

It is on the wings that the IMB observe the most pernicious effects of the reduction of funding. Staffing levels are lower, increasing anxiety about the safety of both prisoners and staff. Officers under pressure to maintain a safe environment have to be less attentive to individual prisoners and their problems resulting in potentially dangerous levels of frustration and dissatisfaction and fewer opportunities to develop options for resettlement and rehabilitation. Changes to regimes have resulted in prisoners having less time out of cells. The typical prisoner will spend at least 15 hours of every day locked in his cell. It would be unrealistic to ignore wider financial imperatives faced by the Government, however, funding cuts have consequences and the cuts applied to HMP Liverpool have resulted in the prison being less safe for staff and prisoners. Again staff redeployment in Security and Service Groups is having significant impact on the ability of staff to manage intelligence received and act upon it. Low levels of staff also impact on the ability of cell searches to be carried out. IMB members note it is more difficult to find an officer to talk to and as prisoners are out of their cells for less time it makes it harder to talk to them and monitor the working of the wings and while some prisoners complain others pay tribute to the support officers' offer. IMB members know that many staff in spite of increased demands on them regularly put themselves out to meet prisoners' needs and assist the IMB members to do so. Nevertheless some officers say they do not feel safe on the wings on occasions because there is not enough of them and if they are not safe they cannot keep prisoners safe.

B. OTHER AREAS OF CONCERN OR EXCELLENCE NOT REQUIRING A RESPONSE

(i) Amey

Amey are responsible for the following maintenance:- planned maintenance and reactive building/equipment repairs, grounds maintenance, small scale works and building projects, management of prison stores, waste disposal collection, energy and environmental management, cleaning of non-prisoner areas and health and safety equipment maintenance. Amey are currently are 1000 jobs behind.

(ii) Chaplaincy

Religious clerics meet the needs of the ethnic minorities through worship guidance and family ties. The prison maintains a calendar of special religious days and care is taken that appropriate foods are provided during these periods by the kitchen. Prisoners have a list of possessions they may have which includes artefacts for a range of religions. Chaplaincy perform a vital role in the prison and provide a spiritual role to every faith. The service they provide to families and prisoners provides great comfort at times of bereavement and stress and the Board are impressed with their involvement in prisoners in the Healthcare who are in need of palliative care.

In 2016 they have had application boxes put on all the wings for prisoners to submit applications.

The team consists of 1 Roman Catholic (full time), 1 Anglican (full time), 1 pagan (1 day a week), 1 Jewish (½ day a week), 1 Iman (part time 3 days a week), 1 Buddhist (2 hours a week) and 1 Salvation Army (3 days a week). Also local priests come in every Sunday to celebrate Catholic Mass.

The team also take care of staff spiritual needs and they would like the service to staff pushing forward more by management.

(iii) Deaths In Custody

HMP Liverpool had 8 deaths in custody in 2016 of which 5 were natural causes and 3 were self-inflicted. 767 ACCT(Assessment Care in Custody Team) documents were opened. All deaths in custody are sensitively handled and prisoners' families are all offered support and the required information is given to them at this traumatic time.

(iv) Education

The austerity climate has had a serious affect across all public services within HMP Liverpool. It is fair to say that this has impacted on the Education department. At the present time classrooms have closed. 2 classrooms have been given over to chaplaincy, 1 as an office and 1 for group help, which was originally situated in the chapel and had to be moved for security reasons. The cookery classroom has just reopened after closure a year and a half ago.

Not all courses can be accessed by prisoners. At the present time funding is provided through NOMS the justice arm of Manchester College. This funding is divided between Cat B and Cat C prisoners the former can be disadvantaged as Cat

B sentences are by their nature much longer meaning available funds are insufficient.

The figures below show a marked downturn in attendance due partly to redeployment of staff or prisoners not attending due to their own volition.

	Allocation	Attendance	Efficiency
January	76%	62%	47%
February	66%	57%	38%
March	80%	59%	48%
April	76%	59%	45%
May	80%	59%	48%
June	71%	54%	38%
July	80%	59%	47%
August	50%	48%	24%
September	64%	55%	35%
October	72%	67%	49%
November	77%	50%	39%
December	74%	57%	42%

(v) Healthcare

Integrated Mental Health Team

When Lancashire Care Foundation Trust (LCFT) took over the health care contract in June 2015 mental health and substance misuse services were stand-alone services which were not ideal but they are now an integrated service. The team carry out tasks every day to ensure the service is delivered. For example they attend ACCT reviews booked through the prison system and endeavour to attend ad hoc new reviews. In addition to this they have introduced a process to complete well man assessments within 72 hours of new admissions coming in to prison. Six psychiatric sessions each week allow patients to be reviewed as well as providing guidance and support for staff with patients with complex needs.

(vi) IMB Complaints

We continue to be concerned about the large number of complaints from prisoners about property, mostly property not yet received from their transfer in from other prisons. This is due to the GeoAmey van only carrying 1 bag per prisoner. Property is frequently missing/lost and this results in lengthy compensation claims at substantial cost to the Prison Service. IMB Boards constantly liaise with each other to track down prisoner property often not with a good result. A large number of complaints are also about cell accommodation in particular cells with no electrics, blocked toilets and broken windows which are mainly due to vandalism.

(vii) J Wing

This wing is given over to prisoners who are mainly on basic. This year it was in a great part vandalised and many prisoners were transferred to other prisons. Since then it has been refurbished with new showers and cells have been rewired and new observation panels, sinks and toilets have been put in. The Healthcare has suggested to the Governor that this wing could be made over to the ever increasing

amount of prisoners that are in need of social care. The Governor is amenable to this suggestion but it is not possible currently due to the large number of cells that are out of action. This would mean that the prisoners in the HCC that are in effect bed blocking could be transferred to J Wing.

(viii) Kitchen

The kitchen also lost key staff to HMP Berwyn this year but some new staff have been transferred in from HMP Kennet due to its closure. There is 1 manager, 4 supervisors and 9 chef grade staff. Much of the kitchen equipment has been broken this last year including ovens, brat pans and 8 out of the 12 fryers at any one time. 2 large ovens that were broken have been replaced but are still waiting to be installed several months later. Wheels on trolleys are also broken making it hard to transport meals over to the prison and the ceiling in one of the walk in freezers is falling down. This will be addressed in the coming months as a budget of £170,000 has been allocated for extra equipment.

An average of 1200 meals a day are prepared and new menus are being prepared for the prisoners. Dietary needs are taken into consideration including vegetarian, vegan, pescetarian, Halal and special medical diets.

An average of 32 prisoners a day work in the kitchen and it is noted that some are brought over late from the wings which can cause problems for the kitchen due to the tight schedules that they have to work to. It can leave just 2 hours to prepare lunches which are served at 11:30am.

(ix) Netting Incidents

Netting incidents are a major disruption to the prison, curtailing regimes and stopping movements to work activities and doctors' appointments, prisoner association and phone calls and prisoners being on lockdown. The Governor was pleased to inform members that netting incidents have been reduced from sometimes 27 a month to as little as 4 and this was due to repeat netting offenders being handcuffed when leaving their cells.

(x) Prisoners Pay

Prisoners pay rates that were introduced in April 2014 have to some extent addressed the issue of work over education (see table below). However, there is some concern about the low level of the basic skills of some prisoners. For those with poor reading skills, the Board is concerned that there are limited opportunities for access due to lack of staff available to take prisoners over to education. The Board is concerned that this issue is not prioritised and that not all paperwork is sent to the AAU (Activities Allocation Unit) with the dates that prisoners start employment resulting in prisoners not always receiving back pay.

Activity description	Pay band level	Amount per session
Education cleaner	5	£1.12
Governor Cleaner	5	£1.12
Resettlement Cleaner	5	£1.12
Staff mess	7	£1.94
Grounds Maintenance	5	£1.12
Kitchen	4-5	84p for first week then £1.12 after

Activity description	Pay band level	Amount per session
Education mentor	5	£1.12
Education VP Mentor	5	£1.12
Insider Mentor FT	5	£1.12
Shelter Mentor FT	5	£1.12
Gym Orderly	5	£1.12
Reception orderly	7	£1.94
Stores	4-5	84p for first week then £1.12 after
Area party	7	£1.94
Wing Cleaner/Painter	4-5	84p for first week then £1.12 after
Blue Band	7	£1.94
Hospital Cleaner	5	£1.12
Wing Collator	5	£1.12
Pensioner/long term sick	1	17p
In cell education	4	84p
Short release	1	17p
H- Exercise therapy	7	£1.94
Education	4	84p
Shop 1 & 2 (Fusion)	5	£1.12
Work shops	3-4	56p for first week then £1.12 after

(xi) Reception

This is another vulnerable area where prohibited items can be smuggled in to the prison. Prisoners who appear in court and are aware that they face a custodial sentence use the opportunity to smuggle both drugs and mobile phones in to the prison. A recent concern is those prisoners on licence recall who use the same opportunity in the knowledge that their sentence is only a short one. The searching practices in reception are excellent but the prisoners know their rights and as such realise intimate searches are not allowed.

Movements Through Reception 2016

MONTH	IN	OUT	TOTAL
January	749	751	1550
February	796	832	1628
March	832	932	1764
April	838	846	1684
May	588	646	1234
June	601	678	1279
July	594	658	1252
August	939	269	1208
September	623	610	1233
October	597	598	1195
November	524	550	1074
December	550	547	1097
TOTAL	8231	7917	16148

(xii) Reviews

The IMB attend reviews to ensure that they are properly conducted in accordance with set procedures and the proceedings are properly documented. There should be

a Governor, Chaplaincy member, a member of the Healthcare Team and an officer present. The IMB are impressed with the fairness and respect shown to the prisoners during these procedures and the IMB have attended 301 reviews in 2016.

(xiii) Safer Custody

The Safer Custody Team has proved the value of their strategy and hard work that they have put in has yielded dividends and discussion at their meetings have gone a long way in to their success over the last year. Good staff/prisoner relationships are fundamental to management of safe and decent prisons. They are integral to the reduction and management of self-harm and violence. Support for victims of violence and anti-social behaviour is again underdeveloped.

(xiv) Security Department

The aim of the Security Department is to provide security, safety and control within the prison for staff and prisoners but also take into account of visitors and general public. The Head of Security achieves this by the development of physical, procedural, dynamic system. All members of staff are encouraged to the safe and effective running of the establishment by assisting with the gathering of operational and strategic information in order that detailed and accurate intelligence assessments can be made.

Security meetings are held on a monthly basis. Statistics and a detailed intelligence assessment is discussed in detail. Intelligence received is used to conduct searches, separate prisoners prior to potential incidents, prevent violence and monitor activities and associates. It is further used to support other departments such as the Offender Management Unit (OMU) and in parole decision making.

The department sets priority objectives which can change on a monthly basis. Towards the end of the reporting period their priorities were to prevent escapes, prevent suicides, reduce assaults on staff, fights between prisoners and reduce the availability of drugs and mobile phones in the prison. In addition as circumstances change during the year the additional are set to meet new challenges.

(xv) Separation and Care Unit

The Boards role is to ensure that activity of the unit is carefully observed with each prisoner being spoken to on every rota visit. The Board is informed consistently about developments for which the IMB has specific monitoring responsibilities. Examples of the type of monitoring undertaken to achieve these objectives include rota visits at which all prisoners are spoken to and details recorded, monitoring the physical condition of the cells and facilities to ensure that it is similar to normal accommodation, receiving notification for the unit within 24 hours of prisoners segregation, attendance at prisoner reviews adjudication and ensuring all paperwork is complete. It would, however, appear that more prisoners are seeking refuge within this unit due to wanting protection.

(xvi) Staff Mess

This is run by Manchester College and remains a big success training at 4 levels of vocational training (NVQ levels 1 and 2, professional cookery courses and customer

service). 65% of takings are ploughed back into the mess. The Board perceives this is excellent training for future employment.

(xvii) The Grounds

While the outside areas such as grass, flower beds are kept in good order the gullies still present a very challenging area to keep in good order as prisoners throw food waste and other rubbish from the windows. Teams of blue and red band prisoners are deployed to clean this but it still remains a very big problem and it can also be an area where drugs are hidden.

(xviii) The VP Workshop

The VP Workshop (vulnerable prisoner) which gives VP prisoners from K Wing activities is a great success and now takes up to 80 prisoners and delivers breakfast packs, printing, bike repairs and computer skills. This a modern workshop and receives a full complement of prisoners. Security CMS and Search Teams liaise with the workshop to ensure any prisoners that cause problems are identified quickly and their behaviour challenged to minimise their effectiveness.

(xix) Visits Centre

The prison has made every effort to improve the visits experience with a good facility for visitors to buy refreshments. There is also a large play facility for children with games and toys. Security in this area is good as it remains a vulnerable area for passes.

C. THE BOARDS OVERALL JUDGEMENT

The overall judgement of the IMB of HMP Liverpool is that while 2016 has been as annus horribilis with assaults on staff, vandalised cells, incidents and losing many key staff to HMP Berwyn management and staff have risen to this challenge and have provided a high standard of professional care for prisoners under extreme circumstance also given the fact that the Victorian infrastructure which continues to require attention. The Board acknowledge the work of management and staff in the continuous improvement and modernisation in 2016. The Board also wish it to be placed on record its thanks to management for their continued support and co-operation through the application system. The Board is also grateful for the efficiency, hard work and support from the clerk to the Board and the staff of the Business Hub who are always helpful with advice and information.

Major Concerns

- (i) Mental health/personality disorder problems
- (ii) Staffing Levels
- (iii) Drugs, bullying and mobile phones
- (iv) Prisoner activities due to closure of Workshops

SECTION FOUR

APPENDICES – THE WORK OF THE BOARD

(i) APPENDIX 1. APPLICATIONS TO THE BOARD

CODE	SUBJECT	2014	2015	2016
A	Medical	195	75	190
B	Property	185	85	164
C	Transfers	41	34	30
D	Visits	39	13	20
E	HDC	19	33	12
F	Parole	19	7	13
G	Prisoners Monies	63	47	20
H	Immigration	2	3	10
I	Release Date	12	8	8
J	Assaults	11	0	3
K	Workshops	3	1	5
L	Categorisation	56	15	7
M	Pin Phones	29	40	11
N	Education	12	15	12
O	Canteen	9	5	8
P	Adjudications	2	1	9
Q	Food	14	7	15
R	Drugs	4	1	5
S	Early Release Scheme	3	4	7
T	Mail	37	17	23
U	Miscellaneous	47	68	24
	TOTAL	803	479	596

Application forms are available to all prisoners on the nine wings of the prison. These are situated on the sides of sealed 'posting facilities' which are distinctly coloured blue and clearly marked IMB. These are opened weekly by IMB members and applications dealt with in a timely manner and recorded in the IMB Office.

(ii) APPENDIX 2. ANALYSIS OF THE BOARD'S WORK

Recommended complement of Board Members	16
Number of Board Members at start of reporting period	8
Number of Board Members at the end of reporting period	6
Number of new members joining within the reporting period	1
Number of members leaving within the reporting period	3

Board Meetings	12
Rota Visits	52
Visits for Applications	52
IMB National Conference	2 delegates
Training Sessions	0
National Courses	0
Review visits	52
Prisoner Reviews attended by IMB	320

The Board has had a difficult year with fewer Board members and difficulty in the recruiting and retaining of members. The Board now has less than half of its desired complement. Despite this the Board has carried out its full duties including applications, rota reports, meetings, prisoner removals and attending incidents through the commitment of members.