



Annual Report
of the
Independent Monitoring Board
at

HMYOI Feltham

for reporting Year
(1 November 2016 to 31 October 2017)

Published
(April 2018)



Monitoring fairness and respect for people in custody

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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

2.1 Throughout this report the term **young person/people** (YP) has been used to refer to prisoners aged 15-18 on Feltham A. The term **young adult** (YA) has been used to refer to prisoners aged 18-21 on Feltham B. Where comments refer to both Feltham A and B, the term **young people/adults (YA/YP)** is used.

2.2 This report presents the findings of the Independent Monitoring Board (IMB) at HM Young Offenders' Institution (YOI) Feltham for the period 1st November 2016 to 31st October 2017. Over this period IMB members made 470 visits to Feltham. Evidence for this report comes from observations made on visits, scrutiny of records and of data, attendance at prison meetings, informal contact with prisoners and staff, and applications by prisoners to speak to the IMB.

2.3 The Board wishes to commend the Feltham staff, at all levels, for another year of dedicated and committed work caring for some of the most challenging, complex and vulnerable young men in Britain.

Main judgements

2.4 Are prisoners treated fairly?

2.4.1 At the beginning of the reporting period all prisoners endured frequent and unpredictable daily regime changes, often caused by a shortage of uniformed staff. They spent far too much time in their cells, and too little time in education, purposeful activity and association. This led to much frustration and, in the IMB's view, to increased and sometimes explosive violence.

2.4.2 Much has been done to address staffing problems over the year. The prison was reprofiled in February 2017 and the shortfall in officers fell from 72 in October 2016 to 50 by November 2017. Detached detail staff from other YOI establishments helped make up this shortfall. Access for prisoners to education and workshops has improved during the reporting period.

2.4.3 It is an unusual week that passes without several violent incidents. However, the Board acknowledges that significant improvements were made in the latter part of the year through custodial managers and officers directly addressing the causes and incidences of violence. The number of prisoner on prisoner assaults has dropped by a third since January 2017 and assaults on staff have also greatly reduced.

2.4.4 Bullying on the units continues to a matter of concern. This is addressed through the weekly Behaviour Management Meetings.

2.4.5 The Conflict Resolution Team has had impressive results [4.1.1] with this very complex group of prisoners.

2.4.6 The board acknowledges the efforts made by the Governor and his staff to treat prisoners fairly and compassionately. However, when changes are made to the daily regime at very short notice this does not feel fair to prisoners who, consequently, may be confined to their cells for much longer.

2.4.7 The IMB still receives more applications regarding the loss of personal property during transfer than anything else. The identification, tracking and basic care of prisoners' property needs to be improved as a matter of real urgency, both at local and national level. The cost of paying compensation to prisoners is extremely high and money does not always recompense for the loss of very personal items.

2.4.8 Responses to Request and Complaint forms (Comp 1) can be slow and overrun the two-week period the prison aims to achieve. One of the most common subjects for a Comp 1 is missing property during prison transfer. Responses to property complaints directed at other establishments are often slow and replies, when received, can be unhelpful.

2.4.9 Although there were fewer applications to the IMB about the Incentives and Earned Privileges (IEP) system than last year, there are still some prisoners who feel they are treated unfairly or not given enough opportunity to move to enhanced status. In the summer of 2017 the whole IEP system was reviewed and new initiatives are now being piloted with some success.

2.4.10 Board members regularly attend adjudications conducted both by Governors and by outside adjudicators. These adjudications are conducted well, in an age appropriate way, with prisoners stating that they understand the process and are able to put their own case.

2.5 Are prisoners treated humanely?

2.5.1 Properly managing the safe and humane segregation of prisoners on residential units has been a live issue throughout the year and several new strategies have been deployed by the prison, some more successful than others. The situation is improving so that fewer YPs and YAs are remaining in isolation on Good Order or Discipline (GOoD) for more than a few days before being reintegrated back on to residential units. Those who are isolated are being monitored and reviewed more frequently and efficiently by the appropriate agencies, as well as the IMB.

2.5.2 The Board continues to monitor the segregation of YPs on Ibis unit where they are still being accommodated alongside YAs. This is an issue of safeguarding and has been an urgent concern raised by the IMB with the Minister and the YJB over a number

of years. The Board also acknowledges the strenuous efforts made by senior management to achieve approval and funding for the development of a specialist CSRU for juveniles only. This would be in addition to the ESU currently under development.

2.5.3 The Board notes that prison staff generally treat prisoners with kindness and respect. It is very common to see staff engaged in natural, friendly conversation with prisoners. IMB members regularly witness officers exercising extreme patience and professionalism in persuading prisoners to comply with instructions rather than resort to use of force. However, there have also been a few occasions when members have witnessed hostility directed at prisoners by officers.

2.5.4 The Board receives a small number of applications from prisoners each year complaining of verbal abuse or physical assaults by staff. It is difficult to establish the truth in individual cases, but with the prisoner's permission the IMB refers every case directly to senior management and then monitors how the issues are investigated and resolved.

2.5.5 Time out of cell continues to be an issue of concern. The Board recognises the constraints on the prison considering the difficult nature of some prisoners, the need for security and the variable levels of staffing, but is concerned that prisoners are given only the basic requirement of time out of cell and sometimes not even that.

2.5.6 Some prisoners choose not to take up all the opportunities offered for out of cell activities which effectively makes them self-isolating. The prison management is now making renewed efforts to encourage all prisoners to participate fully in education and other purposeful activity.

2.5.7 HMIP commented in January 2017 that most prisoners at Feltham lack healthy amounts of exercise and fresh air and the Board would agree with that judgement. During periods of low staffing, some statutory daily exercise sessions were cancelled on the B Side at very short notice. The Board did not find this action acceptable and the matter was raised with the Governor.

2.5.8 There are not sufficient opportunities for prisoners to take part in sport, or outdoor activities such as gardening or basic grounds maintenance, as the risk assessments deemed necessary to address keep-apart issues often preclude this. The board regrets that opportunities for prisoners to be outdoors have reduced over the years.

2.5.9 Previously the prison had provided opportunities for prisoners to help with garden maintenance in the extensive grounds. The current maintenance contract with Carillion makes this difficult. Re-introducing this opportunity may realistically benefit only a small number of enhanced grade prisoners but the IMB considers it would be a worthwhile initiative.

2.5.10 There are not enough activities available, and this is most obvious at weekends. Simple measures such as allowing prisoners to eat together in the association area, at least as an option, would result in more humane conditions than obliging them to eat all their meals alone in their cells.

2.5.11 All prisoners are allocated a personal officer on arrival onto a residential unit, but the IMB has noted that some prisoners are not aware of who theirs is. This issue has been raised with unit officers and with senior management at monthly meetings.

2.5.12 Staff morale across the prison was low following the findings of the HMIP report in January 2017 and the IMB noted that this was having a negative impact on the day-to-day experience of the prisoners. Morale seems to have improved over the year as staffing levels have improved and positive initiatives have been implemented to promote staff wellbeing.

2.6 Are the prisoners prepared well for their release?

2.6.1 All YPs receive daily education either in classrooms, workshops or via outreach on their unit. YAs also receive education or workshop training but fewer hours. Education and training is provided by dedicated teaching staff. Many prisoners receive at least some benefit from improved literacy and numeracy as well as “tasters” in trade courses such as bricklaying, painting, motor mechanics etc. However very few higher-level qualifications are offered.

2.6.2 Selected prisoners are allowed release on temporary licence (RoTL) to undertake college courses or to gain work experience.

2.6.3 The prison’s accommodation contract has had good success in finding some form of accommodation for YAs to go to after release. Prisoners say that this is often at very short notice which can make other arrangements difficult.

2.6.4 Other services are offered to prisoners nearing the end of their sentence such as helping to arrange GP registration or advice on how to open a bank account.

2.6.5 It is difficult for the IMB to properly evaluate to what extent programmes such as anger management courses and restorative justice sessions prepare prisoners for release. Several contracting providers are engaged with those prisoners on a regular basis.

DESIRABLE OUTCOMES

In the context of this annual report the Independent Monitoring Board considers that the following outcomes would be desirable:

2.7 THE MINISTER

Staffing: The number of uniformed staff will be maintained at a sufficiently high level to fully deliver the daily regime to all prisoners, enabling them to expect more time out of their cells and to engage in purposeful activity. [2.4.1] [2.4.6] [5.1.4] [8.7.3] [9.1.4] [9.1.5] [9.2.6]

A national specialist provision will be established for prisoners with severe mental health issues. Prison is clearly an unsuitable environment for mentally ill young prisoners. They cannot be properly supported or prepared adequately for release whilst in normal custody. [8.6]

2.8 HMPPS

The tracking of property between the courts and establishments, and between establishments, will be significantly improved to reduce the unacceptable delays in restoring property to prisoners and will properly compensate them for any loss. [2.4.5] [2.4.6] [5.4.1]

A separate CSRU for YPs will be fully funded and delivered at Feltham within the next twelve months. The IMB has raised this previously in its annual reports as a matter of extreme concern. [2.5.2] [6.1.1]

2.9 CARILLION

The reporting system for all prison estate maintenance and repairs will be made more efficient and responsive. When the basic decency and wellbeing of young prisoners is affected the response from Carillion must always be designated as urgent. [7.1] [7.4] [9.1.12]

3 DESCRIPTION OF THE ESTABLISHMENT

3.1 HMYOI Feltham is situated in West London, close to Heathrow Airport. The prison is made up of two parts: Feltham A which holds young people aged 15 to 18 years and Feltham B which holds young adults aged 18 to 21 years.

3.2 The establishment serves some London courts and holds young people/adults from a wide catchment area across the south of England.

3.3 The Certified Normal Accommodation (CNA) is 768. Due to the temporary closure of some units for refurbishment over the year the operational CNA is currently 560.

3.4 Feltham A holds young people who may be on remand, convicted or sentenced. The roll has remained static at approximately 150 for the third year running. Accommodation is predominantly in single occupancy rooms with integral sanitation facilities. There is one first night/induction unit on Bittern and five further residential units.

3.5 Feltham B holds young adults who are all sentenced prisoners. New arrivals are placed initially on Kingfisher, the induction unit. There are a further six residential units, each with the capacity to accommodate up to 56 YAs. Cells are mainly single occupancy with a small number offering double occupancy. All cells have integral sanitation facilities. All units operate the IEP scheme.

4 SAFETY

4.1 Conflict Resolution

4.1.1 The Conflict Resolution (CR) team was formed during this reporting period, with positive feedback from the cases processed so far. To date, the team has dealt with 137 cases.

4.1.2 All YPs involved in a prisoner on prisoner incident are interviewed by the CR team. At the initial interviews (J1 level) YPs are assessed individually to discuss an incident. At the subsequent interviews (J2 level) all the YPs involved in the incident meet to mediate. Since the CR team began its work 237 J1 level interviews have taken place and 63 have resulted in a J2 level mediations. Following these J2 mediations only 3 YPs became involved in further conflict with each other. This gives a success rate of over 95%.

4.2 Security

4.2.2 The increased import of drugs continues to be a concern. This became noticeable soon after the transfer of the Feltham-based drug detector dogs to a regional hub in October 2016.

4.2.3 The Mandatory Drug Test (MDT) failure rate is now running at 7% (prison's own target 4%) with a previous failure rate of just 1%. This is the first time for many years that the annual target has been breached by such a large percentage.

4.2.4. Mobile phones, chargers and other illegal items have been found on prisoners after visits and during cell searches. Several visitors were prosecuted by police as a result.

4.3 Minimising and Managing Physical Restraint (MMPR) Feltham A

4.3.1 The Board is pleased to report that roll-out of the new MMPR techniques was completed on A Side in October 2016. It is difficult to assess the impact statistically as there are no comparable figures for the previous reporting period.

4.3.2 There were 405 logged incidents where MMPR techniques were deployed. Several of these incidents involved both staff and prisoners being assaulted at the same time so were recorded as separate items.

Prisoner on Staff	Prisoner on Prisoner	Multi-perpetrator fights
28	204	229

4.3.3 Given that the average YP roll on Feltham A averaged between 130-150 this indicates a continued high level of violence. At times staff have found it difficult to keep up to date with all the paperwork required for the MMPR technique.

4.4 Use of Reasonable Force (UoRF) Feltham B

4.4.1 The number of Control and Restraint (C&R) and UoRF incidents has remained the same as in the previous 12 months at around 500, with fights between YAs being the main reason for use of force. Monthly figures range from 34-83, and the number of incidents was unusually high in October 2017 with several multi-perpetrator fights between residents on just two units accounting for the big increase.

4.5 SAFER CUSTODY

	Total Self Harm Incidents	No of Prisoners	ACCTs opened	ACCTs closed
YP	35	29	80	57
YA	124	83	141	93

The above figures remain in line with the previous 12 months.

4.5.1 The quality of entries in ACCT documents is generally good. It is informative with some excellent examples of interactions.

4.5.2 Incidents of self-harm are usually minor and do not require more physical assistance than a visit by the nurse or doctor. However, one YA has caused the prison, and the IMB, considerable concern this year by exhibiting extreme levels of self-harm which necessitated several urgent visits to hospital. Officers and clinical staff showed impressive patience and care for him despite the deeply traumatising nature of his behaviour.

4.5.3 There are on average two Peer Supporters based on the induction unit, Bittern. They take a very active part in the induction process and spend time talking to new prisoners during association, helping with any issues raised. The scheme is currently being revised so that it can be accredited as an education pathway and included in the prisoner's achievements.

4.5.4 Listeners are YAs who are trained by the Samaritans team to respond to other prisoners when they are distressed. Most months there were approximately six trained Listeners available, but on occasion there was just one.

4.5.5 Listeners responded to a total of 299 calls. However not all requests by prisoners to see a Listener could be facilitated by staff and this issue was raised several times by the IMB.

4.5.6 The Board commends both the Samaritans and the Listeners for their many hours of commitment and valuable work.

5 EQUALITY AND FAIRNESS

5.1 Equality & Diversity Action Team

5.1.1 The prison has a dedicated Equalities team that engages effectively with both staff and prisoners. Equality Action Team (EAT) Meetings are held monthly without fail and are well attended by staff.

5.1.2 The IMB regularly attends the EAT meetings, as do prisoners who offer verbal feedback on focus groups held on both the A and B sides. The input from these prisoners is extremely useful to the team and forms a valuable part of the process.

5.1.3 The IMB understands that the new Equalities Monitoring Tool requires only quarterly reporting, however, in recognition of the importance of the diversity agenda, senior management meet and review data every month. This is an area of particularly good practice for which the prison should be commended.

5.2 Discrimination Incident Report Forms (DIRFs)

Over the course of the reporting period 89 DIRFs were received by the prison.

Prisoner complaint about Staff	Staff complaint about Prisoner	Prisoner complaint about Prisoner	Other
26	50	7	6

5.3 Foreign Nationals

5.3.1 The monthly average of foreign national prisoners held at Feltham is 91 with an average of 26 YAs and 65 YPs.

5.3.2 Up to 42 different nationalities were represented within the reporting period.

5.4 Unfairness

5.4.1 Prisoners at Feltham, like many in custody in other establishments, regularly contact the IMB for help in locating missing property. The loss of property has a significant impact on the lives of prisoners both while they are in custody and, if never recovered, after release. Instances of property going missing within the establishment are occasionally reported to the IMB but most often it goes missing when prisoners are transferred to Feltham from the courts and other establishments. A modernised national system is urgently needed to address this problem.

5.5 Visits

5.5.1 Visits for YPs are held in a recently renovated area on the A Side, which includes a café staffed by prisoners, comfortable seating and art displays. It provides a

welcoming and appropriate venue for prisoners to meet with their families and other visitors.

5.5.2 The Education department holds regular open days for prisoners' parents and carers to learn from teaching staff about their progress.

5.5.3 Visits for YAs are held in a less hospitable venue. Despite on-going plans to open a small coffee bar, there are still no operational catering facilities, which is disappointing.

5.5.4 During the reporting period there were three family days on the B-side, which were well run and supported by a range of prison services and volunteers. These were successful events enjoyed by the YAs and their families but were only available to Enhanced Level prisoners.

5.6 Chaplaincy

5.6.1 Chaplaincy plays an important part in the daily life of prisoners across the establishment. Members of the Chaplaincy team, made up of two Anglican priests, three Imams, two Catholic priests and some lay volunteers, make regular visits to all the residential units and daily visits to the segregated prisoners and patients on the mental health unit. The manager of the Chaplaincy team is always present at both the weekly Behaviour Management Meetings and he plays an effective part in monitoring the welfare of all prisoners placed on GOoD on unit.

5.6.2 Friday prayers are held at the mosque at Feltham and are well attended. Eucharist services are held on Sundays in the RC and CE chapels and are also popular with many prisoners.

5.6.3 The Chaplaincy team also facilitates successful courses, such as the one run by the Sycamore Tree Project, for prisoners wishing to address their offending behaviour. An Alpha course on the basics of Christian faith was run for the second year and was again over-subscribed.

5.6.4 Prisoners wishing to observe Ramadan are fully supported by the prison and their daily regime is adjusted to take into consideration fasting and washing.

6 ADJUDICATION, SEGREGATION, CARE AND SEPARATION

6.1 CSRU

6.1.1 The Care, Separation and Reintegration Unit (CSRU) is located on Ibis unit, and still accommodates both YPs and YAs. As mentioned in several previous annual reports, the IMB continues to regard the provision of a separate CSRU as an urgent requirement to provide a safe, humane and decent environment for YPs held in segregation.

6.1.2 The layout of Ibis unit, with cells facing one other on a long corridor, means that prisoners shout and interact with each other through cell doors and windows, making for a very noisy, and sometimes intimidating environment. The location of staff offices at one end only makes interaction between staff and prisoners less easy.

6.1.3 The physical environment of Ibis unit is stark with limited facilities which is not altogether conducive to promoting reintegration. During this year, staff have made laudable efforts to improve the environment including repainting the corridor to give a much brighter feel to the unit. They have also have carried out some new planting in the exercise yard and continue to make efforts to improve the unit at minimum monetary cost.

6.1.4 A new daily regime has been introduced on Ibis providing timetabled periods for interventions, such as Education and Psychology to visit the unit. This is a great improvement.

6.1.5 There was an increase in the number of YPs accommodated on Ibis in 2016/17, 365 compared with 327 in the previous year.

6.1.6 There was also an increase in the number of YAs accommodated on Ibis in 2016/17, 542 compared with 407 in the previous year.

6.1.7 The Board is pleased to see a considerable reduction in the number of YPs who spent more than 21 consecutive days in segregation on Ibis - 2 YPs compared with 20 the previous year - reflecting concerted efforts by the prison management to see all segregated prisoners returned to normal location as soon as possible.

6.1.8 The figure for YAs spending more than 21 days on the CSRU remains the same at six over the year.

6.1.9 Board members continue to experience difficulty in ascertaining in advance the time for those GOoD reviews scheduled to take place on Ibis. This has made regular attendance by the IMB more difficult. New management procedures are starting to improve this situation.

6.1.10 The Board is satisfied that the necessary information is available at GOoD reviews on Ibis, that YPs and YAs usually attend and have an opportunity to make representations in person.

6.1.11 IMB members have expressed concern to senior management that Healthcare representatives are often not present at GOoD reviews on Ibis.

6.1.12 Except as mentioned above, the Board is satisfied with the regime on Ibis. The Board is satisfied that relevant paperwork is kept up to date and is always available to be scrutinised.

6.1.13 A member of the Board is normally informed within 24 hours of moves on to Ibis for GOoD and is always informed by telephone if the use of special accommodation has happened.

6.1.14 Board members speak freely with all residents on Ibis several times a week, either through their door or, depending on the time of visit, with the door opened.

6.1.15 The Board has monitored the way cellular confinement and special accommodation have been used on Ibis unit. This has been satisfactory. There has been no use of mechanical restraint and no dirty protests on Ibis during this reporting period, although appropriate policies and procedures are in place if required.

6.1.16 Prisoners with mental health issues are visited regularly by CMHT and psychology staff. A member of the IMB regularly attends the monthly Segregation Monitoring and Reporting Group (SMARG) meetings.

6.2 Segregation on residential units

6.2.1 The Board noted as a concern in last year's report that some prisoners were being placed on GOoD whilst still on their normal residential unit instead of being removed to Ibis. The Board was concerned that due process, relating to GOoD was not being followed in some cases and that some prisoners were remaining in segregation for too long without proper review.

6.2.2 At the beginning of the year there appeared to be a good deal of confusion on some units between the different definitions of segregation with Single Unlock, Safe Systems of Work (SSoW) and Good Order or Discipline (GOoD) appearing to be interchangeable. The IMB noted that some self-isolating prisoners were not being reviewed within appropriate time limits and were spending long periods of time behind their doors. This matter was raised frequently with the Governor at monthly Board meetings.

6.2.3 Considerable changes and improvements have since taken place. A full review of segregation by senior management began in July and new initiatives were implemented. Initially, there were too many prisoners being segregated on their unit as a sanction or self-isolating, and it was clear to the Board that the daily workload for officers in managing separate regimes for these prisoners was too great.

6.2.4 The prison had introduced a new system for the management of YPs on GOoD on normal location, giving unit staff the information and tools to work better with individual YPs and to move them off GOoD back to normal regime as soon as practicable.

6.2.5 Establishment policy is now that YAs who choose to self-isolate, will no longer be permitted to remain on normal location, but will instead be placed on GOoD and moved to and managed on Ibis. This has the virtue of helping YAs to stop self-isolating but has caused the IMB some concerns about the mental health and welfare of a few very vulnerable YAs.

6.2.6 Mediation and/or support with gang related issues is offered to YPs and YAs and this is proving to be effective with prisoners who choose to self-isolate.

6.2.7 Details of all segregated YPs and YAs are collated daily by a designated GOoD team and are shared with all relevant agencies and the IMB. Every aspect of each segregated prisoner's care and behaviour is discussed at great length at the multi-disciplinary Behaviour Management Meetings (BMM) held weekly for both sides of the prison. The IMB now factors both BMMs into its weekly rota duties.

6.2.8 The IMB was very pleased to see Phase One of the Enhanced Separation Unit (ESU) begin on Albatross unit on the A-Side. This was due to open in November 2017 to cater for the most troublesome and complex YPs, thus removing them from the other residential units. It is hoped that this initiative, long overdue, will bring improved regime conditions for prisoners and staff on those other units.

7 ACCOMMODATION

7.1 The poor state of the buildings and fittings remains a cause for concern. Many issues have been brought to the attention of the Board over the reporting period by officers and prisoners. These issues include leaking roofs, broken washing machines and tumble dryers, broken lighting in corridors and an inefficient central heating system. Two prisoners reported having to sleep fully clothed in winter because cell windows would not close and another reported having to sleep on the floor to avoid condensation dripping from walls and ceiling.

7.2 The IMB has monitored the state of the communal showers across the prison and noted with some concern the lack of ventilation, rust, mould and general build-up of grime.

7.3 The IMB received several complaints from unit staff saying that insufficient clean clothing was available every week from the prison laundry to allow prisoners to change their kit as frequently as hygiene requires. The laundry outsources all its washing to HMP Wormwood Scrubs and an improved system of tallying the loads has recently been implemented. However, Carillion managers reported that an unacceptable amount of prisoner clothing is discarded in the showers by prisoners and then thrown away by officers. This inevitably results in much less clothing going to the laundry in the first instance.

7.4 Carillion

7.4.1 The Board has established a good working relationship with the Head of Works at Feltham and appreciates the hard work that he and his workforce put into maintaining the premises, some of which is now not fit for purpose.

7.4.2 Carillion plc operates a centralised system for reporting all faults, however major or minor, via a call centre based in Sheffield. This reporting process cannot be circumvented by staff contacting the Head of Works at Feltham directly. As a result, the urgency of repairs is very often not communicated effectively, and vital work is awarded a lower priority by the call centre than it merits.

7.4.3 Repairs are often carried out only for the fault to occur again almost immediately and the whole reporting process has then to be repeated.

7.4.4 The Board continues to raise all these issues as a matter of decency.

8 HEALTHCARE

8.1 The independent provider of primary healthcare at Feltham is Care UK.

8.2 Feltham has a good range of healthcare provision, with nurses and other support staff available seven days a week and a GP and a dentist visiting two days a week. The services provided are of a high standard and the staff are dedicated and professional.

8.3 The prisoners are readily able to make appointments with the healthcare team by filling out a form on their units or speaking to their personal officer. The very high Did Not Attend (DNA) rate of two years ago is gradually dropping as Care UK has strategies in place to encourage prisoners to be aware of their own health and to remind them to attend their appointments. The reason for non-attendance is not always recorded but may include a clash with a family or legal visit.

	YP total	DNA %	YA total	DNA %
GP appointments	523	19.5	1522	12
Dentist	383	27	1019	13
Nurse	2802	10	5256	10

8.4 On the few occasions when there have been complaints to the IMB about healthcare, the healthcare department has always given members a helpful and constructive response.

8.5 Mental Health

8.5.1 Wren unit accommodates both YAs and YPs who have been assessed as having a significant mental health condition. The same unit is also used for small numbers of YA/YPs as a place of safety - and occasionally for those with a physical health issue. The staff on Wren, both Care UK clinical staff and prison officers, are well informed about and engage well with those in their care. The Board commends them for their patience and professionalism.

8.5.2 Long delays in getting referred patients transferred to secure hospitals is mainly due to a lack of beds available in these establishments. Although only small numbers are affected, this continues to be a serious problem. Any patient who is referred by the prison to secure hospital is, by definition, extremely mentally ill. The Board continues to monitor the care of these very vulnerable patients by the clinical and security staff at Feltham who are often witness to very distressing behaviour indeed.

8.5.3 The Community Mental Health Team (CMHT) includes a psychiatrist, full time psychologists and some specialist nurses to serve those prisoners not accommodated on Wren.

8.5.4 During the twelve months to the end of October 2017, the healthcare team responded urgently to 62 Code Blue callouts from unit officers. These callouts included cases of asthma attacks, but a significant proportion related to prisoners self-harming through ligature use. During the same period, there were eight responses to Code Red, and these cases related to prisoners self-harming.

8.6 Other health issues

8.6.1 The smoking cessation course is still so popular that there is a waiting list. Feltham is due to become a wholly non-smoking prison in March 2018.

8.6.2 In the previous report the Board mentioned the imminent installation of an X-ray machine at Feltham. Although the machine was installed, it is still not in use. This is because Care UK is waiting for NHS England to arrange the necessary calibration and operating procedures.

8.6.3 There is a similar frustration for Healthcare in relation to the four medication hubs, two on A-side and two on B-side. Secure cabinets in suitable rooms have been available for some time but a lack of escorting staff often meant that these were not used. Nurses have been required to go from unit to unit with medication instead. This sometime led to delays in prisoners receiving their daily medication which was a cause for concern for the officers.

8.6.4 In the latter part of December 2016, there was an outbreak of Norovirus. There was a prompt response to the outbreak including treatment of those affected; testing of samples; advice to prisoners, staff and visitors; restrictions on movements; deep cleaning of residential units. These measures proved effective in containing the outbreak. The prison ran an additional contingency exercise in 2017 to address all aspects of the management of another contagious outbreak.

Over the course of the year, the prisoner focus groups reported concerns consistent with those observed by the IMB. These included the severely limited access to purposeful activity, especially at the beginning of the reporting period when Education and Workshops were regularly cancelled due to staff shortages.

9.1 A Side Education

9.1.1 The Prospects senior education manager left in July; an experienced and able interim is covering until the new manager takes up her post in January 2018.

9.1.2 The department is staffed with a dedicated team of educational practitioners. Due to the nature of the population, which includes both remanded and sentenced YPs, many learners come and go within the six-term annual cycle. It is difficult to keep continuity in teaching and learning as well as improve on overall attainment.

9.1.3 Recruitment and retention of experienced teaching staff continues to present a problem. The security vetting process is extremely slow, and some teachers find that they are unable to manage the poor behaviour which regularly occurs in the classroom.

9.1.4 The reporting year saw a gradual improvement in attendance at Education as senior management and the Prospects team co-operated to prevent the frequent cancellation of sessions at short notice. The reason most often given was security staff shortages. By the end of the reporting period, there was a 79% reduction in cancellations.

9.1.5 The IMB noted with considerable concern that many YPs were expressing their frustration and resentment at not being allowed to access education; instead they were confined to their cells for long periods at a time. This issue was raised with the Governor at several board meetings as a matter of humane and decent treatment.

9.1.6 In March 2017 the SMT set a 10% overall improvement target for attendance and by June this had been achieved. The marked improvement was helped by the new instruction to Security Detail that no education sessions for A or B side could be cancelled without the express permission of the duty governor on the day.

9.1.7 Maintaining the improvement in attendance was not always straightforward, as violence in the classrooms led to some sessions being abandoned. Subsequent removal of disruptive YPs from education was of concern to all. However, by the end of the reporting period attendance figures had reached 72%, an improvement of over the year of 25%.

9.1.8 The opening of the Enhanced Support Unit (ESU), new establishment-wide incentives schemes, and a switch to a culture of rewarding positive behaviour should see a marked reduction in absence due to incidents of violence.

9.1.9 An audit of movement times to and from Education, initiated by Prospects in July, showed that a very large number of timetabled learner hours were being used up because of the slow and inefficient escort system. Collecting YPs from their residential units on a class-by-class basis more than halved movement times over a few weeks; class subject groups were able to start all together and on time.

9.1.10 Subject teaching has been allocated by rotation to different classrooms in the Education corridor to prevent the same groups of learners having to start first/last every day.

9.1.11 The locked classroom door initiative implemented on both A and B side last year proved successful. Attainment has measurably improved, and teaching and learning has become more consistent.

9.1.12 Catering course facilities are still poor; a reduction of 11% on the improvement tracker reflects this. Although Prospects submitted a bid which the Governor approved mid-2016, Carillion has not undertaken the work as it was not considered a priority. The IMB reported this in its annual report last year and regrets that the work is still on the waiting list.

9.1.12 In the final quarter of this academic year 87% of learners stated that they felt safe in the classroom, 88% understood what was expected of them in education and an average of 60% were actively aware of their English, Maths and ICT targets. 89% of learners felt they were fully supported to complete exams - which is a great improvement on last year's 50%.

9.1.13 36% of learners complained that they had not been given the pathway that they had chosen. Only 9% of learners were unsure whether their targets were the right level for them and 11% of learners did not feel fully supported by their tutors.

9.1.14 95% of learners felt safe in the outreach classroom and 100% understood what was expected of them. 90% of learners felt supported by their tutors and 95% said they felt well supported to complete exams. However, 33% of learners did not wish to be on any type of outreach programme.

9.1.15 The Advisory Governing Body (AGB) meets quarterly to receive the reports from Prospects and helps give a strategic overview of the educational provision for the young people.

9.1.16 The Special Education Needs Coordinator (SENCO) is currently leading on gaining full Autism Accreditation for HMYOI Feltham in 2018.

9.1.17 There are 69 learners attending Education A who have diagnosed Special Educational Needs. The largest groups are –

Dyslexia	ADHD	Learning difficulty	Co-morbidity	Full statement of SEN
25	28	32	31	23

9.2 B side Education

9.2.1 Education provision for YAs is by Novus. The Board acknowledges Novus staff for their hard work, enthusiasm and commitment to the provision of learning for young adults. Prisoners are allocated to courses that are relevant or specified in their sentence plan. There is a good induction programme and good communication with prisoners about their pathway.

9.2.2 The Librarian now attends the weekly Behaviour Management Meetings.

9.2.3 The Library won the Medical Display Challenge and won a shield for 3/5 Maths Challenge. The author Lynda La Plante visited to give a talk which was well received.

9.2.4 Functional Skills have not improved since last year. Many prisoners regard them as a punishment rather than something which will help their future employability.

9.2.5 Board members have observed YAs engaging in lessons, although there are some concerns that the current three-and-a-half-hour session is too long for them to concentrate.

9.2.6 Attendance has been and continues to be an issue due to staff shortages. At its worst, in February 2017, 5,838 learner hours were lost, mainly due to prison staff shortages - 46% of the total hours available. However, by the end of the reporting period, although staff shortages still caused some cancellations, there was a 10% increase in learner places and learners allocated.

9.3.8 The Bounce Back scheme began in 2017, where risk-assessed YAs undertook building work in the prison alongside Carillion. The scheme was very popular and started well, as it gave the YAs a chance to learn new skills alongside experienced contractors. Unfortunately, the scheme stalled due to Prison Officer Association (POA)

concerns that prisoners had access to potentially dangerous tools. The scheme has now re-started in a modified form, with painting substituted for plastering and construction. This is regrettable as the full scheme would have given prisoners much greater eligibility for building trade apprenticeships after release.

9.3 Work, Training and Employment

9.3.1 A total of 62 prisoners took part in Release on Temporary Licence (RoTL). In total 1013 days of RoTL were facilitated, and this enabled prisoners to attend family resettlement days, town visits, home leave, employment fairs and careers days.

9.3.2 Some prisoners have gone into education, training or employment directly after release. In the past year, five prisoners have gone on to higher education, including one to the University of Greenwich and one to the Open University.

9.3.3 Work experience placements included Crown Golf, Surrey Beekeepers Association, Sue Ryder charity shop and Spurgeon's Visitors Centre. Adding these placements to their CVs has been a huge positive for the prisoners involved.

9.3.4 All activities on RoTL contribute to the learners' Duke of Edinburgh Bronze Award.

9.3.5 Accredited courses such as the Airborne initiative, Duke of Edinburgh Bronze and Silver awards, Community Sports Leaders award and RESCO employment programme. Football Changes Lives and the Saracens Rugby programmes are popular and oversubscribed.

9.3.6 Continued collaboration between London Fire Brigade and the Greater London Prison Service enabled ten prisoners to attend a hands-on course at New Malden fire station over the past year. The Fire Brigade are regular visitors to Feltham running a variety of sessions for prisoners to take part in.

9.3.7 The head librarian is working on establishing an accredited library qualification for the orderlies employed there.

9.4 Preparation for Release

9.4.1 An average of 14 YPs and 35 YAs are released each month. No special provision is made for education or workshop training in their 12-week release plan. Often accommodation is not confirmed until shortly before release. In some cases, this confirmation is only received 48 hours before release, which makes it difficult to arrange employment or further education. However, the resettlement team does arrange appointments with education providers or with Reed Employment.

9.4.2 For those not returning to their homes, the Stonham Bass organisation liaises with local bail hostels, although there is a long waiting list.

9.4.3 Bank accounts and GP placements are arranged for YPs by the prison before their release although this can only be done once their accommodation is confirmed.

9.4.4 YAs and YPs reported to the IMB that they are mostly satisfied with the help they receive from the prison prior to release.

C 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	12
Total number of visits to the Establishment	470

Recruitment

The Board has undertaken one recruitment campaign during the reporting period and is currently involved in another. In both instances Board members attempted to reach out to individuals and organisations who could identify potential candidates from black and minority ethnic (BME) communities. Recruitment overall has proved difficult and particularly so from members of these communities. The Board recognises this as an area in need of improvement. Further support from the Secretariat in expanding the way in which it advertises IMB vacancies could further assist in this effort.

D Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	10	16
B	Discipline including adjudications, IEP, sanctions	17	44
C	Equality	2	9
D	Purposeful Activity including education, work, training, library, regime, time out of cell	12	15
E 1	Letters, visits, phones, public protection restrictions	8	16
E 2	Finance including pay, private monies, spends	26	6
F	Food and kitchens	2	3
G	Health including physical, mental, social care	15	8
H 1	Property within this establishment	20	19
H 2	Property during transfer or in another establishment or location	31	48
H 3	Canteen, facility list, catalogue(s)	11	8
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	29	33
J	Staff/prisoner concerns including bullying	16	25
K	Transfers	15	24
	Total number of IMB applications	214	274

- Overall applications down 25%, Property transfer applications down 35%, Discipline applications down 6%, Staff/prisoner concerns down 36%, Finance applications up 333%