



Annual Report
of the
Independent Monitoring Board
at
HMP Leicester

for reporting year
1 February 2016 to 31 January 2017

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Monitoring fairness and respect for people in custody

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Sections 1 – 3

1 STATUTORY ROLE OF THE IMB

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:

- (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 EXECUTIVE SUMMARY

This report presents the findings of the Independent Monitoring Board at HMP Leicester for the period 1st February 2016 – 31st January 2017. Evidence has been drawn from observations made on regular rota visits, from informal contacts with prisoners and staff in all areas of the establishment, from dealing with prisoner applications, from incident monitoring, from scrutinising records and data, from targeted monitoring of particular areas and processes and from attendance at a range of meetings in the prison. The statistics in this report are based on locally collected data.

IMB Leicester is pleased to report that 2016 was a calmer and safer year for HMP Leicester. There was a reduction in overall violence and better management of the Safer Custody processes (4:3). Progress was made in tackling the NPS supply (4:4). Healthcare provision, organisation and management improved (8). IMB received fewer applications (P21) and also fewer general expressions of dissatisfaction from prisoners.

The new Governor who took up office in February 2016 deserves great credit for accelerating the programme of improvements that was in progress following the visit of HMIP in November 2015. He has been energetic and enthusiastic and has led by example, as well as enabling staff to develop initiatives, and he has been supported by a hard working Senior Management Team (SMT) and an increasingly experienced workforce. He has fostered links with the local community, appropriate for a local prison, including with De Montfort University (DMU) (9:5) and potential employers (10). He has developed a feeling of togetherness and pride for staff by promoting the heritage and history of the establishment, by producing material for Information Boards and a Museum Room, and by Turret Tours and enabling fundraising for local charities. There has been an outstanding programme of cultural enrichment activities for prisoners (9:4).

Fair treatment: IMB Leicester believes that prisoners are treated fairly and with respect. Arrangements for vulnerable prisoners improved in 2016 (5:1), and the Prisoner Council had a strong voice (5:2). However, the accommodation falls well short of that expected in a modern prison. In particular, the Board considers that the poor and deteriorating condition of the shower and communal toilet areas on the two upper wings offends decency (7:1).

Humane treatment: Although staff show kindness and resilience in the treatment of the seriously mentally ill, the Board believes it is inhumane to hold such individuals in this local prison rather than a secure mental health facility, and deplores the delays in the Gateway process (Special Report 8:4).

Preparation for release: Education (9:1), Skills training (10), the Offender Management Unit (OMU) (11:1) and the Community Rehabilitation Company (CRC) (11:2) all have processes in place to support preparation for release and the reduction of re-offending. Newly established OMU and CRC Drop-in clinics and an increased number of Peer Mentors have improved access to advice and information for prisoners. However, the Board is disappointed that the uptake of education has been suboptimal.

Staffing shortages continued during 2016, but a reorganisation of the core day released valuable officer time, and there were fewer activities lost for prisoners overall. IMB has, however, been concerned that the earlier evening lock-in has led to reduced access to evening phone calls (7:4), and to cancellation of an evening mid-week visits session (5:2), both of which are detrimental to family ties.

The Board believes that during 2016 the experience for prisoners in HMP Leicester improved in most areas, due to good leadership and a committed body of hard working staff. There is a renewed energy and readiness to adopt fresh ideas. New projects, including refurbishment of the Visits Hall, are ongoing, and IMB Leicester looks forward to monitoring further improvements in prisoner experience over the next twelve months.

MAIN AREAS FOR DEVELOPMENT

FOR THE ATTENTION OF THE MINISTER

Again IMB Leicester wishes to draw attention to delays in the Mental Health Gateway assessment process (Special Report 8:4). The delay from first assessment to transfer to secure mental accommodation remains too long and results in deterioration of the mental health of the untreated individual and the disproportionate use of resources. IMB would like to see a much more expeditious assessment and transfer process for such prisoners.

FOR THE ATTENTION OF THE PRISON SERVICE

Again the IMB draws attention to the very poor and dilapidating accommodation, particularly in the main wing, and would like to see at the very least some investment to allow upgrading of the communal showers and facilities on levels 3 and 4 (7:1). While the timetable for the closure of this Victorian prison has not been settled, the Board feels that higher priority should be given to maintaining prisoner facilities in a better condition.

FOR THE ATTENTION OF THE GOVERNOR

The Board has discussed with the Governor the issue of curtailed phone calls (7:4) and visits (5:2) and hopes that an anticipated increase in staffing will reverse this situation in 2017.

The suboptimal use of educational capacity (9:1) has concerned the Board this reporting year. Although acknowledging that remedial measures have been introduced, the Board would like to see further strenuous efforts to increase uptake of this valuable resource, which is essential to the rehabilitation agenda.

3 DESCRIPTION OF THE PRISON

Since 2014, HMP Leicester has been an adult male local prison with a resettlement function. It serves the Magistrates and Crown Courts of Leicestershire, and caters for remand prisoners and those serving short sentences. Certified normal accommodation is 214, and the usual roll is in the range 320 – 340, normally in shared accommodation, but allowing for some single cell occupancy.

HMP Leicester is a Victorian prison built in 1874, and occupies a site of three acres close to Leicester city centre. A visits and administration block was added in 1990. The main residential unit is a long rectangular cell block with four galleried landings, including full integral sanitation and in-cell electricity. The main block houses the Segregation Unit (Seg), the Welford Unit*, and the First Night Centre (FNC), as well as the mainstream prisoner population. Road to Recovery (R2R)** and the Healthcare facility are housed in a separate building. Other buildings on site include those housing Reception, Learning and Skills, Gym, Kitchen, Chaplaincy and IMB Offices, and Legal Visits. There are outdoor Exercise areas.

Service providers:

Healthcare – Leicester Partnership NHS Trust (LPT), commissioned by NHS England (Midlands and East)

Dental care – Time for Teeth, commissioned by NHS England

Integrated Drug Treatment Services (IDTS) – Turning Point

Education and Skills – Milton Keynes College (MKC)

Library services – Leicestershire County Council (LCC)

Community Rehabilitation Company (CRC) – Derbyshire, Leicestershire, Nottinghamshire and Rutland (DLNR) CRC: the partners are St Giles Trust, the Crime Reduction Initiative and Ingeus UK

Escort contractor – GEOAmey

Catering suppliers – BIDVEST

Maintenance – Amey

* previously named the Vulnerable Prisoners Unit (VPU)

**previously named the Substance Misuse Unit (SMU)

4 SAFETY

4:1 Selfharm and suicide prevention

IMB has been pleased to see better management of the Assessment Care in Custody Teamwork (ACCT) process, and very good liaison between the Safer Custody and the Healthcare teams. 323 documents were opened in 2016 (340 in 2015), 100 in Reception or FNC. 67 were opened by Healthcare staff, but 206 by Officers, reflecting better training in risk awareness. The number of ACCTs open at any one time was fewer, usually between 12 and 20, and there was a greater emphasis on lower level interventions and on management plans agreed with the prisoner, particularly for manipulative selfharmers. This reduced staff time spent on routine observations and allowed better supervision of those in crisis.

The total number of selfharm incidents was 330, involving 188 individuals (467 and 221 respectively in 2015). Life threatening selfharm occurred for 21 prisoners: 2 were managed by paramedics, 8 attended hospital, and there were 2 very serious 'near-misses' where prisoners were promptly resuscitated by staff and transferred to Intensive Care.

Three prisoners required long periods of constant supervision, and this was well handled by staff.

The Board regrets having to report one self-inflicted death in custody in 2016. All appropriate and legally required procedures were followed and the determination of an Inquest is awaited.

4:2 Listeners

The Board is pleased to see continuing strong support for the Listeners, and appreciation for their work, which can involve around 80 calls per month as well as informal availability and work on the wings. An event was held to celebrate '25 years of Listeners in Prison'. The Samaritans held two training sessions in 2016 and there are usually 6 – 8 Listeners in post. Samaritans phones are also available.

4:3 Assaults, bullying and violence reduction

The Board commends the establishment for a reduction in violence overall in 2016 compared to 2015. The number of prisoner on prisoner assaults reduced from 95 to 60, and the number of fights from 50 to 28, with 20 incidents reported to the Police (119 in 2015). Unfortunately assaults on staff increased from 61 to 74, and some received serious injuries. There was less vandalism and fire setting, and the Fire Service attended 7 times (14 in 2015).

The Board believes that the improvement in violence overall is related to

- the hard work of the Safer Custody team, and engagement with the Custodial Violence Management Model (CVMM) project;
- the involvement of the Safer Custody Officer in ensuring that perpetrators and victims are on intervention plans;
- the regular presence of a Senior Psychologist;
- the wider availability of CCTV in the main wing;
- a very effective weekly Order and Control meeting attended by all departments;
- the use of Safer Custody information boards updated daily and displayed in the Board Room for the daily briefing;

- very good data collection and 'heat-mapping' using the Violence Diagnostic Tool, which highlights the times and sites of violence together with newly opened ACCTs and requests for R45 for Own Protection, so that flash points can be promptly investigated.

During the year, prisoners, particularly those received from other establishments, told IMB that they felt safe and that staff were prompt to deal with troublemakers.

4:4 Drugs and New Psychoactive Substances (NPS)

NPS supply was one of the main concerns in the Board's last report. The establishment has prioritised efforts to interrupt supply. There have been significant security finds, aided by sniffer dogs, and from August the occasional deployment of patrol dogs. During 2016, seven visitors were arrested for passing banned items including drugs and money to prisoners, and one visitor arrested in October 2015 received a three year custodial sentence for bringing in heroin.

Leicester has been a pilot site for the NPS detection urine test since February 2016. The Healthcare Safeguarding system has recorded fewer NPS related incidents, 27 compared to 32 in 2015, with 5 (10) requiring paramedic attention, and 5 (11) hospital attendance. However a significant number of positive urine tests occurred, suggesting that prisoners are using NPS but are more successful at hiding the effects. Two Peer Mentors have been appointed for NPS work.

4:5 Road to Recovery (R2R)

The Unit houses up to 31 individuals and is well regarded by prisoners. The staff are enthusiastic and hard working and there is very good prisoner engagement. A client driven Cognitive Behaviour Programme is facilitated by a team member and delivered each working day by Peer Mentors. Transfer of services to Turning Point in July was achieved smoothly, and the Unit has started work towards achieving the 10 Enabling Environment standards of the Royal College of Psychiatrists.

Each case worker has a large case load of about 50 men. In 2016 there were 652 clients, and 65 dispensations daily, mainly of methadone, to almost 20% of the prisoner population. Typically 75% are on a reducing prescription, and the remainder on maintenance doses of buprenorphine or methadone. The average length of interventions is 31 days, compared to 80 days nationally, because of the short stay of prisoners in Leicester. Nonetheless, there are on average two prisoners per month who successfully complete a withdrawal programme.

About 18 prisoners attend fortnightly group sessions provided by Dear Albert, a charitable organisation, which supports alcohol and substance withdrawal based on the Twelve Steps programme.

The Equality Act lists protected characteristics as: disability, race including ethnic or national origins, colour and nationality, sex and sexual orientation, religion or belief, pregnancy and maternity, and gender reassignment. The IMB monitors that prisoners with any of these characteristics do not suffer unnecessary disadvantages.

5:1 Protected characteristics

Disability:

About 15% of the Leicester population self-reports in reception as having a disability, usually in mental health or learning, and they are supported appropriately. A cell and bathroom suitable for a wheelchair user has been made available and users have been satisfied with this accommodation. A visually handicapped prisoner was particularly well supported by good collaboration between Officers, Healthcare, Social Services and peers.

Foreign National prisoners:

There are usually between 30 and 40, with up to 5 tariff expired at any time (3 in 2015). Home Office Immigration Officers attend weekly if necessary and provide an effective service.

Discrimination:

About one third of Leicester prisoners are from black or ethnic minority backgrounds. The Discrimination Incident Report system was used effectively in 2016 and 17 cases were investigated. Black History Month was celebrated with displays in the Library and special menus from Kitchens.

Religion and belief:

The multifaith Chaplaincy team is well regarded by prisoners, and there is a large and well used multifaith meeting room. Religious festivals and excusals from work are well publicised. Some 15% of prisoners at any one time are Muslim. Their attendance at Friday prayers is a priority for the regime, and Ramadan planning and delivery was well managed and appreciated by prisoners.

Welford Unit:

The arrangements for vulnerable prisoners were improved in 2016. The number of regular staff was increased from three to six to improve consistency of management. More Healthcare clinics were held on the Unit, improving access and attendance, and education moved back to the main Education Block, with full facilities available. The weekly gym session for older prisoners is well attended.

Sexuality:

Prisoner Group discussions have been held under the guidance of the trained Equality lead from another establishment.

Equality Action Team meetings:

Three meetings were held (two in 2015), and again lack of staff time led to a number of postponements. Prisoner representatives have so far not been able to attend.

5:2 Prisoner Representation

Prisoner Council:

There were 6 meetings in 2016 (4 in 2015), well attended by staff and prisoner representatives, with often vigorous and frank discussion. IMB has attended a number of these meetings and found them well run. Staff treat prisoners with respect and listen to their

concerns, and do their best to take issues forward. In addition, a meeting was held privately in December between prisoner representatives and visitors from NOMS.

Gypsies and Travellers Forum:

This has been a very successful new development, and met 12 times during 2016. The group is prisoner led and supported by enthusiastic staff, with input from the GATE project in the community. Gypsy, Roma and Traveller Month was celebrated in June with posters and information and photographic displays on walls and in the library.

Visits:

The Family visits programme continues to be oversubscribed, and is funded for 10 sessions per annum for 8 families. Although the visits allowance at HMP Leicester is more generous than the minimum required, it is unfortunate that the new staff timetable has meant that the evening visit, previously 4 - 6pm on a Wednesday, has been moved to 2 – 4pm, causing some prisoners to complain that they lose an opportunity to see their children.

6 SEGREGATION/CARE AND SEPARATION UNIT

6:1 Accommodation

Rebuilding and refurbishment in early 2016 improved the conditions for prisoners held in the Segregation Unit, particularly the heating, although the dilapidated showers require refurbishment. The Safe Cell has been used appropriately. There are still regular occurrences of vandalism and flooding caused by disruptive and disturbed prisoners. Maintenance and repair work is prompt.

6:2 Prisoners

138 periods of segregation were served by 120 prisoners (160 in 2015), and 13 were held for more than 42 days. The Board was particularly concerned about one mentally ill prisoner who was held in segregation for 128 days before being transferred to a secure hospital (8:4). Individuals segregated and on the Gateway process will usually not be 'signed up' for continued segregation after 42 days.

IMB has commended on many occasions the resilience of staff working with this difficult population. Prisoners are treated respectfully, regardless of their behaviour, and staff work hard to engage each individual with the regime, aiming for a return to normal location as quickly as possible.

6:3 Adjudications

These were better managed in 2016, reflecting the increasing experience of newly appointed staff and adherence to the locally written guidelines prepared in January 2016. 1324 charges were laid, compared to 1911 in 2015, but the number proven was similar at 718 (732). IMB monitored 150 adjudications (11%), and was present for 7 of the monthly visits of the Independent Adjudicator.

6:4 Legal Visits and Video-link

This accommodation remains a valuable asset to the establishment and is well used and appreciated by prisoners. In 2016 there were 681 Court links and 1125 legal visits.

6:5 Use of Force

In 2016, force was used on 269 occasions (247 in 2015). 62 (70) of these were planned, and usually recorded on video. IMB has monitored both planned and unplanned episodes and found that force was usually low level, and used appropriately. IMB has also observed a number of occasions when the professionalism of staff defused a volatile situation without the need for force. IMB monitored 7 Serious Incidents in 2016 (13 in 2015).

7 ACCOMMODATION (including communication)

7:1 Accommodation

By its nature, the accommodation falls well below the standard expected in a modern prison and it has further deteriorated over the past year. A painting and decorating programme during 2016 led by the Governor has improved the appearance of some areas both inside and out, in particular the FNC. The refurbishment of toilet and shower facilities on the second floor landing and in FNC has considerably improved decency for these prisoners.

The deteriorating state of the accommodation on the third and fourth floor landings has been of great concern to IMB this reporting year, particularly of the showers and communal toilet areas, which are dilapidated, grimy and mouldy, with poor ventilation. The Seg shower is similarly in a very poor condition. Prisoners have repeatedly drawn this to our attention, and the issue is raised regularly at the Prisoner Council. Prisoner working parties have made a difference, but progress is very slow. IMB would like to see capital investment in these areas, as a basic decency requirement.

Litter management and cleanliness have improved overall during 2016.

7:2 Kit

Reorganisation of Officer Support Grade (OSG) work patterns and of the timetable for Kit issue seemed to solve the supply problems early in 2016, but from September again IMB began to receive complaints about lack of kit and its poor condition, and this was regularly raised at Prisoner Council. Purchase of further kit has not solved the problem, and a thorough review was held in January, with the outcome awaited.

7:3 Food and Kitchens

IMB has consistently found the food appetising and of good quality. Prisoners often tell IMB that the food is better than that offered in other prisons, and there are few complaints, except about small portion size. There is good consultation about menus via the 6 monthly survey, the Prisoner Council and the suggestions book in the servery. The kitchen prides itself on using very little pre-prepared food. The new servery installed in March is clean and efficient, but the old cooking equipment is prone to breakdown and repairs are not always prompt.

7:4 Phone access and PIN

IMB received 10 applications in this category. PIN delays were resolved by a more efficient system for dealing with requests. Phone access remains problematic. Changes to the core day timetable have made better use of limited staff time, but prisoners have subsequently complained that the earlier lock up time of 5.45 – 6.00pm has significantly reduced evening access to phone calls, and interfered with family contacts, because working partners and schoolchildren are often not home before 6.00pm. IMB has monitored phone use in the morning domestic period 8.00 – 8.30am, and found that provision was adequate; however, prisoners frequently point out that their family has left the house by 8.00am. IMB hopes that this issue will be given priority when staffing improves, given the importance of maintaining family links both for the well-being of the prisoner and for the resettlement process.

IMB was pleased to see the successful introduction of Prisoner Voicemail.

8 HEALTHCARE (including mental health and social care)

8:1 Healthcare provision

This improved during 2016. In November 2015, the Care Quality Commission (CQC) had issued an improvement notice, and at the re-visit in April, found that all the clinical elements had been addressed.

24 hour nursing and medical provision continues for both routine and urgent care. On the wing, in-possession medication continues, and medicines administration has been better managed, with shorter queues, reducing 'flashpoints'. Pharmacists are more involved in medication reviews and in giving advice to prisoners. Work has proceeded well for smoking cessation for staff and prisoners, and replacement patches and lozenges are available at the medicines hatch.

The number of clinics has been expanded, and now includes Podiatry, Hypertension and Vaccination (transferred from IDTS). 2 officers are now allocated to escort duties for both morning and afternoon sessions, and nurse escorts are allowed for nurse and pharmacy led interventions such as dressings and blood tests. This has resulted in a prisoner attendance rate of 70-100% (40 – 60% in 2015). Waiting lists are therefore shorter, and there are fewer complaints from prisoners. Access to services for Welford Unit prisoners has also improved, because all the medical specialties have used a dedicated room on the wing. Healthcare applications to IMB were fewer at 19 (56 in 2015), and mainly related to appointments or medication.

Healthcare liaises well with the Resettlement Services, and maintains contacts with Community Social Services and Psychiatric Nurses to aid continuity of care on release. There is better sharing of medical records, with the use of the RIO, the electronic care record for LPT Community Services. Mental Health records are now usually available on reception, and GP records within 72 hours. A Community Occupational Therapist has visited the Welford Unit and recommended equipment.

8:2 Dental

Dental provision has been adequate this year, and the subject of only one application to IMB (seven in 2015), although it is understood that Time for Teeth has received complaints about triage and the appointments system and this is under review.

8:3 Mental Health

Mental Health Services within the establishment have greatly improved. There is full staffing, with 5 Mental Health Nurses (MHNs), one allocated daily to triage, one to ACCT reviews and one to case work. Two LPT appointed psychiatrists have each provided a weekly clinic throughout 2016, improving prisoner continuity of care and satisfaction. A part-time psychologist has delivered group sessions addressing low level anxiety, but these have been interrupted by leave of absence. Mental Health Awareness training is offered regularly to staff.

8:4 Special Report: The Mental Health Gateway Assessment Process.

During 2016 the Board was very concerned about the slow progress of mentally ill prisoners in the Gateway process awaiting transfer to secure hospital accommodation.

The establishment Mental Health Team were able to identify those with serious mental illness who needed specialist care, and of 24 prisoners referred only 5 were deemed inappropriate for transfer.

11 prisoners were transferred to secure hospital accommodation during 2016 (8 in 2015). NHS Commissioners are responsible for the process once the referral by written report has been made by a psychiatrist. The time interval between referral and first assessment by a representative of a secure unit for these 11 prisoners averaged 16 days (range 0 – 46 days).

6 sentenced prisoners were transferred to secure mental units. The times spent in HMP Leicester from first assessment to transfer in days were 13, 40, 48, 62, 134 and 187.

5 remand prisoners were transferred to secure mental units. The times spent in HMP Leicester from first assessment to transfer in days were 51, 88, 109, 112 and 210, although delay was on occasion planned to allow for sentencing.

2 prisoners still in the Gateway process were transferred to other prisons, and the times spent in HMP Leicester from first assessment to transfer out in days were 19 and 77.

IMB Leicester believes that these delays are too long, and that it is inhumane to keep the seriously mentally ill in prison rather than a secure mental health facility.

IMB has observed the following effects of these delays:

- the prisoner's mental health frequently deteriorates while awaiting transfer, either because medication is not working, or because the prisoner refuses to take it;
- there is increased risk of serious selfharm;
- although a small number in total, these prisoners consume a disproportionately large share of resources because of their troubled behaviour;
- extra input of time and energy is required from Healthcare and prison staff, who often become demoralised and frustrated that they are unable to make a difference;
- other prisoners become disturbed and upset;
- the seriously mentally ill commonly cause damage to the fabric and fittings of the prison and endanger Health and Safety by flooding, fire setting and destroying cell furniture and communal areas;
- they may behave unpredictably, with the risk of violence to staff and other prisoners*.
- it is not unusual for such prisoners to be transferred to Seg for their own safety and that of others**.

*There was one very serious staff assault in the Leicester group.

**One Leicester prisoner was segregated for 128 days.

Local improvements were made in the process during 2016:

- the appointment of two consultant psychiatrists to the establishment, ensuring continuity of care and prompt report preparation;
- the willingness of these clinicians to commence medication at the same time as referring to Gateway, so that no time is lost in awaiting and assessing the prisoner's response to treatment. If the prisoner does improve he can be removed from the process;
- the creation of a Gateway tracking spreadsheet, shared monthly with the NHS Commissioners, detailing which prisoners are in the system and their progress with dates and comments. There is a weekly review meeting by the MH team to check progress, confirm actions have been taken and review outstanding issues;
- discussion of prisoners with complex needs at the weekly multidisciplinary Order and Control meeting, with particular concern for those in Seg and those on open ACCTs;
- a phone call at least weekly, and regular followup e-mails between the MH Team Lead and the NHS Commissioners to share updates;
- a readiness to bring escalating concerns such as selfharm and assaults to the attention of the Commissioners and the Deputy Director of Custody.

IMB believes these to be good practice and suggests that they could be rolled out to other establishments.

Delays outside the control of the establishment:

- It would seem that there are too few places in the secure hospital estate.

A solution for consideration:

IMB Leicester suggests that the burden on the whole system might be reduced by the introduction of transition and assessment units, where prisoners accepted for Gateway could be transferred, after first assessment, to start treatment and care. If the prisoner improves, he could move back to the establishment, but if he does not, he could await admission to an appropriate facility. Although there would be an initial capital cost, IMB Leicester believes that this would pay for itself by ensuring prompt specialist care and treatment for the seriously mentally ill prisoner, and by releasing staff time and reducing the effects of disruptive behaviour and damage within each establishment.

9 EDUCATION AND OTHER PURPOSEFUL ACTIVITY

9:1 Education

The provision of education is good. The excellent working relationship between the prison, Milton Keynes College and the Cluster Lead Head of Learning Skills and Employment continues. Teaching staff are committed, enthusiastic and responsive to prisoners' needs. Education is the main purposeful activity within the prison and the approximately 330 Education and Skills part time activity places are sufficient. Pay is at the highest rates so that prisoners are not disadvantaged.

The first educational assessment is made during Induction, and for the 50% of prisoners who fall below level 1 in Maths and English, Education is the mandatory activity. Courses are provided from Entry level to level 2 in English, Mathematics, English for Speakers of Other Languages, Information Technology and Art. A range of short employability courses is also available. All courses are accredited and delivered in units, usually of 20 hours study over 4 to 6 weeks, which suits the Leicester population, where prisoners usually stay between 6 weeks and 6 months, with 40% staying for less than three months. A few learners are working towards higher level qualifications by distance learning.

Educational attainment has been good: results in 2016 placed the prison as 2nd for Maths and 6th for English out of the Educational cluster comprising 17 prisons.

However, the Board is concerned that uptake of education has been variable, and sometimes poor. Overall during 2016 only 30% of the population was engaged in part time learning or skills training. Allocation to courses was good, and reached 86 – 94% in October and November, but attendance, which is voluntary, for those same months was 43 – 65%, mainly because of prisoner refusal. Overall capacity is 45 – 50% filled. This continues despite the improvements introduced at the end of 2015, when Peer Mentors were appointed to help with attendance slips and to see refusers, and when new role briefs allowed better officer supervision of attendance and investigation of absenteeism, backed up by Incentives and Earned Privileges review.

IMB would like to see the education capacity better filled.

9:2 Gym

About 50% of prisoners use the Gym, and prisoners praise this facility to IMB. The Lands End to John O'Groats event promoted by Turning Point involved 120 prisoners. Regrettably the longterm absence of one of the three gym officers during 2016 affected the delivery of popular courses, although the two remaining staff worked heroically to provide the service. The link with ACTIVE IQ has been discontinued due to costs at present, although prisoner success rates were very high for those taking part previously.

9:3 Library

About 70 prisoners a day use the Library, and prisoners comment favourably on the stock. IMB carried out a spot check during the year and confirmed that all mandatory and recommended publications are available, with photocopying at reasonable cost. There is a good range of books, and the stock includes publications in 20 languages. The Library Orderlies are helpful and welcoming to new arrivals. There are 4 sessions for Welford Unit prisoners. Literacy is strongly promoted, and support continues from the Shannon Trust Reading Plan. Volunteers support 'Storybook Dads', and 36 prisoners sent recordings to their

children during the year. The Writer in Residence, a published author sponsored by the Joyce Carr Doughty Trust, is energetic and well-liked by prisoners and makes himself available to individuals or groups for creative writing and reading projects.

IMB finds it regrettable that funding is not available for opening on Fridays or in the evenings, and that there is a lack of funding for computer based resources and for resources to support Education and Training courses.

9:4 Cultural Enrichment Activities

IMB commends these activities, which are a welcome addition to purposeful activity at the establishment, and increase prisoner confidence, literacy and well-being.

Collaboration between the Writer in Residence, the Library and the Education department allowed an outstanding programme of enrichment activities to be offered during 2016. The Leicester Shakespeare Festival involved professionally led prisoner workshops and activities, including performances of 'Imprisoning Shakespeare' and of Frantic Assembly's 'Othello', which was reported in 'Inside Times'. A group of 15 prisoners delivered 'Richard III rebooted - Duke', a 5 episode play broadcast on National Prison Radio over Christmas, which won a Certificate of Excellence for 'the quality of the script, production and in particular the acting'.

Other events included a visit by a team from the National Space Centre; a WW1 themed event attended by 75 men, with exhibits borrowed from New Walks Museum, a talk from the curator, and input from Veterans in Custody; and a production by the 19 Geese Theatre company.

9:5 Collaboration with De Montfort University (DMU)

The Governor has facilitated collaboration with DMU as part of the 'DMU Square Mile' project, and this has been mutually beneficial.

Projects have included:

- Learning Together, a week long educational initiative in November when DMU Criminology students and HMP Leicester R2R students shared lectures and seminars;
- a working party of DMU students who transformed the prison gardens and memorial area;
- visits from the Leicester City/De Montfort Gospel choir with singing and dancing in the exercise yard;
- orchestral performances;
- creation of a video of the Induction process for new prisoners;
- an interior design project for the Visits Hall.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

A few prisoners work as Listeners, Gym or Library orderlies, Peer Mentors, barbers and painters. Employment is available to a small number of prisoners part time in the laundry and cleaning services, and full time in the kitchens, and these link to a range of accredited courses, usually at level 1 or 2, including City and Guilds Cleaning, Hospitality and Catering, Business and Employment skills, the Royal Society of Public Health Food Hygiene, Catering and Retail and the WAMITAB environmental waste recycling course. 'Kick-off in Business' continues.

Given the shortage of space within the establishment and the lack of available funding, IMB is particularly pleased to commend two new initiatives:

- A successful collaboration between Kitchens and MKC to deliver a Level 1 Bakery Course. This started in May and proved extremely popular, and has led to support for a Level 2 Kitchen and Cookery skills course. The trainer and kitchen staff have worked very hard to encourage prisoner kitchen workers and to develop their strengths and a number of success stories were recorded in 2016. Prisoners took pride in baking a cake for the 25 year celebration event of Listeners in prisons, and in providing the refreshments for the Turret Tour Staff Open Days.

- The preparation of an area on the main wing for a Ministry of Defence Contracted Workshop to produce camouflage netting, due to open in early 2017.

The Governor and the SMT facilitated outreach by holding a Job Fair in January, which was attended by 33 potential employers.

11 RESETTLEMENT PREPARATION

11:1 OMU

Four Probation staff are now in post, and the service has expanded its provision by the welcome addition of regular OMU 'Drop-in' clinics on the wings, which began in May and led to a fall in the number of sentence and transfer related IMB applications (Code I and K, P21) to 11, from 44 in 2015. Two prisoners were successfully released on Temporary Licence, and one prisoner was very successfully given 'Red Band' responsibilities. The OASys backlog has fallen to about 10 per month.

11:2 CRC

The CRC continues to be well regarded by prisoners. The enthusiastic and proactive staff seek out prisoners on the wing, and have formed a cohesive well managed team. There is good collaboration with OMU, aided by office sharing. Six St Giles Peer advisers are available to support prisoners, and are being given help to progress to Level Three City and Guilds qualifications in Information, Advice and Guidance in 2 modules over three months. Once weekly CRC 'Drop-in' sessions started in January 2017.

Pathways are in place for help with accommodation, employment, training, finance, benefits and debt, and for referral to community mentoring, and to custody and other agencies and local charitable organisations. Work has continued with the 'Troubled Families' programme in the community. JobCentre Plus manages the closure and re-opening of benefit claims. Between 6 and 8 prisoners each month are helped to open a bank account, and 512 creditors were contacted during 2016 regarding prisoner debt totalling over £950,000.

11:3 Veterans in Custody

These prisoners are at higher risk of re-offending. One Custody Manager has taken a special interest in this area, raising awareness and encouraging self-identification as a veteran in Reception, so that support can be promptly accessed. 9 prisoners have been involved in a pilot scheme to aid transition and resettlement, in collaboration with 'Once We were Soldiers', a local charitable organisation for homeless veterans.

The Work of the IMB

Board members are made welcome in all areas of the prison and access to prisoners is readily and politely facilitated. Two members make rota visits each week and reports are prepared promptly and circulated immediately to the Governing Governor and members of the SMT. It is reassuring for the Board that concerns are generally already known to the establishment through other staff and prisoner pathways, and solutions are sought if possible.

The Board publicises its work and availability through an Information Board on the main wing, and through a locally produced video which is streamed in FNC together with films about the Samaritans and NPS. The IMB Leicester information leaflet is included in the new prisoner induction pack.

During 2016, four members attended the IMB Foundation Course, three a National Monitoring Framework Seminar, one the IMB Governance Review National Meeting, and one the IMB Annual Conference. A Board Awayday was held in February, and the Triennial Review of all members in September. The Board hosted a visit from IMB Glen Parva.

The Board received training from members of the establishment on the following topics: Intelligence Analysis and Incident Reporting; Extremism; Police Liaison; the IEP system; Safer Custody; Foreign National Prisoners; Peer Mentoring; and First on Scene. Members attended two desktop and one live contingency exercise. A member had a book published (*Remote Control: Television in Prison*, V Knight, Palgrave Macmillan 2016) and gave a presentation to the Board 'Digitising the prison', a topic on which she has addressed national and international audiences.

The work of the IMB was promoted in November by members who attended the Annual Legal Volunteering and Networking Day at De Montfort University, and in December by an article published in the Leicester Mercury.

Four new members joined the Board during the reporting period, and six members left. A recruitment drive in December attracted nine applicants of diverse age and background.

| BOARD STATISTICS | |
|--|-----|
| Recommended Complement of Board Members | 15 |
| Number of Board members at the start of the reporting period * includes two joint board members | 12* |
| Number of Board members at the end of the reporting period | 10 |
| Total number of visits to the Establishment | 335 |
| Total number of segregation reviews attended | N/A |

Applications to the IMB

IMB Application boxes are available in FNC, Welford Unit, R2R and Seg and on the second floor landing.

| Code | Subject | Current reporting year | Previous reporting year |
|------|--|------------------------|-------------------------|
| A | Accommodation including laundry, clothing, ablutions | 9 | 6 |
| B | Discipline including adjudications, IEP, sanctions | 3 | 5 |
| C | Equality | 1 | 3 |
| D | Purposeful Activity including education, work, training, library, regime, time out of cell | 4 | 9 |
| E 1 | Letters, visits, phones, public protection restrictions | 20 | 10 |
| E 2 | Finance including pay, private monies, spends | 6 | 1 |
| F | Food and kitchens | 2 | 5 |
| G | Health including physical, mental, social care | 19 | 56 |
| H 1 | Property within this establishment | 5 | 13 |
| H 2 | Property during transfer or in another establishment or location | 9 | 27 |
| H 3 | Canteen, facility list, catalogue(s) | 3 | 1 |
| I | Sentence management including HDC, ROTL, parole, release dates, re-categorisation | 6 | 18 |
| J | Staff/prisoner concerns including bullying | 13 | 21 |
| K | Transfers | 5 | 26 |
| | Total number of IMB applications | 137 | 220 |

The current year total includes 14 duplicates and 24 applications where the Comp 1 process had not been completed first, or the matter had already been resolved. In addition a multi-signature application relating to a wide range of both local and national issues was received and a detailed written response from the whole Board was sent to those prisoners who were still in the establishment.