



**Annual Report**  
of the  
**Independent Monitoring Board**  
at

**HMP HINDLEY**

for reporting Year  
2016

Published  
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*Monitoring fairness and respect for people in custody*

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### 1 STATUTORY ROLE OF THE IMB

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The Prison Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- i. 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.
- ii. inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- iii. 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 EXECUTIVE SUMMARY**

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### **Introduction to the Report**

This report presents the findings of the IMB at HMP Hindley for the period 1.1.16 to 31.12.16. IMB evidence is gathered from observations of Members made on rota visits, scrutiny of records and attendance at meetings. It also includes formal and informal contact with prisoners and their applications to the Board.

### **Main judgements**

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#### **Are prisoners treated fairly?**

The Board is concerned about the manner in which staffing levels have impinged upon the humane and fair treatment of prisoners. (This topic is expanded on below). The outcomes observed are problems maintaining discipline, fulfilling escorts, excessive amount of lock-down and insufficient time to interact with prisoners (see Section 4 ix; Section 8 v; x; Section 9 iii; Section 10 i ii and vi ).

#### **Are prisoners treated humanely?**

New Psychoactive Substances (NPS) continue to be a main cause of concern to the IMB at Hindley because of its use is central to the drugs/ debt/violence triad of behaviour in the prison. This underpins the humane treatment (or lack of it) between prisoners. Good intelligence has led to interceptions and finds of a substantial amount of NPS but it is still widely available.

#### **Are prisoners prepared well for their release?**

All Prisoners are seen at the Discharge Board 12 weeks prior to release. Prisoners with no settled address, or who have problems returning to their home address because of security reasons are referred to accommodation providers. Prisoners with No Fixed Abode (NFA) are referred to the Local Authority where they came from. This is not a satisfactory state of affairs (see Section 11).

### **Main Areas for Development**

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#### **TO THE MINISTER**

Will the Minister continue to bear down on the problems, detailed in Main Judgements above, concerning the use of NPS as it continues to disrupt the efficient running of the establishment (see Section 4 ix and Section 8 v ix x).

#### **TO THE PRISON SERVICE**

Since the re role of the prison and since benchmarking there have been staffing problems within the Prison. These have regrettably impacted on the prisoners' welfare (see in Main Judgements above). During 2016 Board members made reference to the staff shortages on 21 occasions drawn from a total of 538 visits to the prison.

Prison statistics show that for the whole of 2016 the prison never reached its target staffing level with a monthly range of 71% to 96% (average of 88.7%) (see Sections 10 I ii vi and Section 9 iii and Section 8 ix).

**TO THE GOVERNOR**

None

**Improvements**

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Our concerns from last year's report are ongoing and continuing.

### 3 DESCRIPTION OF THE PRISON

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- i. Hindley was originally opened in 1961 as a Borstal and became a youth custody centre in 1983. The establishment has undergone a number of changes in population over recent years, however it is currently a Young Offenders and Adult Male Category C prison. Hindley has a number of residential wings and the two populations are housed separately, although they mix throughout the day in all other areas. Hindley has adequate services and facilities including workshop areas for vocational courses (see Section 10). The operational capacity is currently 606.
- ii. Reception Criteria. Category C adult males who have been sentenced to four years or less and young males, aged 18 to 21 years, who are serving sentences of over 12 months and up to 4 years.
- iii. Accommodation. The site has seven units (Alder, Beech, Cedar, Dove, Elm, Fir and Juniper). Juniper is adapted for those with mobility problems. There is also a Segregation Unit.
- iv. Education and training. The education and training services at HMP/YOI Hindley are provided by NOVUS which is part of Manchester College. The courses offered link in with the National Employers Engagement Strategy and NOMS for the North West which stipulates that all learners are mandated to achieve a minimum of Level 1 in Literacy and Numeracy before they can move to an employment pathway of their choice, once in this placement they are supported to work towards Level 2 in Literacy and Numeracy. The curriculum the prison delivers has been designed to be attentive to the employment market needs and therefore emphasises strong progression routes which will enable employability chances and furnish skills upon release activity – A range of purposeful activity is available at the Prison including domestic duties, cleaning duties, kitchen, gym, chapel, library, gardens, recycling and stores (see Section 10).
- v. PE facilities. Large sports hall, marked out for football, badminton and volleyball, 2 fully equipped weightlifting areas, cardiovascular area, remedial room, good showering and changing facilities, 2 Astroturf football pitches, grass sports field (full size =football and rugby pitch).
- vi. Sports and leisure hub. Available for adults/young adults who are keen on gaining employment in the health and fitness industry, a wide range of professional sports qualifications are available to enable every opportunity of success.
- vii. Chaplaincy. Hindley has a Christian Chapel and a separate Multi-Faith Centre, which were the Chaplaincy team are based. There is a full programme of services and groups for all faiths. Offenders are informed of these on reception and given a leaflet with full information. As well as services and faith-based group, personal support is available to those of all faiths and none.
- viii. Healthcare. The provision of healthcare services with HMP/YOI Hindley is provided by Bridgewater Community Healthcare NHS Foundation Trust and Greater Manchester West Mental Health NHS Foundation Trust Partnership. The healthcare centre is purpose built and has outpatient facilities staffed 24 hours a day by trained nurses who can provide care for both physical and mental health needs. The healthcare provided includes regular access to a doctor who has a daily surgery, twice weekly access to a dentist, immunisation clinics and a variety of nurse led specialist health care clinics aimed at maintaining and improving individuals covering substance misuse, psycho-social and clinical interventions are available through the week. Offenders also have access to wing based treatment rooms a number of times throughout the day.

## A Evidence sections 4 – 11

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### 4 SAFETY

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- i. It cannot be said that prisoners feel safe all the time at Hindley and there have been times when IMB members have expressed concern that prisoners have been 'self isolating' without any apparent steps being taken by residential prison staff to address this. However Hindley does have an excellent support system for vulnerable prisoners. The use of Support Intervention Plans (SIPs) to support those who may be being bullied or have just come off an Assessment Care in Custody Teamwork (ACCT) is well used and has been seen to have positive results. Similarly the use of Behavior Intervention Plans (BIPs) coordinate work around those who are suspected of being bullies or who demonstrate behaviors which undermines the welfare of others and the prison as a whole.
- ii. As Hindley is now a re-settlement prison, all new inmates arrive from other prisons rather than straight from court so they do arrive in good condition after a reasonable journey.
- iii. The Reception process is thorough and improvements have been made to ensure that Cell Share Risk Assessments are completed accurately so that cell allocation can be done safely.
- iv. The ACCT procedures are used effectively and much has been done in 2016 to improve the quality of observations recorded. The procedures are managed proactively through daily monitoring of the plans due for review and there have been many individual cases where proactive management of individuals has had positive results for prisoners.
- v. The Multi-Agency Public Protection Panel (MAPP) scheme is managed within the Offender Management Service which has been under resourced during the year. This has been a concern during the year but the IMB are not aware of any instances where the MAPP scheme has not been effective.
- vi. The use of Listeners and peer supporters increased during 2016 and have been well used and appreciated by prisoners. There is always an issue of recruiting enough Listeners within the turnover of the prison population. Peer supporters are used in many areas of the prison including the Substance Misuse Service. Peer supporters lead the prisoner Induction sessions that every new arrival attends on his first full working day at Hindley. There are 3 Safer cells in the prison which have been mainly used in 2016 for those on an ACCT and a constant watch. The prison identified 2 wings to take all new arrivals to Hindley – one for Cat C Adults and one for the Young Adults. There has been a publicity drive to ensure that the Samaritan phones are well advertised. However there have been problems on some wings when the plugs have been cut off for use to charge illicit mobile phones.
- vii. As indicated above Hindley does have an excellent system of supporting victims of bullying and challenging perpetrators through the use of SIP and BIPs. These are reviewed weekly at the Safer Regimes meetings which are usually well attended by staff representatives for across the prison. Up to date reports are expected and actions followed up.
- viii. Despite the publicity over one incident at Christmas time, Security measures are effective mostly and intelligence reports have increased to inform subsequent action such as full search lockdowns. Intelligence has led to an increasing numbers of finds of

- illicit items such as drugs, weapons, mobile phones and alcohol as well as interceptions of attempts to smuggle goods into the prison.
- ix. However the use of NPS and other drugs is rife throughout the prison, as are mobile phones. After some negative publicity about the life threatening effect of NPS there did appear to be a decline in its use but this now appears to have worn off.
  - x. The first week of a prisoner's time at Hindley does appear to be well laid out. After their reception day, the prison induction takes place on the next working day with an induction in the Education unit on the next day when their literacy and numeracy skills are assessed. An Activity should then be allocated on the following day but this does not always happen successfully.
  - xi. There have been 3 deaths in custody at Hindley during the year but no inquests have yet been held. On 20.02.16, a Young Adult died in hospital as a result of a serious incident of self-harm in his cell two days previously. Another Young Adult died on 10.06.16 in his cell and as yet the cause of death is inconclusive. On 17.11.16 an adult died in hospital from natural causes. Prison staff have managed supporting family members well despite the understandable grief and distress expressed. Support services for staff have been well advertised and individual staff supported. The PPO has undertaken investigations into all 3 deaths which has not resulted in any major criticism of the prison or the way the prisoners had been managed.

## 5 EQUALITY AND FAIRNESS

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- i. The IMB has primarily monitored any disadvantages highlighted as a result of the protected characteristics through the prison's Equalities Forum. However this has met less often in 2016 due to other priorities on staff so an IMB member has met regularly with the staff member responsible for supporting the Prisoner Equalities Champions who have felt well supported by her and have felt happy to raise any issues.
- ii. Prisoners are aware of how to complain about prison matters including health and education and regularly contact the IMB if they are dissatisfied with the result.
- iii. Publicity about the PPO ( Prisons and Probation Ombudsman) has also been undertaken but ensuring this and information about the IMB is available to prisoners through the Wing information desks continues to be an issue.
- iv. The Board has undertaken one recruitment process during 2016 when it sought to diversify its membership. It was successful in that it successfully recruited four new members, three of whom are of working age, two of whom are non-White British. However it continues to be a challenge to retain younger members with full time working responsibilities.
- v. As stated above, the Incentives and Earned Privileges appears to operate well at Hindley. More than the national average of prisoners have been on Basic during the year but the perception is that prisoners do make progress through the scheme.
- vi. The Visiting Area is spacious and well monitored. Visit times have increased to seven afternoons a week with maximum visiting periods being changed to one and a half hour sessions. A number of Family Days have been held during the year mostly organised by POPs ( Partners of Prisoners) but two have been led by the Substance Misuse service which has been well appreciated by the families involved.
- vii. There were several occasions in the year where prison officers have ensured that prisoners made visits to family members on compassionate grounds eg where a close family member was dying.
- viii. The prison is aware that more can be done to engage families to enable the successful resettlement of prisoners and plans are in place to improve this in 2017.

## 6 SEGREGATION/CARE AND SEPARATION UNIT

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- i. The Unit moved in 2016 from 'E' wing on to what used to be Willow Unit (Juvenile Complex Needs Unit).
- ii. It consists of 11 cells with access to an exercise yard and shower.
- iii. The unit is always occupied, at times to capacity, necessitating increased efforts to place prisoners back on normal location.
- iv. The Board is very satisfied with the management of the unit and the quality of the staff. We have no concerns about conditions, regime or security.
- v. The Board is always informed of new arrivals on the wing. We have a well-established routine for attendance at reviews in that, by agreement, they are held three times weekly usually at fixed time but this can slip if the Governor is occupied elsewhere. Board members are encouraged to participate in the process and we have no examples of disagreement with outcomes.
- vi. All documents are available for scrutiny.
- vii. No dirty protests throughout the year
- viii. 10 prisoners have spent more than a month on GOOD
- ix. The Board feels the Unit provides a caring and humane environment for the prisoners.

## **7 ACCOMMODATION (including communication)**

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- i. There are 7 Accommodation Blocks at the Establishment.
- ii. One of the accommodation blocks is used as the CSU. This came into use during 2016 after extensive alterations to the building to ensure that it was fit for purpose.
- iii. During the course of the year the Board's attention was drawn to the fact that in some of the cells the flooring on 'J' wing was beginning to fail. This meant that some of the cells could not be used. For part of the year the heating system failed on this wing.
- iv. Currently Sycamore Unit is mothballed – there is no information as what plans there are for this block.
- v. The Young Offenders are housed in 'F' Wing.
- vi. Adult prisoners are housed in all wings.
- vii. Young Offenders and Adult prisoners are both accommodated in the CSU as necessary.
- viii. During the course of the year Board Members have commented in their Rota Reports on the cleanliness of the various wings in the prison. Concerns had been expressed that some parts of the prison are not very clean at all.
- ix. There seems to be problems with the main corridor which is extremely difficult to keep free of rubbish.
- x. The yards outside the some wings are more often than not in an untidy state with rubbish being thrown from cell windows.
- xi. Board Members have also raised the question of the state of the food trolleys when they are returned from the wings to the main kitchen. This is being addressed.
- xii. Since the HMIP report in July 2016 strenuous efforts have been made to improve the cleanliness in the prison and the efforts made are beginning to show.

## 8 HEALTHCARE (including mental health and social care)

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- i. The service provided continues to be of high quality comparing well with services outside prison.
- ii. There are now more GP sessions with low wait times. Dental appointments have been increased but also the DNA (did not attend) rates. Unfortunately the GPs are reporting more aggressive behaviour and requesting chaperones. There are novel steps in place to chase up non-attenders.
- iii. The Unit is leaning towards more preventative programmes suited to the older population.
- iv. Staffing is still an issue but the unit 'copes'. The use of agency staff is an expensive option. Some staff have left because of exposure to verbal abuse.
- v. New Psychoactive Substances (NPS) continue to plague the prison. However, there have been less use of ambulances possibly because the staff are more experienced in coping with the clinical situations. A worrying feature has arisen this year in that it appears that use of NPS can lead to a withdrawal syndrome. The staff have had to deal with at least one severely psychotic prisoner withdrawing from NPS.
- vi. A new complaint system is in operation with most complaints relating to medication.
- vii. Mental Health services are also of a high standard. Psychiatry input is good with weekly consultations but there is a gap in psychology (sickness issue).
- viii. Throughout the year there have been occasions when mental health nurses have not been able to attend all ACCT reviews because of staff shortages.
- ix. Wait time for consultation is reasonable.
- x. The team experience all the NPS problems the nurses do. Very time consuming. The Methadone programme works well with about 40 prisoners involved but there are some delay issues owing to staff escort problems.
- xi. There have been no problems this year in securing transfer out to secure beds.
- xii. A successful 'Narcotics Anonymous' programme has been introduced and an AA programme is in the planning stage.
- xiii. Not surprisingly, Healthcare received a positive report from this year's HMIP visit.
- xiv. Using the comparator of 'services provided outside the prison' the Board feels that Health Care in total compares very favourably.

## 9 EDUCATION AND OTHER ACTIVITIES

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- i. Functional Skills needs a greater emphasis and there are still prisoners in gym, wing cleaners and the kitchen without Level 1 Functional Skills. Functional Skills need to be embedded into all workshops. Prisoners making progression to Level 1 or 2 in English and Maths are paid an extra £5 as an incentive. Payment for activities is to be reviewed at the beginning of 2017. It is acknowledged that over the year, with concerns in particular areas needing to be addressed, that pay for Education and workshops needs to be reviewed as a whole in conjunction with the IEP system and this is to be addressed in the New Year.
- ii. All prisoners have their learning needs addressed during induction and over the year there has been improvement in placing prisoners promptly and fairly in activities though the choice of activity has been somewhat limited at times with prisoners arriving in considerable numbers particularly at the end of the year when Kennett closed and new prisoners only had a few weeks of their sentence left. There are suitable arrangements made for those with identified learning difficulties including ESOL. Wherever possible prisoners' progress from course to course progressing to higher levels when appropriate. Sufficient hours have been offered although, due to prison staff shortages, the afternoon sessions were shortened by an hour which had a serious impact on some learners' attitude and made it longer time to complete courses. This is expected to improve with more staff arriving in 2017. Times of arrival and departures have not always been as published partly due to extra security measures but the prison is working hard to maximise hours.
- iii. Because OMU was so severely understaffed in 2016 sentence plans hardly addressed learning needs as the few staff had to prioritise other areas. Individual learning plans record prisoners' progress towards targets. Qualifications offered are recognised nationally.
- iv. Some Cat Cs have found the behaviour of Young Adults disruptive in classes and in the first half of the year attendance at classes was patchy. Arrival and collection from classes has improved though extra security measures impacted on movement times. As the year progressed and a greater range of courses were on offer, attendance improved. Towards the end of the year refusal to attend the activity meant the prisoner was put on 'Basic' and not paid.
- v. The Virtual Campus still needs to get embedded. 'Self Isolators' are given in-cell work though the aim is for them to eventually go to the class with others. With the new population a process has been put in place to enable distance learning if the length of sentence left is appropriate. There are a few prisoners involved and interest is growing.
- vi. There is a high withdrawal rate on some courses and yet high success rates on most courses. Novus/Manchester College is addressing this with their new curriculum. Most prisoners acknowledge they are benefitting from prison education and having their employment prospects improved but there are still some reluctant learners. On the whole, when talked to, prisoners demonstrate interest and involvement in the subject they are studying.
- vii. All prisoners have weekly access to the library. The stock will be enhanced by stock from HMP Kennett as it closed. The library has instituted a system of fines during the year so that far fewer books are being lost from stock. Work on "The Storybook Dads" enabled a good number of children to receive recordings of their fathers reading a story at Christmas.

- viii. The November review was very positive about the Gym and the relationship between staff and learners but they felt progression could be improved. There is always high demand for places in the Gym.

## 10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

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- i. During the year the effect Detached Duty and staff transferring to other establishments in the North West was disruptive. Towards the end of the year the staff group was more stable and more used to the adult population.
- ii. As well as the re-role, staff had to get used to new, constantly enlarging population and the Benchmarking profile changes so it has been a difficult year with the need to ensure activities offered match the population.
- iii. During the course of the year new courses were started. 'Chep pallets' workshops took much longer than expected to set up because, after a business case had been made for funding, Amey took over works and the whole process had to be repeated. It closed down in the Autumn because the prison had Health and Safety concerns and Chep found the productivity was not as great as hoped. There is a range of work available and plans to increase the range next year. Osco homes (prefabricated housing) was started in autumn and has been very successful in training for release and several prisoners have taken up jobs on release as they have done the Intel. There are different courses on offer in catering and building amongst others which reflect employment opportunities. There are some strong links between the prison and local employment.
- iv. As the year progressed prisoners became more realistic about which activities they could expect to take part in and the prison allocation system improved. In November allocation took place on the wings with prisoners meeting the Board individually resulting in fewer prisoners refusing work. It has been ensured that prisoners refusing work have been put on Basic Regime and not paid and there is greater co-operation now between residential wings and Education and Workshops so that information concerning prisoners is better shared. Attendance at work improved in the course of the year. By the end of the year there were 500 activity places with 50-60 awaiting allocation or unemployed.
- v. Attendance at work improved as the year progressed with numbers attending being considered at the Prison Morning meeting every day. There has been concern about prisoners taking too long to get to workshops and not getting on with work once they arrived but the Internal Quality review held at the end of November acknowledged that there was good awareness of where improvements had to be made.
- vi. Throughout the year some wings were closed down through lack of staff. At the beginning of December on 4 days there were 25 shut downs due to high sickness levels, restricted duties and annual leave which inevitably affected attendance levels. Care was taken to ensure that wherever possible no wing was closed both morning and afternoon. Massive efforts were made to ensure that prisoners working in the Intel and Chep/Osco homes workshops were to work in order to maintain production as promised to the contractors.
- vii. As the year progressed and staffing improved so did attendance at workshops. Prisoners have been allocated to 9 sessions a week though the 4 afternoon sessions has been restricted by an hour.
- viii. Reputable, recognised qualifications are offered.

## **11. RESETTLEMENT PREPARATION**

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- i. Seen at Discharge Board 12 weeks prior to release. If prisoner has a settled address and is cleared to return there then no further action is needed.
- ii. If there is no settled address, or prisoner cannot return for security reasons, then a referral is made to accommodation providers.
- iii. Some are released as 'no fixed abode' (NFA) and are referred to Local Authorities in the area where they come from.
- iv. Places are at a premium.
- v. Prisoners who are high risk are managed by Probation on the outside and have to reside as instructed.
- vi. One problem is that bail hostels, or other establishments who provide accommodation, will not hold beds pending release
- vii. There are some specialists providers who have accommodation but these are only accessible after an assessment has been carried out in the prison.
- viii. Effective Co-operation with Multi Agency Public Protection.
- ix. Very good co-operation with all agencies, DWP, Achieve (who provide help and assistance with employment, Shelter and National Careers service).
- x. Bank Accounts – there can be problems with prisoners opening Bank Accounts so they can receive benefits on release. The prison works with the Halifax and this is running and working well. Consideration is being given as to whether the Co-op could be introduced as another bank within the Establishment.
- xi. Substance Misuse – prisoners who require continuing treatment after release are issued with a prescription to enable them to obtain medication.
- xii. During course of the reporting year no prisoners were released on ROTL ( Temporary Release On Licence) and 89 were released of HDC ( Home Detention Curfew)
- xiii. 14 prisoners left Hindley during 2016 to be deported.
- xiv. There have been 463 removals and transfers during the year.

## A Section – Work of Board

- The Board is still under complement (14 out of 20) and we lost 2 members during 2016.
- We recruited 4 new members during the year but the Board will consider another recruitment campaign in 2017.
- The work of the Board is equally shared with one member producing a rota report weekly.
- Applications are collected from the wings and dealt with by a team of 3 members working on a weekly rota. This is a new system (borrowed from another Board) which is working well.
- We consider the Board to have a good working relationship with the Senior Management Team with usually the No 1 Governor attending our Board meetings.
- As reported elsewhere (Section 6) the system for attending Segregation reviews works well.
- During the year some Board members visited HMP Risley.
- Our ATPR was held early in the year and produced some useful outcomes which have been adopted.
- The Board holds monthly training sessions – mainly run in-house.
- HMIP visited the prison in July 2016 and produced a critical report. This resulted in the prison being placed under ‘special measures’. Changes effected by the prison management have started to turn round many aspects of prisoners’ experiences.
- The Board thinks this Annual Report fairly reflects the work of the prison and at times places a different interpretation on that of HMIP. We would in summary refer back to the Main Areas for Development ( for the Prison Service )- Page 4

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	14
Total number of visits to the Establishment	538
Total number of segregation reviews attended	181

## A Section - Applications

<b>Code</b>	<b>Subject</b>	<b>Current reporting year</b>	<b>Previous reporting year</b>
A	Accommodation including laundry, clothing, ablutions	2	1
B	Discipline including adjudications, IEP, sanctions	7	9
C	Equality	1	2
D	Purposeful Activity including education, work, training, library, regime, time out of cell	20	10
E 1	Letters, visits, phones, public protection restrictions	6	5
E 2	Finance including pay, private monies, spends	1	11
F	Food and kitchens	4	1
G	Health including physical, mental, social care	19	12
H 1	Property within this establishment	10	4
H 2	Property during transfer or in another establishment or location	12	7
H 3	Canteen, facility list, catalogue(s)	2	0
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	14	15
J	Staff/prisoner concerns including bullying	7	12
K	Transfers	7	5
	<b>Total number of IMB applications</b>	115	99