



Annual Report
of the
Independent Monitoring Board
at
HMP Durham

for reporting Year
1 November 2016 – 31 October 2017

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Monitoring fairness and respect for people in custody

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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.

Introduction

This report presents the findings of the Independent Monitoring Board (IMB) at HMP Durham for the period 01/11/2016 – 31/10/2017. IMB evidence comes from observations made on visits, scrutiny of records and data, informal contact with prisoners and staff, surveys and prisoner applications.

Main judgements

- 2.1 The prison has adapted well to a major change in role to that of a reception prison. Many issues have arisen, but they have in the main been addressed effectively. (3.1)
- 2.2 The prison's positive emphasis on humane treatment is recognised except for long waits in reception without diversionary material. This area is being addressed and the Board will continue to monitor. (4.1.9)
- 2.3 Overall prisoners receive fair treatment in this establishment except for inadequate arrangements for those who are too old or disabled for usual work and educational activities. The prison is addressing this issue. (5.1.3)
- 2.4 As part of the move toward the reception prison, the Governor obtained extra funding which enabled the prison to tackle some of the issues highlighted by the Board last year, e.g. old unrepairable washing machines/dryers, refurbishment of showers. These issues were of major concern to the Board and it's pleasing that they have been resolved. (7.2.1)

Main Areas for Development

TO THE MINISTER

The Board would like the Minister to look nationally at the issue of “overcrowding” in prisons. At HMP Durham, the majority of the cells are double occupancy and whilst the Board accepts that the operational capacity (OC) is legal, the Board feels that in the 21st Century, more effort should be made to provide single occupancy cells throughout the prison estate, improving the facilities offered and the decency afforded to the prisoners. (3.4)

TO THE PRISON SERVICE

- (1) Prisoners going to court from another regional prison are returned to Durham before returning to the original prison. Whilst relatively small numbers, it is felt by the Board that this is wasteful of resources and an unnecessary burden on the prisoners. (4.1.4)
- (2) Too much property gets lost between prisons (7.8).
- (3) Delay in security clearance (3-4 months) is a significant issue in staff recruitment and contributes to the shortage of health care workers. This should be addressed and speeded up. (8.1.1)

TO THE GOVERNOR

Search procedures at reception need more explanation to the prisoners, including the implications of non-co-operation. (4.1.8)

TO THE PROVIDER

Nurse staffing gives cause for concern and is regarded as a risk factor in the delivery of primary care. (8.1.1)

Improvements

- Arrangements for transgender individuals have been exemplary. (5.2.2)
- Provision of in-cell telephones and tablet computers will encourage prisoners to develop their autonomy and IT skills. (7.5)
- A new video link unit has been built with separate booths on the VP Wing and SACU. As a result, prisoners attend for their scheduled appearance for a limited time eliminating the previous long waits in a holding area. (7.6)
- A new mental health observation and support unit is an exciting development with the potential, if successful, for becoming the prototype for similar units around the country. Early experience is promising (8.3.2).

3 DESCRIPTION OF THE PRISON

- 3.1 HMP Durham is a Victorian local prison for adult prisoners and young offenders. In May 2017 the prison changed its function to that of a reception prison and primarily serves the courts. The alignment of Durham Court's catchment area means the prison is holding most prisoners close to their homes; 90% of prisoners come from this catchment area. As a local prison, HMP Durham's current role is as a reception prison. This has been a major change for the prison, increasing the work load in many areas and requiring much adaptation. Some extra funding was received enabling the Governor to address some of the issues raised last year, to replace windows, refurbish showers and recruit extra staff. The Governor and staff are to be commended for the positive way in which they have approached this.
- 3.2 Prison capacity is measured by two figures, namely the Certified Normal Accommodation (CNA) and the Operational Capacity (OC). The CNA figure records the ideal maximum population of the prison without overcrowding. In October 2017 the CNA for HMP Durham was 596.
- 3.3 The OC relates to 'that population which could be accommodated without risk of disruption through overcrowding'. For HMP Durham, the OC is 996.
- 3.4 The prison serves an area which stretches from Carlisle to North Yorkshire. It operates at all times close to its operational capacity. Thus, the majority of prisoners are held two to a cell intended for sole occupancy.
- 3.5 The average length of stay in the prison is about 5 weeks (compared with 9 weeks last year). Thus, there is a very high "churn" which has increased since last year and is related mainly to the change to its function as a reception prison. **The prison should be commended for coping well with this major change though inevitably there have been some teething problems, e.g. PIDs Induction.**
- 3.6 Services are provided by a number of private and public organisations:

Organisation	Outline of services provided
Airedale NHS Foundation Trust	Telemedicine
Amey	Maintenance of facilities
Burgess and Hyder	Dental services
County Durham and Darlington NHS Foundation Trust	Visiting specialist services covering general, orthopaedic, vascular and ENT surgery, chest medicine, epilepsy nurse specialist
Durham Tees Valley CRC with ARCC and several charities	Resettlement
EMTEP – Ethnic Minorities Education and Training Project	Providing similar support to that given by the Islamic Diversity Centre
G4S	Nursing, administration in Health Care Centre, nursing aspect of DART

GeoAmey	Court escort, transfer vehicles
HMCTS (Her Majesty's Court Tribunal Service)	Court listings, warrants
In-Health	Visiting x-ray and ultrasound services
Islamic Diversity Centre	Diversity Race Equality Action Team (DREAT) – advice on matters involving Muslim prisoners – also providing training
CGL (Change Grow Life)	Providing DART (Drug and Alcohol Recovery Team) services
NEPACS – North East Prison After Care Society	Visits, education, training and family ties – attendance at resettlement meetings, involvement in the planning process.
Newcastle Futures	Employment, training and partner events designed to support the re-employment of ex-offenders
NOVUS	Provision of teaching services in education – including the workshops
Parentline Plus	Provide a family learning course
Premier	Physiotherapy and chiropody
Samaritans	Attend suicide prevention meetings and offering regular training to Listeners
Sodexo with NACRO	Resettlement
Spectrum	GP services and pharmacy service
Sunderland MIND	Bereavement counselling
Tees Esk Wear Valley NHS Trust	Community psychiatric nursing, general and forensic psychiatry and psychology
Time for Families	Relationship skills, financial management and parenting
Walkers Opticians	Optician services

B Evidence sections 4 – 11

4 SAFETY

4.1 Reception

- 4.1.1 As a result of the transition to a reception prison the reception area has been refurbished and remodelled. The area is well decorated and bright. Holding cells are basic and lack any form of diversion. Prisoners have access to toilets and shower facilities, outside of the holding cells. These areas are screened and provide privacy. Vulnerable Prisoners (VPs) are held in a separate holding cell but are clearly visible to other prisoners who will often be aware of the reason for their separation.
- 4.1.2 In September 2017 Reception staff were processing 30% more prisoners than in the same period in 2016. The Board found the process poorly designed so that prisoners did not have adequate privacy for their initial interviews. **The prison is addressing this issue.**
- 4.1.3 Ninety five percent (95%) of prisoners arrive into prison from courts within the catchment area giving a maximum travel distance of 75 miles and an average distance of 40 miles. Prisoners arrive appearing to be in good condition. However, some arrive without warrants. This results in delays in processing. The prison has now introduced a process for prisoners who arrive without warrants for reception staff to follow. **The Board will continue to monitor this area.**
- 4.1.4 Prisoners going to court from another regional prison are returned to HMP Durham rather than to the original prison. This imposes an additional burden on reception staff and on the prisoner, interrupts any education or training and medication he may be getting, and he then has to be transferred again. Whilst a small number involved, this is felt to be wasteful of resources and undesirable for the prisoner.
- 4.1.5 The unpredictable arrival of GeoAmey vans is a major frustration to the prisoner processing system. Two separate periods were monitored, June and September, where vans were offloaded late (after 19:30hrs) on 66% and 20% of the days monitored respectively. The Deputy Governor has taken notice of these statistics and has now arranged for turnaround times of vans to be monitored. A target of 30 minutes has been set. The Board will continue to review these statistics and also devise a method of determining the time prisoners spend on the van from arrival to offload.
- 4.1.6 Prisoners are normally processed in the Reception area. This includes Cell Risk Sharing Assessment (CRSA). Arrivals after 19:30 are seen by nightshift Healthcare staff in the First Night Centre (FNC) or VP Wing. **The Board will continue to monitor this area.**
- 4.1.7 Induction is provided daily in the FNC or VP Wing. All prisoners have the opportunity to see a Chaplain and have access to Samaritans and Listeners.
- 4.1.8 In a prisoner survey conducted between June 2017 and September 2017, 82% of prisoners felt they were treated sensitively and with respect. They felt they were put at ease by Reception staff. Eighty two percent (82%) also agreed they were informed about the Samaritans, Listeners and other forms of personal support. Eighty nine percent (89%) confirmed they were seen by a member of Healthcare and 74% agreed they left Reception feeling they would be safe in prison. However, 47% of prisoners

felt the search process was not adequately explained including the consequences of not co-operating. This applied particularly to the body orifice scanner (BOS chair).

- 4.1.9 Prisoners being transferred to other prisons in the region can have long waits due to the unpredictably of the arrival of vans from GeoAmey:

Dates	Duration of wait (mins)	Northumberland	Holme House
26/06/17 to 14/07/17	Min	124	132
	Average	151	180
	Max	217	456
04/09/17 to 22/09/17	Min	116	126
	Average	158	195
	Max	226	317

- 4.1.10 Waiting can be particularly prolonged if bailed prisoners have to be processed at short notice as they often are.

4.2 ACCTS

A case manager is now allocated to every ACCT that is opened. This person has responsibility for the case until it is closed. Effective reviews are held, and ACCTs are audited for quality.

4.3 Assaults

The following data was routinely collected by the prison. In columns C and D, we have looked separately at assaults before and after the prison changed its role. It appears that assaults on staff may have increased but we do not believe these apparent increases reach statistical significance. **The board will observe this closely.** In general, the prison gives a calm impression.

Data Source: NOMS VDT	A	B	C	D
All figs: Average Incidents per 1000 prisoners per month	Oct 15 – Sept 16	Oct 16 – Sept 17	Oct 16 – Apr 17	May 17 – Sept17
Assaults on Prisoners	20.6	17.36	16.4	18.7
Serious Assaults on Prisoners	2.5	2.66	2.74	2.54
Assaults on Staff	4.9	5.17	4.57	6.0
Serious Assaults on Staff	0.37	0.45	0.31	0.64

4.4 Restorative Justice in Conflict Resolution (RJ)

As witnessed throughout the year we see the Safer Custody team as being a committed and caring group of professionals who are dedicated to making prison a safe environment for prisoners.

One of the tools available to the team is Restorative Justice. This is now used in all areas of conflict resolution. In prisoner on prisoner violence we have spoken to several prisoners who have taken part in the process and to a man they all agree that it was a positive and behaviour changing experience.

RJ training is available across the prison to interested officers and the team were awarded the Restorative Justices Service quality Mark in February 2017

4.5 Vulnerable Prisoners (VPs)

VPs no longer share the first night centre with other prisoners as they did last year. (5.2.1)

4.6 Deaths in Custody

- 4.6.1 There have been 9 deaths in custody during the year, 6 of them due to natural causes, compared with only one due to natural causes in 2015/16.
- 4.6.2 The increase in deaths due to natural causes is not surprising given the increase in elderly prisoners.
- 4.6.3 There were 3 deaths which the Prison and Probation Ombudsman (PPO) regards as self-inflicted, though inquests are awaited. A review of the PPO reports in these cases revealed minor criticisms of the amount of support one prisoner received prior to death, but the view was expressed that the outcome would not have been different.
- 4.6.4 The prison was commended by the PPO on its caring attitude for those needing palliative care, though unnecessary use of restraints was noted in one case.
- 4.6.5 Deaths are in general well handled in the prison.

4.7 Drugs and Substance Abuse

The most commonly abused drugs are cannabis, buprenorphine and 'Spice'. The prison reaches or exceeds its targets for random testing. **Excellent rehabilitative work is carried out by CGL, closely observed by a board member who noted the high level of engagement by the prisoners.**

5.1 Older Prisoners and the Disabled

- 5.1.1 Ground floor accommodation is made available for those with mobility issues and a number of adapted cells for those with particular problems. Referrals can be made for social care though a survey found that only about 50% of prisoners were aware of how to access social care.
- 5.1.2 Wing cleaners provide help where required in collecting meals and laundry. Other prisoners authorised by staff may assist with getting to workshops, gym and other activities.
- 5.1.3 There are no purposeful activities that cater for the needs of older prisoners, though there are plans to provide for older prisoners on one day a week in a designated area of the prison. No date has been set for this. **The Board will continue to monitor this area.**

5.2 Vulnerable Prisoners (VPs)

- 5.2.1 VPs no longer have to share the first night centre with other prisoners. They are housed on F Wing where they have access to a library and education. They have a separate induction.
- 5.2.2 The prison has received two transgender prisoners who have been treated with the utmost sensitivity. The prison has obtained female prison clothing for them to wear and have provided private showers, medical support and availability of items usually available in the female estate. Work has been done with staff and prisoners to ensure tolerance. One of the transgender prisoners commented that she had never before been able to walk about so openly and without fear.
- 5.2.3 Every attempt is made to identify VPs on arrival so that they can be handled appropriately.

5.3 Religion

All the main religions are provided for and there is an Imam who works well with the team. All prisoners have the opportunity to see a Chaplain in the FNC though not necessarily one of his own faith in the first instance. The Board has had no complaints about the chaplaincy. There is an occasional complaint about Halal food.

5.4 Focus Groups

Last year the Board expressed concern that focus groups on the needs of minority groups were not being held. A new system has been devised whereby individual functional heads have been allocated specific focus groups. Board members have also been allocated to specific groups which are held every two months. Although changes to meetings have been reduced, groups are still often rearranged at short notice because of operational difficulties, and whilst rearranged, it has proven difficult for Board members to observe them. As a result, two groups (Veterans and Young Prisoners) have not been monitored. Greater attempts are being made to keep the Board informed. **At time of writing, discussion is taking place to enable members to be aware of all cancellations.**

5.5 Incentives and Earned Privileges (IEP)

The Board has received 3 complaints related to this scheme. Following the change to a reception prison it was recognised by the prison that the current model was not “fit for purpose”. Because of the shortened churn rate, prisoners do not have the opportunity to progress to the enhanced regime. Furthermore, remand prisoners need to be encouraged to participate in work and cannot be compelled. **A major review is taking place. The Board will monitor its implementation.**

6 SEGREGATION/CARE AND SEPARATION UNIT

6.1 SEPARATION AND CARE UNIT (SACU)

- 6.1.1 As witnessed, the Board is satisfied with the conditions, facilities, and security within SACU and is impressed by the professionalism of SACU staff, health care and mental health staff, when faced with challenging prisoners.
- 6.1.2 Board members are able to speak with prisoners who, where appropriate, will be unlocked.
- 6.1.3 In the year we attended 70% of the 341 segregation reviews held and have had no cause for concern relating to decisions made. Every effort is made to move prisoners out of SACU as soon as appropriate.
- 6.1.4 There have been some procedural issues during the year in that the Board has not been notified within 24 hours of a prisoner being placed into SACU under Rule 45 and Healthcare staff have frequently been absent from segregation reviews. **This is being addressed and will continue to be monitored.**

6.2 Dirty Protests

There have been 17 dirty protests from October 2016 to October 2017 inclusive, with 15 prisoners being responsible. Board members have observed some of these and have found them well handled.

7 ACCOMMODATION (including communication)

7.1 Accommodation

This is provided in 6 wings A – F. In addition, there are 6 beds in the Health Care Centre and 17 beds in 13 rooms within the Integrated Support Unit (ISU) where prisoners with mental health problems can be held in a therapeutic environment.

7.2 Maintenance of Accommodation

7.2.1 This is carried out by Amey and scheduled work is planned each year. There has been additional work to improve the facilities within wings, e.g.:

- Extra decoration, using qualified prisoners as an in-cell paint party.
- Replacement of old, unrepairable washing machine/dryers. All replaced and extra provided.
- Replacement of wing cell windows, providing a warmer environment and reducing the amount of litter thrown from the wings, in turn leading to a 'cleaner' outside environment.
- Refurbishment of D and F wing showers. (The ISU shower is seen as needing refurbishment and is anticipated this work will take place in our next reporting year, before March 2018).
- Provision of extra photochromatic doors
- Provision of new CCTV in Visits

Some of these issues were of major concern to the Board last year and it is pleasing to see that they have been resolved.

7.2.2 Concern was raised last year about insufficient accommodation for VPs. They are now accommodated on F Wing with improved facilities.

7.3 Visits arrangements

7.3.1 With the change in function of the prison there has been a marked rise in visits and this has caused some problems with bookings. A month-long survey of 111 visitors was carried out by the Board in July 2017 and showed 76 (68%) had experienced difficulty in booking a visit. **The prison was told of this survey and the Board will continue to monitor.**

7.3.2 It is acknowledged that there is a 96% occupancy rate in visits and extra visit sessions have been provided.

7.3.3 The visits room is cheerful and there is a supervised play area for children. There is a visits centre run by North East Prison After Care Society (NEPACS) where visitors can go before or after the visit if they wish. Security clearance is carried out there in a relaxed atmosphere.

7.3.4 NEPACS runs family visits for children and their fathers. These are held weekly in the chapel where surroundings are cheerful and relaxed.

7.4 Time Out of Cell

In March 2017 a new regime was introduced as part of the reception prison model and this has helped to increase 'time out of cell'. Prisoners are expected to be either in work or in education for half the day while the other half day is for visits, health care etc. **The Board continues to monitor this.**

7.5 Digitalisation

The prison is part of the 'Digital Prisons' scheme. Phase One commenced In August, giving prisoners access to phones within cells and kiosks on all wings. These have limited functionality at present but additional functions will be available as the year progresses, including FAQs related to all areas of the prison and the IMB. When necessary prisoners are supported in using these facilities.

7.6 Video Link Unit

As part of the move to a reception prison a new video unit was designed and built to accommodate the extra court appearances and legal visits expected. This came live in August 2017. Separate video link booths have been installed on the Vulnerable Prisoners Wing and the SACU and other individual booths are planned. These changes reduce the need for prisoners to be away from their normal regime and reduces the flow through reception. The system is liked by prisoners. The workload of the unit has increased by 50% and this has been well handled. **The Board feels this is a move forward in treatment of prisoners and is to be commended.**

7.7 Kit

The provision of sufficient and appropriate kit has been raised by prisoners as a problem over the year. The Prison has taken steps to address the issue, more kit is now available with the prison having spent in excess of £130k. **The Board commend the prison for this action and will continue to monitor.**

7.8 Property

There were 1911 complaints in the past year of which 219 (11.5%) related to property Usually this is loss of property on transfer from another prison. The major problem appears to occur when prisoners are transferred as a result of Tornado. Procedures within the prison are satisfactory, though errors and omissions sometimes occur.

7.9 Catering

7.9.1 The catering and food operation within the prison, which serves up to 1000 prisoners, is operated making effective use of prisoner resources, the kitchen manager and a small number of permanent staff.

7.9.2 The Board is in full agreement that prisoners' fundamental needs and requirements are met and that over 80% of prisoners are satisfied with the quality and variety of the food and the temperature at which it is served. Dietary needs are recognised and special arrangements are made for Ramadan. Hygiene standards are good. The kitchens have in the past benefited from having sentenced prisoners working for qualifications in the kitchens. It was expected that this would continue when the prison assumed its reception role, but this is no longer the case. The manager has to cope with a constantly changing workforce. **To date standards have been maintained but will need to be monitored closely.**

7.10 PIDs Induction

One of the areas praised by the Board has been the use of the "PIDs" (Prisoner Information Desk) to carry out a PIDs led induction for new prisoners. This was very effective and praised by the Board, but after the regime change in March 2017 problems arose with the delivery to new prisoners due to a lack of IT etc. The Board raised its concerns and on the Induction Wing a new system commenced daily from August 2017 with the correct IT etc. At the time of writing however, prisoners on the VP Wing receive a separate induction and at present, no IT is available. **This area needs to be addressed.**

8 HEALTHCARE (including mental health and social care)

8.1 Primary Health Care

- 8.1.1 This service is consistently well regarded. Recruitment of nurses and other staff by G4S has been difficult and there are currently 9 nursing vacancies out of a total of 29. These are covered by agency staff and overtime. This issue has been highlighted as a risk. The recruitment process is slow because security clearance takes 3-4 months. Some nurses find other jobs while clearance is taking place. Nevertheless, essential immunisations and assessments are carried out and the staff should be commended for that. Under the new model outlined by NHS England there has been an integration of Advanced Nurse Practitioners (ANP) with general practitioners (GP). With the exception of some reception sessions we are delivering against each allocated GP and ANP session. Where prisoners are not seen at reception they are seen in the FNC. Appropriate screening procedures are carried out.
- 8.1.2 Good work is done in smoking cessation.
- 8.1.3. Complaints have risen by about 30%, possibly with the change in function of the prison. They still relate mainly to medication, which the prisoners feel they ought to get and to some delays in providing it. The service scores consistently well in the "Friends and Family Test" with over 80% saying they would recommend the service.

8.2 Dental Service

This is very satisfactory and appreciated. Extra dental sessions are provided if the waiting list becomes excessive.

8.3 Mental Health Care

- 8.3.1 Mental Health Care has been consistently provided by the Tees Esk Wear Valley NHS Trust (TEWV) and is very well regarded by the users. It is well integrated with voluntary services (MIND, Rethink). Waiting times are monitored and delays are addressed by provision of extra psychiatric sessions. Mental health awareness training is provided for all new prison staff.
- 8.3.2 The Integrated Support Unit (ISU) is an exciting and innovative project where 11 prisoners with moderate to severe mental illness can be provided with extra support. This is an extension of the current NHS team work. There is a good relationship with regional NHS secure units and it is hoped that transfers to and from these units will occur more smoothly, while some prisoners may improve so that they do not need transfer. Prison staff allocated to this unit have chosen to work here. Recruitment of nursing and other staff has proceeded well but is not complete. It has not been possible to upgrade the cells to "safe cells" standard but it is pointed out that the same prisoners would otherwise be accommodated on the other wings. It is hoped to improve the accommodation over time. The unit has only been open for a month and it is too early to provide data on its effectiveness. Early impressions are that some prisoners improve dramatically when moved to this unit. Evaluation is being undertaken by Northumbria University and if satisfactory the unit has the potential for providing a model for prisons around the country.
- 8.3.3 Current waiting times for prisoners to be transferred to secure mental health units continue to be an issue and average out at 61 days from date of referral, where full information is available. There are currently 5 on the waiting list of whom one has been waiting for 98 days. Long waits are addressed through a good relationship with

the specialised NHS Commissioners and alternative accommodation found depending on priority.

8.4 Monthly Meetings – Senior Prison Staff and Providers

A monthly meeting of senior prison staff and providers ensures that all work well together and problems are ironed out. The Board is represented on this body.

8.5 Social Care

Social Care is available. Prisoners can be referred by staff or self-refer, but a survey by the Board showed that only a little over half of prisoners know how to access it themselves.

9 EDUCATION AND OTHER ACTIVITIES

9.1 Education

- 9.1.1 All prisoners have their educational needs assessed on arrival and are offered half day work/education or training, the rest of the day being available for visits, health care, drugs rehabilitation etc and association. Thus, they spend most of their day out of their cells in normal circumstances.
- 9.1.2 The change to a reception prison has presented many challenges in the delivery of work and education. There are no historical references of best practice, particularly in terms of providing purposeful activity for a population who by and large are not mandated to participate. Typically, 60% of the remand population choose to engage.
- 9.1.3 To address the challenges there has been a curriculum review. It was recognised that it would no longer be possible to offer qualification based Work and Education opportunities. Taster courses are offered to address social inclusion, economic development and work based academies. Literacy and numeracy are taught in an integrated manner with these courses. They link with what is provided in other establishments to which prisoners may progress.
- 9.1.4 A Personal Employment and Training Portfolio is offered to all prisoners who engage. These capture evidence of their academic and work achievements, easing their transfer to training prisons or enhancing their ability to re-engage with society. Take up of the portfolios was initially only 20% but it is now 80% and growing.
- 9.1.5 Attendance at classes and workshops has been a challenge throughout the year and currently stands at 72%. The prison continues to identify and address root causes of non-attendance and solutions.

9.2 Library/Gymnasium

All prisoners have access to very good and responsive library facilities. There are separate libraries in the SACU and for VPs. Prisoners confirm there are no access difficulties. They also have access to well equipped and staffed gymnasium facilities.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

Employment (Kitchens, Cleaners, Listeners, PIDs etc)

- 10.1.1 The Operational Model for Reception Prisons, as produced by the Reform and Reconfiguration team, assumes 55% of prisoners will be on remand. There is an ever-increasing demand for remand spaces and at the end of October 76% of prisoners fell into this category.
- 10.1.2 There is no provision in the model for a stabilising cohort to support essential services.
- 10.1.3 The Governor has decided to try to retain 10% of the population as a stabilizing cohort. Whilst there has been no identified deterioration of services the Board is still concerned and will continue to monitor the situation during the coming year
- 10.1.4 Prisoners generally work half days; the other half being spent on other necessary activities and on association.
- 10.1.5 Every effort is made to link work with education so that, for example, literacy and numeracy are seen to be relevant and a necessary part of the job.

11 RESETTLEMENT PREPARATION

11.1 Resettlement

- 11.1.1 HMP Durham does not differentiate between sentenced or remand prisoners. A comprehensive system exists from arrival at the prison. Immediate issues that may have impacted on offence related behaviour are reviewed. 99.5% were completed within the first 72 hours. With the change to a reception prison the process has been expedited to be completed within 48 hrs.
- 11.1.2 Those due for release from HMP Durham will have their appointments coordinated with external Probation, Community Rehabilitation Company (CRC) or support services. They are seen immediately after release through the discharge lounge (located in the visitors centre). Co-operation between these organisations is good. Shelter meets the prisoner and makes contact with external services to arrange new property or maintain a current tenancy through the landlord or provider. Partnership meetings are held weekly with good sharing of information and issues.
- 11.1.3 The Drugs and Alcohol Rehabilitation Team (DART) sees every prisoner and will liaise with clinical services to support the prisoner in relation to drugs or alcohol, linking with the community services towards release or with the receiving establishment to share the action plan developed during the comprehensive assessment.
- 11.1.4 Job Centre Plus and Communicators work with prisoners identified with a release date. Within 14 days they look to provide employment and training support with such activities as job searching, CV Writing, interview skills and letter writing.
- 11.1.5 FirstPoint Training deliver a Motivation and Engagement Intervention for the majority of prisoners within the first few days. Positive Impact is a session which encourages prisoners to use their time wisely whilst in HMP Durham and look at the opportunities available to help the prisoners change their lifestyles. This has been well received and is delivered by an ex prisoner.
- 11.1.6 Prisoners on Recall will have their resettlement plans reviewed and restructured by their outside Offender Manager.
- 11.1.7 HMP Durham has one prisoner on the ROTL (Release On Temporary License) from the beginning of this year. No security issues have arisen and he has progressed to a wider boundary within Durham City and weekend home visits. However, it is extremely difficult to maintain a group of ROTL prisoners at HMP Durham, since these prisoners regularly meet Category D criteria and the offer for a prisoner to transfer to the Category D Estate is often more attractive than remaining at HMP Durham. There is pressure for places at HMP Durham to be available for new remand cases.
- 11.1.8 Prisoners do not all as yet have a bank account on release, but security concerns have been addressed and this issue may have been resolved.

11.2 Maintenance of Family Links

Extended Family Visits (12-15 men average) happen throughout the school holidays - a one day visit with partners and children with a buffet shared as a family.

Father/child visits take place on Thursday mornings with around 8 men attending and taking complete responsibility as the mothers head back to the Visits Centre during the visit. A weekly homework club continues with an average of 5 men supporting their children with homework or similar learning activities.

11.3 Progression for Deportees (IS91s)

- 11.3.1 These are identified during the first days of custody with referral within 10 days to UK Border Agency (UKBA) and identified as not for release.
- 11.3.2 At present Durham has 8 such prisoners. Two are the longest residing at Durham (July 2017 and March 2016 respectively). The UKBA supply an officer - who visits the wings and conducts Foreign National Surgeries with these prisoners and feeds back to the Safer Prisons.
- 11.3.3 The main obstacles to transfer are space in deportation centres, further charges at court, mental health and time between deportation date related to sentence given at court. As the length of stay is on average very short, extensive preparation for release is often curtailed.

C Section – Work of Board

At the beginning of the year the Board had 12 members of whom only one was female. We have since carried out a recruitment exercise, making it clear that we welcomed applications from women and ethnic minorities and have 6 new members (5 awaiting appointment in November) of which 4 are women.

Board members take it in turns to carry out rota visits. Each member has been allocated an area of special interest and aims to attend the relevant meetings and focus groups. Extensive use of the National Monitoring Framework (NMF) guidelines, has been made by the Members in carrying out monitoring as it is felt this is the most effective way to gain evidence for our findings. Surveys have been carried out on health care, catering, the reception/induction process and the perception of the board by staff and prisoners.

These surveys utilise different methodologies, and involve, at times, lengthy monitoring periods and large samples of prisoners etc,

e.g. catering – 9 months – 147 prisoners

reception – 5 months – use of GeoAmey and NOMIS records

Prison staff have, at all times, been helpful in providing any information requested.

This approach is appreciated by the prison and seen as a constructive evidence based monitoring process.

There is an active training programme for the Board including visits to other IMBs and prisons and talks to the board by those working in particular fields e.g. mental health, immigration detention.

During the year the Board visited 2 prisons of different types and a secure NHS mental health unit. In addition, IMBs from two other prisons visited HMP Durham.

BOARD STATISTICS	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	12
Total number of visits to the Establishment	663
Total number of segregation reviews attended	238

D Section - Applications

The following table describes applications dealt with by the board. *It should be noted that last year the figures did not include "on the hoof" applications (i.e. verbal rather than written).*

Applications to the Board					
Code	Subject	Year 2014	Year 2015	Year 2016	Year 2017
A	Accommodation	0	1	2	14
B	Discipline (including Adjudications/IEP/sanctions)	6	7	13	10
C	Equality and Diversity (including religion)	0	0	3	3
D	Purposeful activity (including education/employment/training/time out of cell)	8	7	5	4
E 1	Family visits (including mail and phone)	34	38	16	24
E 2	Finance/pay	16	9	4	7
F	Food/kitchen related	3	5	0	1
G	Health (including physical/mental/social)	52	22	10	19
H 1	Property (within current establishment)	26	17	24	25
H 2	Property (during transfer/in another establishment)	13	18	1	17
H 3	Canteen/facilities/catalogue shopping/Argos	4	2	1	7
I	Sentence related (including HDC/ROTL/parole/release dates/re-cat etc)	7	21	8	35
J	Staff/prisoner/detainee concerns (including bullying)	8	15	4	20

K	Transfers	27	25	12	29
L	Miscellaneous	25	32	0	0
	IMB confidential access	0	17	15	5
	Total applications	229	219	118	229