



Annual Report
of the
Independent Monitoring Board
at

HMP Wakefield

for reporting Year
1 May 2016 – 30 April 2017

Published
1st September 2017



Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

- 1.1 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.
- 1.2 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.
- 1.3 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

Main judgements

Are prisoners treated fairly?

This IMB Board is satisfied that HMP Wakefield operates to all relevant regulations and guidelines, and the Prison's own locally established principles, in ways which are fair and just to its prisoners. We see this fairness in all our observations of prisoners and their inter-actions with prison staff, and most specifically through our visits throughout the Prison, attendance at segregation reviews and prisoner representation bodies, and in dealing with specific prisoner applications to the Board about matters of prisoners' concerns.

Are prisoners treated humanely?

The ethos of this Prison is very clearly centred on dealing with and responding to prisoners as individuals. Prison staff strive to engender a healthy and self-supporting community. The efforts of this Prison to develop humane, person-centred interventions, within a calm and well-regulated community, are very much to be commended. Previous IMB Reports have identified this strength in the actions of the HMP Wakefield prison staff, and this has also been a constant theme in the reporting year. A Measuring Quality of Prisoners' Life (MQPL) survey was undertaken towards the end of the reporting year, and whilst the results are not fully available (and will be considered in the Board's report next year), the headline results are extremely encouraging. The Board is concerned however that the Prison's significantly ageing population requires more active support, commensurate with equivalent levels of support outside prison (paras. 8.14-15). Efforts of this Prison to provide such support during the reporting period have been welcomed, but have been hampered by lack of resources. The Board is also concerned about the frequently observed lack of

purposeful work, when for a variety of reasons some workshops have not been able to function to full capacity (paras. 10.2-6 and 10.12-14).

Are prisoners prepared well for their release?

The nature of the prison population in Wakefield, mostly comprising very long term prisoners (a large proportion of which are serious sex offenders) means that release from this Prison directly to the outside community is very uncommon. The objective in Wakefield is to achieve resettlement in a different form – either by achieving positive adaptations to a long sentence and by interventions seeking to achieve acknowledgement of offences and addressing the risks of future offending, or by encouraging prisoners to progress through re-categorisation to lower categories of risk, and by enabling their transfer to continue their rehabilitation in other prisons. The Board has reported previously that major strides have been made by this Prison in these respects. Progress in this reporting year has also been evident to the Board. Sustaining this success is likely to be the major challenge in the future.

Main Areas for Development

TO THE MINISTER AND THE PRISON SERVICE

The efforts of HMP Wakefield staff are very much to be commended in their prisoner-centred ethos, and their success in working towards greater rehabilitation of the serious offenders held within the prison. However, it is clear to the Board that further efforts need to be supported towards greater specific care for the constantly increasing numbers of elderly prisoners within its ageing population, equivalent to care which would be received outside prison (paras. 8.14-15). Plans are in hand in this Prison to address these matters, and to consider appropriate solutions. The Board urges that these be actively supported by the Minister and the Prison Service.

It is also clear to the Board that efforts to provide meaningful and purposeful work for the working age prison population are frequently frustrated by problems of achieving adequate numbers of training staff, and volumes of contracted work (paras. 10.2-6 and 10.12-14). These appear to be practical problems which should also be considered, and are capable of being addressed, at a national level.

TO THE GOVERNOR

The recently introduced Personal Officer Scheme appears to the Board still not yet to be as effective as it could be (para. 7.2). The Board is aware that this is an area of focus for improvements, and will be keen to observe the development of the scheme.

The Board is also concerned about the number of instances it has observed the lack of availability of purposeful work, and suggests that there is a need for an internal management review (paras. 10.13).

TO THE PROVIDER OF MAINTENANCE

As reported in the previous year, the Board remains concerned about the continuing problems which result from the ageing fabric of the Prison. The timeliness of achieving necessary work by the contracted suppliers Amey, and its consistency, remains of concern to the Board (paras. 7.6-10). The Board will continue to monitor the adequacy of this supply and the limitations of the contract, and the effects on the operation of the Prison, during the next reporting period.

Improvements

As in previous years, we again acknowledge the continuing good work and the improvements achieved in many areas of this Prison. The Board continues to be impressed with the way in which the Prison staff sustain their efforts, and manage to achieve a focus on continual improvements rather than resting on past successes.

3 DESCRIPTION OF THE PRISON

- 3.1 During this reporting period HMP Wakefield was one of only eight High Security Prisons in the country. It is located between the city centre and a residential district, with a Certified Nominal Accommodation of 750 prisoners of Category A, B and High Security Remand.
- 3.2 There are four Residential Wings: A, B, C and D. All cells are of single occupancy. Prisoners are also held in the Health Care Centre (HCC), the Segregation Unit and the Exceptional Risk Unit (Closed Supervision Centre – CSC), both being located in F Wing.
- 3.3 The CSC operates under a national co-ordinated management strategy to provide a secure isolated location for those prisoners who are assessed as consistently and violently disruptive.

Evidence sections 4 – 11

4 SAFETY

- 4.1 The Board considers HMP Wakefield generally to be a calm environment despite its challenging population mix and changing population profile. A recent influx of younger prisoners has created some concerns and we will continue to monitor this.
- 4.2 This report utilises the outcomes of regular meetings with the Safer Custody team, together with observations and verbal feedback from Listeners, Wing Representatives and individual prisoners, to determine how safe the prison feels with regard to:
 - Deaths in Custody
 - Wing Safety
 - Recorded Acts of Violence / Self-Harm
 - ACCT Documents

Deaths in Custody

- 4.3 There were 8 deaths in 2016/7 compared with 9 deaths in the previous reporting period. All were due to natural causes and consistent with an aged population serving long sentences.
- 4.4 In the light of criticism by the Prison Ombudsman regarding the use of restraints, it is pleasing to report the development by Wakefield staff of a new initiative. This is a Death

in Custody algorithm, used in line with the Graham Judgment, which gives staff conducting Risk Assessments a better understanding of any mobility issues.

Wing Safety

- 4.5 The Wing safety figures are collected from Wing Representatives who attend the monthly meetings. These figures generally reflect a positive feeling of safety however, at this point in time, there is verbal evidence that prisoners on two of the wings are feeling less safe than normal. The prisoners suggest the reasons for this is the influx of younger people, higher noise levels, availability of illegal drugs, queue jumping, theft and persons forming groups which causes older people to feel threatened. There were also allegations of bullying by a very small minority of staff and also by other prisoners. Senior management staff are aware of all these issues and are making efforts to address them.
- 4.6 It is important that feedback is given to prisoners so that their perception of safety is better understood, and this relies on good liaison between the Safer Custody team and the Residential Managers.
- 4.7 F Wing presents its own unique challenges and we will continue to monitor the long term effects of a prolonged stay on the segregation unit. The Board acknowledges the positive steps taken to relocate people whenever possible and understand the complexities and challenges that certain individuals present. Staff safety is also a concern and will be monitored.

Recorded Acts of Violence / Self-Harming

- 4.8 The number of Acts of Violence are relatively low and attacks on staff and other prisoners are well documented. The use of force, when observed, has been necessary, appropriate, and proportional. The use of body-worn cameras has proved very effective and useful when dealing with incidents.
- 4.9 The number of Self-Harm incidents has significantly increased from 184 to 270. The number of actual people self-harming however has decreased from 49 to 42. This appears to indicate an increase in self-harming by a few challenging individuals with complex and difficult problems.

ACCT Documents

- 4.10 The number of ACCTs opened has significantly fallen from 156 (91 different persons) to 114 (61 different persons).
- 4.11 The random sampling of these documents continues to highlight minor issues. The previous concerns regarding ACCT training is being addressed with the introduction of a new training package that commenced in April 2017.
- 4.12 The use and suitability of a "Safer Cells" initiative has commenced and will be included in our next report.

5 EQUALITY AND FAIRNESS

- 5.1 This is an important area of Prison life, and is managed thoroughly and successfully by the Prison staff. The IMB actively monitors the operation of prison procedures.
- 5.2 Most of the formal work dealing with and evaluating equality, inclusion and diversity issues is done by the monthly Prisoner Equality Action Group (PEAG), usually chaired by the Deputy Governor, and co-chaired by a prisoner. The PEAG is well attended by prison equality representatives: 3 or so for each Wing. Prison staff, including some Governor grade staff, are usually present. It maintains a running agenda of live issues, focused on issues concerned with the “protected characteristics” (age, disability, gender, religion or belief, marriage, race, sexual orientation etc.). The scale of those with protected characteristics is high in Wakefield, given the nature of the population (a third being registered disabled, and around a quarter aged over 60). Practical actions flow from decisions of PEAG – ranging from very detailed day to day concerns, through to more strategic considerations such as matters derived from Inspection reports. The IMB’s specialist member attends these meetings regularly and the Board has recently appointed a second newer member to share this work.
- 5.3 Monitoring of figures is undertaken on a quarterly basis to see exceptions from the expected level of performance around the protected characteristics for Complaints, Adjudications charged and proven, Use of Force, Segregation days and IEP – and explanations sought. Actions arising from issues raised are monitored regularly by PEAG, although the practical responses to specific issues are sometimes less good (not least because of resource constraints), and some actions need to be chased persistently by the meeting and the Chair. As in previous years, the IMB will continue to monitor how well the action plan system works, whether it delivers timely enough responses and how it is regarded by prisoners.
- 5.4 The Prison’s formal Equality Action Plan (EAP) derives at least in part from PEAG.
- 5.5 The formal complaints system (reported to PEAG, and feeding into the EAP if necessary) is based on consideration of Discrimination Incident Reporting Forms (DIRFs) investigations. For the reporting year, 160 DIRFs were submitted, 54 more than last year, although most of those substantiated have not caused the Board significant concern. One DIRF was referred for a Fact-Finding Enquiry and 3 were withdrawn by prisoners. There are also monthly Equality Reps meetings, at which the Reps scrutinize around 10% of the DIRFs, and recommendations from investigations are added to the Equality Action Plan. DIRFs are also quality checked by the Deputy Governor, and by the DDC on his visits to the Prison. Results are reported to the PEAG and the IMB.
- 5.6 The level of constructive joint working between officers and prisoners has continued to be impressive.
- 5.7 The prison has a well-established forum for support for and discussing issues with foreign national prisoners: foreign national representatives have now been appointed who attend these quarterly meetings. Concern has recently been expressed about non-attendance at these meetings by prisoners and this is being looked into by staff.
- 5.8 The IMB monitors faith issues such as each faith group’s access to worship, families and pastoral support. It welcomes the continued and now successful efforts to fill chaplaincy vacancies during the year. It noted the departure and subsequent return of the Roman Catholic chaplain: it was only aware of one instance when a Sunday service was not held,

in that case unavoidably because of illness in the chaplaincy. In the present year, it has sought to monitor inter-faith relations and issues such as recruitment to faiths and alleged bullying. It has not become aware of significant instances where problems have been substantiated.

6 SEGREGATION/CARE AND SEPARATION UNIT

- 6.1 HMP Wakefield has one wing (F Wing) dedicated to housing Close Supervision (CSC) and segregated prisoners. It is also an assessment unit for potential CSC prisoners for other high security prisons.
- 6.2 The wing is separate from all other wings and is all single occupancy cells. The wing is split into two distinct halves: one being CSC, the other segregation.
- 6.3 Two board members have particular responsibility for the effective monitoring of the unit. This includes attending all review meetings and having regular contact with staff, management and prisoners.
- 6.4 The board is concerned that there are prisoners in the CSC and Segregation with mental health difficulties waiting for a place at a more appropriate location. This requires urgent action, which is well known to the Prison staff.
- 6.5 The staff are under constant pressure but manage the unit very well indeed. Several of the prisoners require an SO and 6 officers to unlock.
- 6.6 This strict regime and pressure means that a regular rotation of staff is desirable, and appears to be achieved.
- 6.7 The Board members witness all review meetings and also observe the CSC prisoners at the food servery, where the prisoners are given the opportunity to speak and comment to the Board members should they so desire it. However most prefer not to engage except with the staff.
- 6.8 The wing has its own gym which is well used by the prisoners on an individual basis; they have no contact with each other.
- 6.9 Looking to the future, funding has been found to provide a games room for the CSC, plus attempts are being made to try to reintegrate the CSC and segregation prisoners into mainstream. Part of this is the introduction of a clinical model to reduce long term offending under the title of HOPE, directed towards CSC and segregation prisoners. HOPE stands for:
- **H**arness the system and engage the person;
 - **O**pportunity for positive structured activity in an enabling environment;
 - **P**reventative and protective factors;
 - **E**nhance and maintain individual coping skills.
- 6.10 Briefly the model involves harnessing the system through key attachments and partnerships; providing opportunities for positive behaviours, meaningful and physical activities; identifying protective and preventative risk and clinical management strategies; enhancement of coping skills of both staff and individuals and attention to maintenance

- 6.11 Throughout engaging in these tasks the system needs to be managed and developed to provide support throughout all stages of the approach. The IMB recognises the merits of this approach, which appears well designed and appropriate, and will monitor its implementation.
- 6.12 In conclusion the Board concludes that the CSC and Segregation Unit is a well-run and managed unit where very demanding and challenging prisoners are well cared for by excellent staff and management.

7 ACCOMMODATION AND COMMUNICATION

Residence

- 7.1 The initiatives involving appointment of appropriate prisoners as Wayfinders and Enablers continue to be successful, and are appreciated on the Wings by prisoners. The Personal Achievement Booklet mentioned in the last report has been taken up by some prisoners, whilst some feel it is not necessary for them.
- 7.2 The recently introduced Personal Officer Scheme appears to the Board not yet to be as effective as it could be. Some prisoners state that only negative comments are recorded. It is apparent that some officers struggle to write a relevant comment, plus commenting time is not always available.
- 7.3 Wings are kept clean and orderly by prisoners allocated the task.
- 7.4 Recent changes in the intake of prisoners “have disrupted life on the Wing”, as one prisoner commented. Drugs filtering onto the Wings - not usual at Wakefield - seems to have been the cause. Staff have been particularly alert to the problem and are managing to limit the impact.
- 7.5 As reported previously, snooker and pool tables are in need of repair and/or replacement. The Board is pleased to report that a date has now been fixed to carry out this work.
- 7.6 As previously advised in last year’s Report, the inherent fabric issues associated with the building environment reflect the age and construction of this establishment. This continues to present problems, and the ability of the contractor, Amey, to achieve timely and consistent repairs continues to be of concern.
- 7.7 The Board would distinguish between problems which directly impact on the residence of prisoners, and those which impact on non-residential areas or the Prison as a whole, and thus indirectly on the prisoners. Our greatest concern, reflecting our remit to consider the treatment of prisoners, relates to the first category. For example, repairs to equipment e.g. washing machines, dryers, lifts etc. can take quite a time. A lift on one Wing has been out of action for months, thus limiting the freedom of disabled prisoners in this location.
- 7.8 Although the overall condition of the four main residential blocks is considered to be generally reasonable, specific and long-standing problems exist relating to the condition of general wing kitchens and shower areas, and as just mentioned, the need to upgrade or improve the passenger lift facilities. In addition, the main floor coverings in Block D are likely to be in need of replacement in the coming year.

- 7.9 Although not directly impacting on the residence of prisoners, but nonetheless affecting the efficiency of Prison operations, the main concerns within the non-residential areas are as follows:
- the roof coverings to the main administration and both workshop blocks are in need of replacement;
 - the ground floor of the Health Care Centre is in need of a general refurbishment;
 - the control room serving the establishment is in poor condition, particularly the floor coverings, and around the staff area;
 - the former (now disused) kitchen area is in a dilapidated state. There is however a prospect of this being redeveloped into a multi-functional area for prisoners.
- 7.10 It should be noted however that for all of the above mentioned areas Prison management has identified budget costs, but funding approvals are still awaited.

Visits

- 7.11 Monthly coffee mornings attended by Staff to explain the various departments in the prison continue to be appreciated by the visitors.
- 7.12 Family days structured for children or adults only, and recently a Lifer day, have proved successful. It is hoped to increase the number of these days.
- 7.13 Few incidents occur at visits but the Board observes that Security Staff are particularly vigilant in the light of recent difficulties with drugs and illegal devices.

Kitchen

- 7.14 The Board considers that the kitchen is well stocked and menus are changed regularly with input from prisoners. It caters for a variety of different religions and dietary needs.
- 7.15 The food is transported from the main kitchen onto the wings by heated trolleys and the temperature is checked on arrival onto the wing prior to distribution.
- 7.16 The Board receives few complaints regarding food.

8 HEALTHCARE (including mental health and social care)

- 8.1 There are currently two members of the IMB in Wakefield assigned to monitor specifically the provision of all healthcare and elderly social care services within the prison.
- 8.2 Healthcare services for primary, physical and mental ill health are now provided by Care UK since a transfer of contracts from Humber NHS Trust, Nottinghamshire NHS Trust and the Spectrum Company on the 1st May 2016. The Recovery Team services remained with the Spectrum Company for one further year, and are currently moving over to Care UK as providers.
- 8.3 There has been a major challenge in managing the cultural changes required in bringing together the previous separate nursing teams into a collective one. The Board is pleased to report that it has excellent communications with all members of the healthcare teams. There are now regular meetings with the Head of Healthcare Services, and by invitation, attendance at several meetings and committees concerned with continued and forward

planning of healthcare services. For example, a Prisoner Patients Forum has been established to discuss any health related matters with representatives of the healthcare professionals. This encourages open discussion and debate, and is a successful means of improving the services which are provided to the prisoners.

In-patient Care

- 8.4 The Board is pleased to see that all staff vacancies for in-patient services are now filled, dependent on security clearances. A reorganisation of the Nursing structure means that there are now 2 nurses on duty at night, instead of one. Nursing staff have been encouraged to extend their roles, and a number are now trained to insert IV lines and administer IV Drugs, thus avoiding the need for prisoners to be transferred to the local hospital. There is also an established team of five nurse prescribers, and current recruitment for Advanced Nurse Practitioners to co-share clinical cover with visiting GPs.
- 8.5 There are still high profile prisoners housed within the healthcare facility for reasons unrelated to their health, and this remains an unsatisfactory situation. To some extent it reflects the absence of an alternative Vulnerable Prisoner Wing in Wakefield. The IMB has previously noted concerns that these prisoners are not able to access education/work. However, this issue has now been addressed and education, art therapy, and possibly painting and decorating, are due to be restarted.
- 8.6 There is no provision of a separate sluice facility currently within this unit. This may lead to issues of cross-infection/contamination given the lack of provision for the safe handling and disposal of bodily fluids and human waste.
- 8.7 End of Life care is of a very high standard in HMP Wakefield. Staff are proud to hold the Macmillan Quality Environment Mark; The Butler Trust Certificate, and have been shortlisted for the Palliative Care Team of the Year award. Staff have ensured that patients and their relatives are treated with dignity and compassion at all times; for example, new bed quilts have been provided for these patients.
- 8.8 The Board is pleased that there is now a review of each case which has required a blue light ambulance call. This process enables an assessment of alternative treatment which could have been provided locally, thus preventing a transfer to hospital. In view of the high cost of such calls on the local Ambulance Trust, each review can determine the appropriateness of each call out decision.

Mental Health

- 8.9 Some seventy five percent of this prison's population are believed to require the assistance of mental health services support. In-house re-organisation has seen the removal of a 24-hour mental health nurse cover for the prison. However, the Board notes that this re-organisation has largely been positive in terms of patient care. Current staffing levels are all filled and the nursing team report enhanced care opportunities when not having to cover a night shift rota. A full-time learning disability nurse has now been appointed and will in addition to caring for prisoners with a learning disability also monitor and support those who have been diagnosed with autism.

Pharmacy Outpatients

- 8.10 The Board has been monitoring the provision of medication dispensing on the wings following reports of problems, e.g. lack of decency and dismissive behaviours towards prisoners. These issues have been addressed by the Head of Healthcare. A complete restructure of the way medications are dispensed is underway: 2 teams of pharmacy technicians will be responsible for issuing drugs to prisoners using a more holistic and user-friendly approach. Seating is to be provided in the pharmacy queue waiting area for less able prisoners. This will continue to be monitored by IMB members.

Smoking Cessation

- 8.11 In preparation for a future smoke free prison there has been an increase of three further staff appointed to educate and to help prisoners who may wish to stop smoking. The need for staff to be offered help to stop is also a matter of serious concern. Consideration as to the type of support which could be offered remains on the agenda of the senior healthcare staff.

Recovery Team

- 8.12 The recovery team at Wakefield currently has 150 men on its books, dealing with alcohol, narcotics, gambling and smoking problems. There is one team leader, 2 senior therapists, and 2 other therapists in training. In addition, plans are in place for recovery champions and peer mentors to be trained on the wings.
- 8.13 In addition to the above, the Board would like to acknowledge the massive undertaking there is to effectively care for 750 prisoners, with all the complexities of the issues they face, and the need for managers to be ever mindful of the costs and resources available. It is extremely encouraging to note the progress made in all departments since the takeover by Care UK. The Board would like to thank all team members for their cooperation and support.

Elderly Care

- 8.14 As the preceding analysis demonstrates, the Board is confident that the general level of medical care given in the prison is very satisfactory. However, the ageing nature of its population means that one of the greatest challenges facing HMP Wakefield is providing appropriate care and living conditions for its elderly prisoners, and in particular for the increasing number of prisoners over the age of fifty-five. Both physical and social care assessments are required, but have not yet been undertaken for each prisoner. This process has been commenced by the healthcare services and will also require continued funding and support from the local authority.
- 8.15 A quarterly monitoring meeting is held with representatives of the local authority along with the Governor and attendees from the IMB to review progress as to the numbers of assessments undertaken and the costs incurred. The Board is aware that care for its elderly prisoners is a priority for this Prison. Innovative solutions, for example relating to separate areas for recreation and socialising by elderly prisoners otherwise confined to cells, are being considered, but have been and are likely to continue to be frustrated by lack of resources. New staff appointments have been made which will focus on this area of the Prison's development. The Board is clear that this important area needs to be supported both within the Prison and by the Prison Service as a whole, and it will remain a focus of Board monitoring activity.

9 EDUCATION AND OTHER ACTIVITIES

- 9.1 The following salient points about the Prison should be noted:
- the long term nature of Wakefield's population. This means that one of the major tasks is to counteract the potential 'institutionalisation' of prisoners on exceptionally long determinant sentences or tariffs, thus driving an increased need for high quality and meaningful activity;
 - the age of population in Wakefield. The average age is 48, and 48% are over 50 with a significant number of prisoners also above 'normal' working retirement age;
 - 45% of the population have mental health issues, and a significant proportion of the population require regular healthcare services either because of this or the age factor, or both;
 - 90% of the population have literacy levels below Level 2, and 80% have numeracy levels below Level 2. In many cases this can be an obstacle which must be overcome before a prisoner can make successful utilisation of other resources offered (or at least must run concomitantly).
- 9.2 During 2015, HMP Wakefield introduced a new landmark strategy for Resettlement, Reducing Reoffending and the creation of a Rehabilitative Community, including establishing a series of 'Progression Pathways' for prisoners. Within these, Employment, Learning & Skills was identified as a High Risk pathway, reflecting both its potential to prevent the programme being successful, and the view that this area is paramount to enabling Wakefield's prisoner population to access the necessary qualifications and achieve personal development that would encourage long term rehabilitation and resettlement, bearing in mind the previously noted very low base levels of literacy and numeracy.
- 9.3 This pathway covers the following aspects:
Education – Functional Skills – Literacy – Numeracy – Vocational Skills –
Additional Education – Open University – Work – Gym – Library.
- 9.4 Wakefield prison has a purpose built Education Department, and a £730k a year provision for education, and it focuses its attention on the significant proportion of the population who have basic skills needs. It also provides progression into Business Administration, ICT, Creative Arts and Catering as well as offering support to a small foreign national population. Probably the most crucial aspect and one of the key targets is to provide support for prisoners to be able to attain levels of ability that enable them to access Offender Behaviour Programmes – a vital necessity for Wakefield where up to 38% of the population are in some stage of denial around their offences.
- 9.5 The department works in partnership with a number of external providers including NOVUS (Manchester College), Wakefield Library Service, National Careers Service, a writer in residence, musician in residence, yoga teacher, Wakefield LEA and a number of other voluntary and community groups
- 9.6 The lack of a virtual campus centre has been concerning to date with Wakefield being one of the last prisons to get one. However, space and provision for this service has now been made and the unit is about to open. This will provide a direct link to Open University courses, accreditation bodies, Job Centre plus etc. and all prisoners will get the opportunity for a bespoke session in it to look at what is available for them. In addition, distance learners will be able to do examinations on line (instead of on paper) which will have a positive impact for those prisoners concerned.

- 9.7 *The Board is very supportive of the need for this provision and awaits the confirmed opening of the unit with anticipation, after which it will become one of our monitoring priorities for the forthcoming year for this area.*
- 9.8 The movement to some level of 'Governor autonomy' on the Education budget will allow a much more individualised approach to be taken on the provision of courses at Wakefield. A common complaint to the IMB has been the lack of provision of Level 3 courses, for example where prisoners want to move to the next level. For the Wakefield population this is crucial given the extended tariffs that many of our prisoners are on.
- 9.9 *The Board is supportive of this initiative and looks forward to monitoring what 'additionality' is provided and its impact on our population. This will form another of monitoring points for the forthcoming year.*
- 9.10 The Board also notes that Wakefield has a 'Writer in Residence' who offers significant support to prisoners working on projects of his/their own choice, and helping prisoners with storybooks and events in chapel for example. There is also a 'Musician in Residence' providing music lessons and bringing on budding musicians and developing a professional sounding choir.
- 9.11 The Library is the most well used service in the Prison and the Librarians are very committed and work with a good team of prisoners on secondment here as well. Prisoner feedback and comments on this area are very positive and the IMB does not receive any negative comments or applications for this area.
- 9.12 On a very positive note, the Library team are not intent on 'resting on their laurels' and have significant plans for further development of the service and its provision. These will include developments that reflect the differing education levels at Wakefield and also that Library provision is more than just books and should include both space and provision for other forms of learning (e.g. playing scrabble could be a great tool to help teach the necessary vocabulary/spelling skills).
- 9.13 *The Board is very supportive of this and in the forthcoming year will monitor any feedback for this area closely on the basis that as the most popular service, any changes to it affect all of the prisoners to some extent.*
- 9.14 The gymnasium continues to be one of the most popular and well used areas of the establishment and the Board is pleased to note another year of improvement to the offer with additional accreditation courses now available. In particular the Board welcomes the further development of age profile work, and specific and specialised sessions for the older prisoners is to be commended. This includes prescription exercise, physio sessions and cardiac care sessions.
- 9.15 Summary
- The year has seen more focus on prisoners' actual 'needs', and there has been a commitment to ask prisoners what they want. This focus on individual development linked to rehabilitation has received a positive response from the prisoners, evidenced by both the regime's own monitoring, and the IMB's involvement in any applications.
 - The movement towards 'Governor Autonomy' for the budget will allow this 'individualisation' of needs and wants to progress, and is expected to be critically important for the long term nature of Wakefield's population. This should allow the current complaint that there is insufficient depth in some of the courses offered or

that they do not address the needs of some of the higher-end capabilities of prisoners, to be addressed.

- There is a very positive and joined-up approach from all staff involved in this area which is to be commended, and relationships witnessed by the Board between internal/external staff and prisoners, partnership organisations etc. all very much showcase a 'can do' commitment that appears to be becoming the norm and driving forward the positive impacts for prisoners.
- Provision of the new virtual campus is a necessity and should have a positive impact on prisoner outcomes. The IMB is keen to see it in full use as soon as possible and 'hard-wired' into the progression pathways.
- Library provision continues to be of a high standard evidenced by it being one of the most used services in the whole prison. Staff (both external and internal) and prisoners are very committed and have plans to further enhance the service provision and ensure it remains at the heart of the regime.
- Gym provision continues to be of a high standard and exceptionally well used. Provision for and access by the older population is particularly positive.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

- 10.1 Wakefield has twelve workshops including Contract Services, Textiles, Welding, ICT, Braille, Print, Woodwork, Catering & Waste Management. In general, partly due to the long term nature of the inmates here, most prisoners do want to be able to work and for that to be meaningful, need productive work wherever possible.
- 10.2 Most of the concerns across the year noted by the Board involved the cancellation of workshops or lack of productive work available, due to the following reasons:
- recruitment of new instructors;
 - tutors/instructors off sick;
 - awaiting appointment/clearance of new tutor/instructors;
 - lack of instructor technical skills;
 - work offered is of a poor quality;
 - short supply of work or materials (particularly within the contract services workshops).
- 10.3 Some of these concerns are for the local management to address, but others appear to need a more strategic review at a central service level. For example, there is no labour turnover (LTO) measure in place locally or nationally for instructors. In most other industry or commercial work areas this measure would usually be regarded as vital for management and production capability. Given the added complexity of 'clearance' times to set instructors on, it suggests that this may be a key factor as to why the regime is always effectively 'under-staffed' in terms of operational capability in the workshops.
- 10.4 In addition, the Board is not convinced that the national recruitment, training and support structure is robust enough for instructors in terms of expectations and challenges of working within the prison environment and that this may also be a factor in delayed recruitment times and higher labour turnover, both of which outcomes directly affect the offer available to prisoners at any given time.
- 10.5 As a practical concern, the Board would like to see both nationally and locally a 'no tolerance' approach to work being cancelled for any other reason outside of legitimate security reasons, just as would be the case in 'real world' outside the prison gates.

- 10.6 *For the forthcoming year, the Board will monitor and note 'reason codes' for any closure of workshops to ascertain progress or not against these concerns.*
- 10.7 The Board also notes that in general there is a high level of aspiration from both staff and prisoners for work that is of good purpose and high quality. As an example, the textile workshop works to ISO9000, and much of the output from woodworking is of a high commercial equivalence.
- 10.8 The view of staff is to achieve an outside/inside equivalence where whatever happens within the regime is similar in nature to what would happen in an external factory or work environment. This not only ensures higher quality and higher satisfaction but is key towards effective potential rehabilitation. To this end, a programme has commenced to implement a full set of job descriptions from senior staff, through instructors and coaching staff and to the prisoner workforce which is intended to be completed by next year. This is also being supported by the introduction of 'team leaders' taken from the prisoner population who will assist in learning, Health & Safety and production management where applicable.
- 10.9 *As Board, we are supportive of this approach and roll out, and will ensure this becomes one of our monitoring points for the forthcoming year for this area.*
- 10.10 The nature of Wakefield's population does require additional awareness and training in order to accommodate the high percentage of people with learning difficulties, and diagnosed mental illness, autism and other behavioural challenges. Whilst there are a number of local initiatives to help with this, the Board considers that more could be done, and considers that one of the reasons for the high turnover of instructor staff is the lack of formal support and training in this area. It considers that there is a need for a much greater emphasis to be placed on this before and at recruitment to ensure potential candidates for roles are assured that they will be supported on an ongoing basis.
- 10.11 The logistics of moving stock, items and materials required for work both into and around the prison regime appear to cause a number of issues largely due to security and operational manpower availability.
- 10.12 The Board notes that a number of occurrences during the year where it has commented on a 'lack of work' in a particular workshop were actually a result of materials not arriving into that workshop at the right time or where the workshop is waiting for product to 'come out of store'. Similarly there are occasions where the outside providers of materials have not complied with 'booking in' procedures for delivery, are therefore refused entry on a particular date and thus there are no materials 'in store' for prisoners for a period of time whilst the delivery is 'rebooked'.
- 10.13 This failure to address procedural processes and compliance and/or effective manpower rostering has a significant detrimental effect directly on the prisoner workforce through no fault of their own, and if Wakefield is to achieve its aim of inside/outside equivalence must be remedied. The Board's view is that this is largely within the control of the local regime and would encourage a senior level review of how this can be eliminated completely as one of the 'lack of work' factors. It is suggested that there should be a greater awareness of its impact and a cross-departmental consensus with appropriate actions to resolve it and an ongoing audit and procedure to ensure no reoccurrences.

- 10.14 *In the forthcoming year, the Board will be concerned to monitor any 'lack of work' incidences, to understand the underlying reasons.*
- 10.15 Another initiative for the workshops is the 'prisoner experience' project currently being rolled out in the Woodwork Shop. This largely revolves around better induction training for the instructors and then onward dissemination down to the prisoners and their personal 'development files'. The intention is to create a flagship model in the woodshop which can then be rolled out to other workshops.
- 10.16 *The Board is supportive of this initiative and in the forthcoming year will monitor the progress of this roll out and its impact across the work area.*
- 10.17 There are two braille shops within Wakefield which provide high quality work for a significant number of prisoners. The IMB notes that externally there is a move towards software and computer driven translation services and as an example the RNIB have already moved to this method. This is a known risk to the future of this service, and is outside the control or influence of the local regime to a large extent.
- 10.18 The Board is concerned as to whether those responsible at local and national level have taken or are taking due regard of this technological shift, and hopes that plans are being considered for replacement work of a suitably similar nature. Similarly it is hoped that replacements for any other areas of current prison work potentially at risk of technological shifts are being considered.
- 10.19 The Print Shop is a particularly popular and successful workshop at Wakefield which turns out high quality material largely for internal usage within the Prison. There has been traditionally fairly old kit in this workshop, but recently some more modern printing machines have been purchased and made available.
- 10.20 The Board would like to see what additional opportunities there might be to become even more commercial, and potentially move to some external print provision and to consider if even more modern and up-to-date printing kit could be sourced and then used in this context. Potentially, this could then become an area that could be one of the ways to offset issues and challenges as in the braille example discussed above.
- 10.21 Overall, in the reporting year, the Board has received less complaints, concerns and questions from the prisoner population regarding the allocation of work for them, and has seen a noticeable improvement in the role of the Activity Board in matching skills, learning and aspiration to the assignment of any particular work. The senior staff covering the work, education and administration of this area have made considerable progress in becoming more effective as a team working together, and as this was one of the areas that the Board specifically identified to review during the course of the year, it is pleasing to report such sound progress, and equally pleasing to note that the same staff only regard the work so far as 'laying the foundations' for what is planned to be an even greater step forward in the forthcoming year.
- 10.22 *The Board fully supports and commends this approach and will continue to monitor progress again in the forthcoming year.*
- 10.23 Summary

- overall prisoners have received a higher allocation of work in this year which has been better individualised to their needs, resulting in fewer complaints both within the establishment and to the IMB;
- the Activity Board has seen a significant improvement in terms of organisational structure and content, resulting in a much improved output and positive impact on prisoners with a more ‘joined-up’ approach across all relevant parties;
- overall staffing levels have improved, staff recruitment is better and there are some steadier work contracts. However, there is still room for improvement that is both recognised and actively scheduled by relevant staff;
- the year has seen much more focus on prisoners actual ‘needs’, and initiatives like the Personal Achievement Plan will continue to drive this forward for prisoners as the focus moves more to their individual development and potential rehabilitation rather than being simply ‘figures driven’;
- there is scope for better and more training or support of instructors throughout prison establishments which would include more in-depth initiatives on working with individuals with specialised needs, as well as a better understanding of actually working within a prison environment. Coupled with a review of labour turnover and reduced length of recruitment time, this could significantly reduce the number of working days lost and have a substantial positive impact on prisoners;
- the No 1 Governor and Deputy have led a relentless focus on ‘the value of work’ and therefore its importance to other areas like residence-changing attitudes across the whole prison Officer population and driving better understanding between uniformed and non-uniformed staff. For the forthcoming year, the IMB will look for this focus to fully embed itself across all levels and areas of the establishment.

11 RESETTLEMENT PREPARATION

- 11.1 As a Board, the IMB agreed to focus its time last year on to the specific pathways as outlined above (Education & Work) to get a clearer insight into some of the underlying and relevant detail following a period when insufficient numbers on the Board would allow for this.
- 11.2 As a result, whilst we now have considerable in detail two of these Pathways, it has meant very little time and work has been devoted to the other areas.
- 11.3 *It is the Board’s intention in the forthcoming year to focus on these other Pathways and areas with a view to a similar level of understanding and interaction as has been achieved across Education and Work.*

B Section – Work of Board

BOARD STATISTICS	
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	13
Total number of visits to the Establishment	374
Total number of segregation reviews attended	30

C Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	6	16
B	Discipline including adjudications, IEP, sanctions	4	6
C	Equality	2	7
D	Purposeful Activity including education, work, training, library, regime, time out of cell	4	14
E 1	Letters, visits, phones, public protection restrictions	7	9
E 2	Finance including pay, private monies, spends		
F	Food and kitchens	5	3
G	Health including physical, mental, social care	5	12
H 1	Property within this establishment	16	32
H 2	Property during transfer or in another establishment or location		
H 3	Canteen, facility list, catalogue(s)		
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	5	11
J	Staff/prisoner concerns including bullying	7	17
K	Transfers	5	6
L	Miscellaneous inc. Confidential Access	92	89
	Total number of IMB applications	158	222