



Annual Report
of the
Independent Monitoring Board
at

HMP Frankland

for reporting Year
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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.

2 EXECUTIVE SUMMARY

The general but most relevant overview of the prison has revolved around the consolidation of the positive gains in this reporting period in healthcare (8.0), education (9.0), rehabilitative culture and purposeful activity (10.0) but especially those areas embracing and facilitating progression.

However there have been several significant events and projects during the year which have fully tested the resources and resolve of both staff, and to an extent prisoners, to effect successful outcomes.

- Probably the most challenging project undertaken has been the planning, construction and operating of a separation unit (6.8) to contain those prisoners out of the whole prison population with the greatest influence, following the Acheson review into radical Islamism in UK jails. The task of bringing about this entirely new and, at the time of writing, unique unit, with its specific objective of reducing the spread of extremist ideology within the wider prison population, fell substantially to the local prison management and staff. It will be significantly easier to deliver the further planned units in other jails, following the pioneering work at Frankland and the early lessons learned.
- The new Offender Management in Custody (11.5) project is a national initiative which has been introduced at Frankland and now is in process with the expansion in the number of prison based probation officers assuming a much closer and hands on offender manager role.
- The introduction and widespread use of the body worn camera coupled with the '5 minute intervention' initiative has been a welcome development and, to varying degrees, accepted and appreciated by both staff and prisoners alike (4.4).
- A notable success has been the achievement of a smoke free prison (8.4) by the targeted deadline, with a one month moratorium to allow for any residual tobacco stocks to be removed without penalty. It may be coincidental but there has now been a noticeable increase in psychoactive substance abuse, creating greater pressures for both healthcare and discipline staff throughout the prison.
- During the reporting period, the High Security prisons became part of an expanded estate which included the Long Term category B jails. Frankland has an inherent stability with a generally settled population enjoying progression and risk reduction through education, work, purposeful activities and programmes offered from the very beginning. Not all the newly associated prisons have the same facilities or progressive ethos. However, the association has allowed easier movement and some problematic prisoners have been transferred in with subsequent disruptive behaviour and an increase in violent incidents, adding to the strain on staff, particularly in the Management and Progression Unit (MPU).
- Many of the key indices, typically hours worked in industry, staff sickness days lost, security audits, and drug testing were all on or around target, with any negative disparities having valid and explainable reasons. However the national rating system for all prisons is now calculated using the Custodial Performance

Tool, an unpopular and confusing measuring device. The criteria for assessing ratings has changed and Frankland, typically, has been negatively affected as the board understands, comparative figures will give a differing interpretation to absolute numbers and potentially misleading conclusions. Nevertheless, the prison has maintained its level 3 status and is still considered by the board to be a safe, decent and secure establishment.

Question for the Minister/HMPPS

1. The most important question answered by the Minister directly in last year's report concerned the advanced security vetting procedure, which, whilst the IMB clearly have a significant interest, does affect everyone needing access to establishments across the High Security Estate. The average time for CTC vetting to conclusion is around 25 weeks for healthcare staff. Applications simply disappear into a black hole with absolutely no further information nor any simple facility to track progress easily. It is frustrating for those in the process and the departments waiting in the prison for successful results. Whilst recognising the need for extra security measures, the assurances given last year regarding improvements to the process have not materialised. If anything has changed behind the scenes it is not reflected in speedier clearance. The Secretariat has also been unable to make any progress in this area.

Questions for HMPPS

2. The board is being made increasingly aware of the problems with accumulated visits. Frankland has a significant proportion of Cat. A prisoners and this group presents the greatest difficulties with the cost and labour intensive logistics and relatively few locations available. However, capacity problems across the whole estate mean continually lengthening waiting times which are adding considerably to anxiety and stress levels amongst prisoners caught up in this situation.

3. The problems with prisoners' property, particularly during transfers, are still significant, accounting this year for almost 12% of this board's applications received. It is an issue which affects all prisons to a greater or lesser degree and to an extent the problems which arise with cell clearances and transport are well known. However, if it hasn't been done previously, perhaps some form of national initiative might be examined to relieve the very real grievances created by not getting it right, even in the most trivial way.

Questions for the Governor

4. Last year the board highlighted the matter of dirty and torn bedding, particularly sheets, which are routinely returned from the central laundry facility at HMP Holme House. This has been the case for a number of years and even the PCC wing reps have become tired of highlighting it. However, the situation is no different to when it was raised in this context last year, despite an assurance that the matter would be 'escalated

appropriately to secure a resolution'. It is a fundamental matter of decency and hygiene, as much as cost, and board members have randomly checked sample sheets and seen evidence of the soiling on freshly laundered items. Typically, the most recent random check on C wing's weekly return showed 25% of sheets not fit for purpose.

5. New waiting rooms in Healthcare were opened in 2013 which more than doubled capacity. However, complaints have been received and reported on by board members about the lack of air and efficient ventilation. They become very hot and stuffy, particularly during the summer months, making what can be a long wait even more stressful.

3 DESCRIPTION OF THE ESTABLISHMENT

HMP Frankland was the first purpose built dispersal prison and opened in 1983 on the outskirts of Durham City, providing a maximum security environment for adult convicted males serving sentences of over four years and remand Cat A prisoners. The prison has an operational capacity of 859 and employs 882 staff.

The main prisoner accommodation consists of ten units as follows

- Four original wings – A, B, C and D. Each can house up to 108 vulnerable prisoners.
- Two wings, F and G, which opened in 1998. They can house up to 206 ordinary location prisoners.
- The Westgate Unit (capacity 65) opened in 2004 for prisoners with severe personality disorders (SPD). It includes the psychologically informed planned environment (PIPE) (capacity 21) opened in May 2012.
- J wing which opened in 2009 and which can house up to 120 ordinary location prisoners.
- An inclusive and separate unit opened this year and the first in the UK prison system to exclusively hold prisoners with extremist ideological views.

The following agencies provide support to the prison.

- Healthcare for prisoners is provided by G4S with a breakdown of subcontractors and Macmillan nurses.
- Learning and Skills development is provided by NOVUS.
- Security support is provided by Durham Police (2 Police Liaison Officers).
- Prisoner escort services are provided by GEO/Amey for all prisoners other than Cat A.
- Facilities maintenance, cleaning and other small works are provided by Amey plc.

The following voluntary organisations and volunteers help in the smooth running of the prison:

- The North East Prison After Care Society (NEPACS) volunteers work alongside prison staff to assist in the day to day running of the visitors' centre and providing support to families.
- The Sunderland branch of the Samaritans provide training for prison Listeners and MIND counselling support for prisoners with mental health issues.
- Pastoral visitors and official prison visitors, coordinated by the Chaplaincy are available to prisoner

4 SAFETY

4.1 Frankland is part of the High Security Estate (HSE) and as such generally receives only prisoners transferred in from other jails. Late arrivals are rare and prisoners make overnight stops at other establishments appropriate to their category where particularly long journeys are involved. All arrivals are screened, their clothes and property checked for prohibited items and they are seen by a nurse. Accompanying information is noted regarding any particular issues and the prisoner is located in one of the dedicated induction wings. Occasionally prisoners arrive and are placed in segregated conditions prior to risk assessments regarding re-location.

4.2 Separation of prisoners into vulnerable and normal location wings does much to reduce violence and bullying. Following very intensive risk assessments, some prisoners not convicted of sex offences are located on VP wings for their own safety.

Staff are aware of the problems between the vulnerable and normal location prisoners and areas of potential conflict are managed well. Areas where integration occurs, typically meetings, such as the Prisoners Consultative Committee, or visits, within the same location, are invariably trouble free. Tensions between different groups, across all locations, are monitored and a strategy to protect high risk/profile prisoners is in place.

4.3 Staff are particularly alert to vulnerability issues and in the case of self-harming and suicide prevention a proactive approach is adopted through the very effective use of the Assessment, Care in Custody and Teamwork (ACCT) process. Full risk assessments are carried out, with input from mental health and other relevant disciplines, and appropriate measures put in place to reduce that risk with a detailed ACCT log maintained and published and individual reviews carried out at regular intervals with a designated member of staff responsible for each case. Observations of the prisoner at risk are maintained at appropriate intervals including constant watch for those assessed to be at the highest risk. The ACCT document is only closed once the issues on the care map have been addressed and the case review team assesses it is safe to do so. IMB members regularly monitor the number of open ACCTs, particularly with segregated prisoners or those in healthcare.

Reported self-harming incidents rose again last year in absolute terms, to 403 (carried out by 82 prisoners) but the comparative figure of 371 (2016) from 69 prisoners actually shows a slight downward trend, with significant numbers again attributable to relatively few individuals.

Listeners, who are trained by the Samaritans and are available day and night to prisoners experiencing personal crises almost certainly deter some men from self-harming. Samaritan phone lines are available at any time.

4.4 The levels of violence are stringently recorded in great detail and bullying and victimisation are taken seriously and dealt with robustly. Recorded incidences of the use of force have regrettably increased again this year to 189 from 74 incidents, as against 115 from 55 in 2016. Notwithstanding the statistics, the situation is strictly monitored to ensure adherence to PSO 1600 and provide assurance that the use of force is lawful and used when only absolutely necessary.

The prison has implemented the use of body worn video cameras following a successful pilot and together with the Five Minute Intervention strategy, this has created benefits and safeguards for both prisoners and staff alike and will in due course help in violence reduction.

The proposed safety centred initiative, mentioned last year, which would have seen the recruitment of prisoner violence reduction representatives to work with Safer Prisons staff to reduce levels of violence, has not yet been developed any further.

4.5 Overall, prisoner perceptions of safety are generally positive. Due to the nature of the dispersal system prisoners, both privately and in open meeting forums, are apt to make comparisons with other jails and Frankland, in the main, continues to be favourably reported in this context.

4.6 As last year, there were two deaths in custody during the reporting period, both from natural causes and within 24 hours of each other. As these were towards the end of the reporting period, the Ombudsman's report for neither of them has been published at the time of writing.

5 EQUALITY AND FAIRNESS

5.1 The Board believes that the senior management team remain committed to the fair and equitable treatment of all prisoners.

5.2 The monthly Equality Action Team Meeting (usually chaired by the Deputy Governor) is a positive forum attended by staff and prisoners where statistics are reviewed and specific areas of concern raised. A pre-meeting of prisoner representatives is facilitated by the diversity manager who encourages prisoners to express and formulate their concerns. Discrimination Incident Report Form (DIRFs) are available on all wings and are used by both prisoners and staff. Replies and follow-up actions are reviewed by the Deputy Governor who ensures quality of response. There were 129 DIRFs submitted in 2017 (128 in 2016).

Frankland is very experienced in dealing with a population reflecting all of the protected characteristics as well as recognising the needs of other major groups such as elderly prisoners and small minorities such as war veterans.

5.3 More than a third of the population is over 50 and almost 40% have one or more registered disability. There are specially adapted cells and showers available. Smaller items such as walking frames, thermal underwear, wedge pillows and chair raisers are also provided on request. Activities specifically introduced for older prisoners continue to be appreciated by this group. Funding for a stairlift to enable prisoners with mobility problems to access the library and education has now been provided. At the time of writing, the IMB understands installation work has unfortunately not yet begun.

5.4 Transgender prisoners continue to benefit from additions to the canteen and facilities lists. Monthly cross-disciplinary meetings (including the prisoner concerned) are held to discuss the regime provided for this potentially vulnerable group. Although the majority are accommodated within the wider prison regime, two are located in healthcare for safety and security reasons and consequently have a somewhat restricted regime.

5.5 The chaplaincy covers all religions practiced in the prison. Chaplains are involved in many aspects of prison life and have helped to facilitate events such as a celebration of black history month, a Rastafarian celebration of Haile Selassie's birthday and the celebration of Eid. The kitchen is also involved in providing food for the various celebrations as well as providing for specific diets on a day to day basis.

5.6 Maintaining family ties as far as possible is fundamental to the humane treatment ethos of the prison and visits are a key element. The Visitors' Centre continues to be managed by NEPACS (North East Prison After Care Society). Feedback from visitors is invariably positive, praising both prison staff and NEPACS volunteers. One visitor wrote: "Everyone has a smile and you are definitely not treated as the lowest of the low as you have someone in prison. Quite the opposite and I appreciate the difference. Amazing people – thank you so much!"

Available figures cover the 9 month period from April to December 2017. In this period a total of 8156 adults and 1996 children visited the prison. Visitors' Voice meetings run by

the NEPACS team and now held quarterly, continue to give families the opportunity to share their views.

In addition to the recent refurbishment of the Visits Centre, a 'Youth Room' has been introduced. This is open during school holidays and at weekends for use by children and young adults aged 8 to 17. It is staffed by a dedicated youth worker and enables younger visitors to raise issues and also enables peer support.

5.7 Led by the Chaplaincy, 12 family days (including 3 'adult only' days) are held each year. Food is provided by the kitchen and activities are provided by staff and volunteers. These days are very popular with both prisoners and their families.

The booking system appears to work well with special block booking arrangements in place for prisoners with relatives living abroad.

During the year separate visits have been introduced for families of prisoners in the recently opened Separation Centre. In addition, visits have been accommodated for two transgender prisoners located in different parts of the prison.

The population management team arrange 'accumulated visits' to other equivalent category prisons to enable prisoners to be visited by their families living in other parts of the country. This can work well but capacity issues in the Long Term and High Security Estate can mean long waiting times and frustration for some prisoners.

5.8 Incidences of passing prohibited items or inappropriate behaviour are relatively uncommon but the board reported last year that the CCTV monitoring system is somewhat dated and does not allow instantaneous retrieval of evidential data, and this remains the situation.

The NEPACS team, in common with other staff groups, are suffering from delays in the CTC process. The resulting staff shortages can impact on facilities for visitors within the prison.

5.9 This positive promotion of family relationships is also part of the criteria when prisoners make a progressive transfer to a lower category prison, when population management will endeavour to place them as close to family and other support mechanisms as possible, in preparation for their release. It is also taken into account with transfers within the HSE, although other factors can assume a greater priority.

6 MANAGEMENT AND PROGRESSION UNIT (Segregation)

6.1 The unit can hold up to 28 prisoners and has been at or near capacity for long periods of the year. There continues to be an overall desire, certainly within the HSE, to reduce the number of segregation cells within prisons.

6.2 The board are informed as soon as a new prisoner arrives with the reasons why. Members mostly attend the subsequent 72 hour sign up. All prisoners are seen and spoken to by a board member at least once a week. The board is also informed of any use of special accommodation, in and out, and the reasons for it, plus use of restraints and dirty protests both of which are becoming relatively more frequent occurrences.

In 2017 there were 24 dirty protests, lasting from a couple of days to over two months. There were also 44 uses of special accommodation which only add further to the pressure on the officers. The unit also saw the most use of force incidents in the period with 66 out of 189 prison-wide, and at 35% it represents the single most prolific area.

Segregated prisoners are also seen daily by a governor, a nurse where medication is required, a member of the chaplaincy and a GP every other day. All prisoners receive a health screening within 2 hours of admission to the unit and this was adhered to 100% during the reporting period. Health checks are monitored and continued at the fortnightly reviews. Prisoners can have private conversations with board members in a closed environment (the 'bubble') with a glass partition, via a, now upgraded, intercom system.

6.3 The 14 day reviews to assess the prisoner's current position and look for solutions to expedite his exit from the unit are increasingly more efficient with the presence of population management, probation and psychology, in addition to chaplaincy, mental health and an IMB member. Prisoners have the opportunity at the reviews to make their own contribution, but on average, around 50% decline to attend, particularly those with the most extended stays.

6.4 A sample of adjudications are randomly but routinely attended by board members. Procedures are prescriptive with sentencing guidelines to ensure consistency and fairness for the prisoner and no board member, many of whom sit in local magistrate's courts and hence are very familiar with this activity, has had any concerns regarding conduct or disposals. No prisoner has made any complaints to the Board in respect of the adjudication process.

6.5 Work has now started to comply with an outstanding decency issue by installing electricity into MPU cells, and this falls in line with other HSE jails. This has the potential to considerably improve the regime for the prisoners. To date 18 cells on the upper landing have been completed.

6.6 There are still concerns regarding the MPU and members have observed, to varying degrees, an adverse effect on morale due, in no short measure, to periods of understaffing. Having said that, the board unanimously commends the staff who, whilst struggling to cope at times, have invariably managed to maintain the discipline and regime, working as a team in a pressurised environment. Due to the specialised functions and administrative demands on MPU staff, it is not a welcome development to require frequent short term cover for this key area. The board for many years has believed that

officers, in the main, were keen to work in the unit but that no longer appears to be the case.

6.7 It is a department which generates an almost disproportionate amount of paperwork with detailed records kept concerning every aspect of a prisoner's regime, plus all the ancillary detail associated with activities such as reviews and adjudications. The board members whilst only able to make random but regular checks, have found no deficiencies.

Separation

6.8 The first separation centre in the prison system was opened and received the initial cohort of prisoners in June 2017. Its existence has been widely reported in the media, not always accurately, and it is the result of a government initiative to prevent the spreading of extremist ideology and propaganda within the wider prison population, influencing other more vulnerable and susceptible prisoners. Prisoners held here enjoy a full regime with the exception of any association with prisoners outside the unit. All the staff employed in the unit have received high quality special training and have embraced the challenges in what, for them and the prisoners alike, is a totally new and different environment.

All the prisoners admitted have been selected following a comprehensive and focussed process and all aspects of the governing PSI and operating manual are regularly reviewed as issues arise, whether anticipated or not. The prisoners work with psychologists, probation and religious leaders all of whom contribute towards a comprehensive progress review quarterly alongside the management.

The unit is basically a microcosm of a normal prison, with all the facilities and elements, including a kitchen to prepare and cook meals. Whilst there are work and recreational areas in the unit, extra gymnasium and other work related facilities are also available, as well as full access to religious activities and discussions.

The compact nature of the centre does give rise to a claustrophobic feeling and whilst there is a guideline population ceiling, the board have serious reservations and feel that this should be reduced in the interests of safe and harmonious living for the prisoners and staff.

Considering that the Separation Centre is both the first, and at the time of writing, the only one, which was developed under both time and budgetary pressures and with ongoing close scrutiny from government departments and other external stakeholders, the management and staff deserve a great deal of credit for the successful delivery of a fully functioning unit.

7 ACCOMODATION

7.0 Accommodation (including communication)

7.1 Residential accommodation varies greatly between wings in a variety of ways, but all cells are single occupancy with a lavatory/ wash basin and the new transparent back small TVs. All wings have recreational/ association areas plus cooking and small scale laundry facilities. All cells have anti-ligature curtains and all wings have both bath and shower facilities, some with updated privacy screens.

7.2 Telephones are available on all wings either in booths or with fitted privacy hoods. Some however are still not particularly private.

7.3 The original wings which accommodate vulnerable prisoners have narrow corridors lined with cells with poor sight lines and limited natural light. This reflects their age but some of the weaknesses in design have been reduced by extending the CCTV coverage. The smoking ban has made a significant improvement by eliminating the smell which always lingered in the confined walkways.

The newer ordinary location wings have an open aspect with wide landings and a brighter, much less claustrophobic feel.

Prisoners are employed as cleaners and painters to keep the wings smart and well decorated.

7.4 The catering facility within the prison is well regarded for the quality of the food and the imaginative menus which the kitchen management can produce within the budgetary constraints. Mealtimes are well organised on the wings and generally run like clockwork and all medical and religious dietary requirements are catered for. A Board member inspects the kitchen once a week randomly and invariably can find no fault with hygiene or health and safety issues generally. The food, regularly tried by board members, is tasty and wholesome. Cleanliness is very good and the atmosphere normally very pleasant and friendly. Jobs for prisoners in the kitchen are much sought after and are not readily relinquished. Prisoners here are encouraged to complete NVQ catering qualifications to levels 1 and 2 and are using the Virtual Campus via Novus (9.4). Kitchen management are also actively promoting the use of the Employment and Training portfolio (9.3) which the board sees as a very welcome development.

7.5 Whilst prisoners who use their own bedding can also use the wing laundering facility, the overwhelming majority of prison issue sheets and blankets are sent out to a central laundering facility at another local jail. Complaints continue to be made, on a regular basis, about the poor quality of the cleaning and condition of the sheets (particularly) returned to the prison. The situation has not essentially changed even following the issue being highlighted in the last annual report. Funding had been approved for more in house laundry facilities to reduce the reliance on the external provider but this has not been progressed.

7.6 Another area which does raise prisoners' anxieties unduly is property, either lost or delayed following a transfer, and which generates a substantial proportion of applications received by the board. Apart from delays or errors created by the sending

establishment with cell clearances or transport issues when moved separately from the prisoner, there are some unavoidable delays in prisoners collecting their property from Reception. As with all movements, prisoners have to be individually escorted from the wings and the Reception department itself is often short staffed with the benchmarking provisions having reduced the levels deemed adequate, the allocated OSGs frequently not sent and officers being deployed to more immediate jobs.

7.7 The PCC holds regular monthly meetings and involves representatives of all wings (VPs and normal location) plus the Westgate sitting together debating areas of common concern, in a forum chaired by either a custodial manager or governor. This is regularly attended by an IMB member and is an extremely useful gauge of the pulse of the prison from the prisoners' perspective as the topics raised cover all aspects of the regime.

Catalogues have been a long standing issue but applications from prisoners have dropped dramatically which would support the belief that concerns have been largely resolved. More significantly, the reduction in the number and range of mail order facilities is concerning as many suppliers are switching to the more cost effective online shop route.

7.8 The overall relationship between prisoners and staff is good, mainly because the wing officers have a longer term and stable population to deal with. Prisoner information desks are available on all wings, some more prominent and proactive than others, but all provide valuable services for the prisoners and tend to be supported by the wing staff too.

8 HEALTHCARE

8.1 Healthcare is a key indicator in gauging the overall ongoing quality of decency and wellbeing within the prison. Healthcare in Frankland has continued to develop during the past year and the arrival of two new appointments in 2017 as Head of Healthcare and Clinical Lead has seen both innovation and consolidation of service and clinical practice.

8.2 Recruitment of nursing staff continues to be a challenge and the protracted time for advanced security clearance (often up to 25 weeks or more) has meant that interested staff have chosen other posts whilst waiting. Band 5 (qualified nurse) posts are the most difficult to fill. The Governor has agreed to an 'acceptance of risk' for new staff once they have received verification from G4S, until NOMS and CTC clearances are confirmed. Unfortunately, they are unable to draw keys and must be supervised by another member of healthcare staff when working within the estate.

8.3 Education and professional development for the nursing team has seen a job role specific training programme developed to enhance the nurses' skill base and to improve the quality of patient care. This includes suturing, wound care, ECG, immunisation and vaccination training as well as emergency response (first on scene) which is ILS/BLS compliant. The Head of Healthcare has organised transgender training for healthcare staff, becoming only the second prison in the country to offer this. The training has raised awareness and confidence in managing these complex prisoners who are housed in healthcare for their safety. This range of training is to be applauded and will help retain a motivated skilled workforce.

8.4 The smoking cessation programme was a priority for healthcare, working towards 31st August as the 'go' date for Frankland to become a no smoking prison. A range of tools were employed to help prisoners achieve non-smoking status and the dedicated staff delivering this programme worked hard to achieve this objective. Some 'life' prisoners were reluctant to engage as they were dubious about the implementation rationale and benefits, but Frankland is now a compliant non-smoking prison despite prisoner reluctance.

8.5 The outpatient environment continues to be a challenge and concern with prisoners waiting in small waiting rooms, sometimes for lengthy periods. Due to the nature of Frankland prison and the inmates, there is not a free flow process as found in most other establishments. This means that patients who are scheduled to see the GP will be brought to healthcare at 0900 and will have to remain until 1130 unless an officer is able to escort them back before this time. Waiting times for prisoners to see a range of health care disciplines is an area of concern and currently GP, dental, optician and podiatry have the greatest waiting times. Increased waiting times for the GP is in part explained by increased advanced nurse practitioner (ANP) sessions and reduced GP sessions. This issue is a priority for the department and they are actively engaged in trying to resolve this problem with the providers concerned and the local commissioner.

8.6 The telephone service line for prisoners has been in place for 18 months and the prisoners can talk to healthcare staff about concerns which may not require a GP appointment. Initial data indicates it has reduced non-attenders as prisoners are able to cancel appointments. Also, there has been a slight reduction in complaints.

A very significant development has been the commencement of patient engagement meetings after complaints have been received. These are face to face prisoner meetings and a letter is sent to each prisoner after the meeting with agreed actions. There is an escalation process if the issue is not resolved or is complex.

8.7 There was an external infection control audit undertaken in the reporting period and 7 out of 9 areas were 100% compliant. The two areas of non-compliance were in relation to equipment and this is being resolved as a matter of urgency.

Mental Health

8.8 The mental health team comprises two full time clinicians and other part time staff. There is a stable group of staff and recruitment and retention is not an issue within this department. The team provide a range of programmes and interventions for prisoners including cognitive behavioural therapy (CBT) and auricular acupuncture as examples. A part time wellbeing practitioner works with issues such as sleep, hygiene and low mood and a MIND counsellor visits the prison once weekly. Whilst the team skills are comprehensive, it is noted that they would benefit from a disability nurse and a clinician with autism skills (presently provided on a case by case basis from other establishments).

Referrals are usually seen within 4 working days and new referrals can be taken through reception in healthcare. Unlike a remand prison, the caseload is established as there is not the same churn of prisoners.

8.9 Anecdotally, the mental health team have seen an increase in new psychoactive substances since Frankland became a non-smoking prison. This has had a direct effect on the mental health team workload. This will be monitored during the year.

Eye movement desensitisation and re-processing therapy (EMDR) is an established form of therapy for prisoners who are suffering from post-traumatic stress disorder and has significant impact for prisoners at Frankland.

The team are delivering a new group work therapy: dialectical behavioural therapy which assists with mental health and thought processes. As with the expansion of service provision, the team are challenged by finding available rooms for the therapy and rooms to interview potential group members.

The changing profile of prisons and the challenges of mental health in older prisoners is recognised and the mental health team are keen to develop a pathway to address this issue. They will look to have this service commissioned once developed.

The team is outward focussed and are keen to create a teaching slot in the prisons induction programme to raise awareness of mental health issues and specific challenges within the prison setting. With a busy workload, the team provide a unique and responsive service to prisoners and support prison staff who manage the unpredictability of mental health issues on the wings.

9 EDUCATION AND OTHER ACTIVITIES

9.1 Education in the prison, with a long term and basically stable population, is a staple activity in the regime and provides significant opportunities for those prisoners with rehabilitation aspirations for a better life after jail. It covers both academic and vocational subjects and is available to all prisoners, including those in the recently opened Separation Unit. Westgate also buys in from Novus (the college who have the contract for educational provision) the services of a full time art teacher as well as funding a music teacher for 1 session each week.

Every prisoner coming into the jail goes through an education induction to assess his basic literacy and numeracy skills and to formulate options based on need, with appropriate support where learning difficulties have been identified. Funding provision is for approximately 20,000 hours per annum and the curriculum offers functional skills in English and maths to level 2, music, media, art, ICT, business administration and enterprise. A level 2 NVQ is offered to learners in the kitchen and NVQs are also on offer to those in the Furniture Craft workshop. In addition to this there are Open University and other distance learning courses available.

Approximately 250 learners attend each week and, over the past 12 months, overall achievement rates have been good in the majority of subjects, with qualifications being gained in art and design, ICT and music technology. However achievement rates in English and maths at Level 1 require improvement.

9.2 Following the Dame Sally Coates review of education in prison there has been a move to link education more strategically into the establishment's employability and enterprise initiative in an attempt to reduce re-offending, help with re-categorisation and enhance employment prospects both inside and outside prison.

Prisoners themselves had tended to believe that only treatment was designed to produce these outcomes. Understandably, some prisoners also find it hard to link academic achievement in prison with employment prospects potentially many years in the future. However, the setting up of the social enterprise scheme provided real work opportunities with the chance to learn new and associated skills. Not only are high quality goods being produced in the prison – greeting cards, gift bags, boxes and tags and wooden products – but they are then sold to the general public in retail outlets in local prison visitor centres and coffee shops.

This scheme has a genuine commercial overlay in a structured framework. Typically, classes of no more than 10 prisoners effectively form the 'business' with learners following individualised progression pathways incorporating qualifications, enterprise skills and personal development targets designed to link to the needs of the business.

The concept is duplicated with the same operations occurring with vulnerable prisoners and also those on ordinary location, with competing creativity factors in new designs or new product ideas. This is overseen by the virtual business innovation centre (VBIC) prisoners who co-ordinate the social enterprise across Frankland, including measuring and developing the social benefit. Not only does this dovetail with the Dame Sally Coates review and the long term employability prospects for prisoners, but it also creates further

impetus in the progressive ethos of the prison overall, with the pro-social and working together tenets of the rehabilitative culture. The board recognises the value of this initiative and supports it wholeheartedly.

9.3 Another major initiative started in this establishment (now a regional initiative), which has now been taken up by other local prisons, is the employment and training portfolio. This is a very professionally produced bundle which showcases the prisoner's educational development and growth progression record through his sentence. It starts life as a blank template which begins to be populated with a prisoner's induction assessment and from then on records every course completed, qualifications or new skills obtained. It is a dynamic archive which the prisoner keeps in his possession and takes with him when he leaves the establishment. It allows the prisoner to identify his own needs and to set targets (linked to OASys scores) in conjunction with his tutor or support worker, and thus become fully engaged in his own rehabilitation. Arguably it is one of the most important records a prisoner has, through its potential contribution to the sentence planning process and supporting applications for re-categorisation or future employment.

Over the past year the importance of this portfolio is becoming more appreciated and its use has developed. The OASys scores are now used to set individual targets and the portfolio is making a much greater and a much more positive contribution to sentence planning, Cat A boards and parole boards. The IMB are particularly pleased to see the increased use and development of this portfolio as it was an area for concern in last year's report.

Concerns were also mentioned in last year's report regarding distance learners and Open University students (approximately 48 students in total). Major positive changes have been made and 2 classroom based sessions are now established to support distance learners and to allow them to have more access to computers as well as more opportunities to work with other students.

9.4 From April 2017 Virtual Campus (VC) went live at Frankland. This is a secure web based learning platform through which offenders in custody can securely access a range of web-based learning and employment related material. There is a wide range of content available such as e-learning courses and Open University modules in addition to resettlement tools to help develop skills to secure employment and make links with employers prior to release. VC machines are based in most education classrooms as well as the onsite libraries. To date the VC has been well utilised, however work is ongoing to develop it further with the support of the library orderlies who will promote it to prisoners. The Board is very pleased to see the progress that has been made with this project.

9.5 There are three libraries covering the main location and vulnerable prisoner populations and the Westgate. These are well managed and run by a team of 8 Durham County Council librarians. All prisoners have good access but there are difficulties for some vulnerable prisoners with mobility limitations due to the siting of the unit. There is a trolley service for areas like MPU or Healthcare. There is a good range of fiction titles

available in addition to some foreign language publications, easy reads, audio books, magazines and jigsaws, legal texts and reference materials.

In addition, the library staff interact directly with prisoners in a range of activities including a reading mentoring scheme called 'Turning Pages' (run by the Shannon Trust), the 'Six Book' reading challenge (now called Reading Ahead), workshops with external authors and creative writing events. Social activities such as quizzes, chess tournaments and regular reading groups also encourage use of the libraries. Library staff often attend family days and provide popular activities such as story telling for the children. The excellent partnership the library has with both Newcastle University and Durham University is also worthy of mention.

Durham University are in their 4th Year at HMP Frankland delivering the highly successful and popular Inside-Out Programme, which is a 10 week course for main location prisoners who receive joint lectures on site with external Durham University students. The course has a criminology theme and explores subjects including the purpose of prison and does it work, as well as considering other themes such as drugs/alcohol. At the end of the course successful participants receive credits from Durham University at a graduation ceremony.

The programme is supported by a Think Tank of prisoners who have completed the course and are keen to develop it further with support from university staff. The Think Tank has developed events such as staff workshops to give a taster of what the Inside Out programme is all about and these workshops, delivered by Think Tank prisoners, have received excellent feedback.

9.6 There are three gyms and sports halls, together with an all weather pitch, that are well equipped and used by prisoners and staff. Sessions like employment and education are allocated by the Activities Hub but the facilities are also available during evenings and weekends. Gym sessions on the whole tend to be very sociable events with prisoners helping each other with equipment in a relaxed, purposeful and collaborative environment. Work has also been done in partnership with Age UK to prepare programmes for prisoners aged over 50. The gym has also worked with Education on a number of projects such as using a gym session as a source for mathematical skills development, solving problems or carrying out investigations.

9.7 When not engaged in formal purposeful activity, prisoners can spend time out of cell using communal games facilities, cooking, taking a shower, making phone calls or in general association.

10 WORK, VOCATIONAL TRAINING AND EMPLOYMENT

10.1 All activities, including education, are allocated by the Activities Hub and in general the prison provides sufficient work and activity places to engage most of the population in training and education, work and the gym. The flexible part-time regime allows prisoners to engage in all the activities.

A minority of prisoners work on the wings in activities such as cleaning and painting or recycling and food preparation. Around 160 work very effectively in peer led service roles. These are very effective and make a considerable positive contribution to the prison. The men in these roles are supported by the education department and are provided with 1-1 support and any training to assist them in this work.

10.2 The workshops are well managed and most prisoners engaged there develop useful skills manufacturing a range of furniture including office and other furniture for government departments, commercial organisations and charities. The work varies from a few repetitive processes to highly skilled work making use of best practice which can lead to qualifications. Only one workshop – Furniture Craft - is directly part of the wide educational provision.

One particular area, B Active, is also worthy of mention where prisoners carry out, with pride and commitment, work which can sometimes be of a repetitive nature. The glitter poppies they made last year were very popular and the Royal British Legion has asked for 28,000 to be supplied this year. As well as providing meaningful work it allows them to do something worthwhile for the benefit of others.

10.3 All the skill sets developed in the workshops are transferable to outside employment and the prison continues to consolidate the valuable links with companies who would not only be suitable employers but equally are prepared to provide orders for manufacturing work and effectively set a standard for 'real world' expectations. There is work in hand with external agencies to gain accreditation for a qualification in the repair and maintenance of the machinery used in the Cut and Sew workshop.

10.4 Efficiency has suffered somewhat during the last quarter of the year with the frustrating failures of the heating system resulting in the workshops having to remain closed. Commendably though, not an insignificant number of prisoners indicated that they would still be prepared to go to work irrespective of the temperature.

10.5 One thing that is readily apparent is how well Novus and Prison Learning and Skills work together. They both share the same view of what they should be trying to achieve and they also seem to share a similar view in how they can reach their goals. This is a real strength and is one of the reasons that so much of what they do is successful.

11 RESETTLEMENT PREPARATION

11.1 Resettlement is one of the fundamentals in the work of the whole prison and whilst very few prisoners are directly released into the community from Frankland there is a responsibility to make them more viable for timely progressive transfers and better able to cope with the transition. The Rehabilitative Culture (RC) initiative focuses on progression by positive reinforcement of all the existing elements of resettlement preparation.

In their last report the board highlighted the impressive strides made by the prison in embracing the RC, so it was perhaps inevitable that there would be some slow down from the initial momentum. It is the board's impression that while the whole RC ethos remains broadly positive, there has been little or no forward progression. There are still RC champions on all the wings and regular meetings have been held.

However, it was noted that, because it is a prison driven initiative, more officers and indeed senior management needed to be proactive to encourage and promote wider involvement and this does not appear to have been the case. It is possible that a lack of continuity and stability as a result of staff responsibility changes has not helped and some dilution of focus might be attributed to the complementary efforts of the Working Together Group and the Planned Progressive Pathway initiative. The suggested 'committee of different ranks' has not been progressed.

Overall, the board sees great value in the RC and it is hoped that the transitional period with senior management which will happen in the next reporting year will not result in any further loss in momentum, but provide an opportunity for renewed efforts in this area.

11.2 As part of the reducing re-offending strategies, a variety of programmes are available which broadly address offending behaviour, usually violent, and sex offender treatments and generally there are waiting lists, particularly for the latter.

The Thinking Skills, Resolve and Healthy Sex programmes all achieved their completion targets.

A number of new programmes have recently been introduced including Horizon which has replaced the Core Sex Offender Treatment Programme (CSOTP). It is designed for men assessed to have a medium risk of re-offending and who are expected to identify problem areas of their lives they would like to address.

Motivation and Engagement is a programme which has been developed for those who struggle to see how change is relevant to their lives or to think of meaningful reasons for change. It aims to motivate individuals to choose to constructively engage in their sentence plan, and see a personal value and relevance in doing so.

The Self Change Programme is being replaced with KAIZEN, designed for men who are high or very high risk, typically those with convictions for sexual offences (S), generally violent offences (GV), or intimate partner violence (IPV) offences. The general violence strand will be run at Frankland for VP prisoners.

An especially relevant programme is the Healthy Identity Intervention, aimed at individuals on a 1:1 basis, who have offended because of their extremist views and actions, and Identity Matters which is a high intensity programme for those whose offence is related to gang affiliation.

These interventions aim to promote disengagement and reduce the willingness to offend on behalf of a group, a cause or an ideology.

The board believes these programmes are well presented, appropriate for the population and a keystone in helping offenders reduce their risk.

11.3 Frankland has continued to be well served by a small but very active and effective Offender Management Unit (OMU). The board enjoys a good relationship with the OMU team. Information is readily provided, concerns are acted on and where necessary raised with community based organisations.

An example of the latter was the inadequate release arrangements for a prisoner approaching his release date, a matter raised by the prisoner in an application to the board. He was a MAPPAs (Multi Agency Public Protection Arrangements) case, and despite efforts by the OMU there had not been an appropriate or timely response by the 'responsible authorities' (police and probation) in the community. IMB concerns for the prisoner's best interests and for appropriate public protection measures were communicated by OMU to the relevant community organisations and prompted an appropriate response

The OMU continues to be involved in fortnightly segregation (MPU) reviews. The board notes that this is a welcome contributory factor in the overall RC involvement.

In the reporting year the key progression figures concerning the re-categorisation of prisoners were:

High Risk to Category A – 1
Category A to Category B – 16
Category B to Category C – 41

These results represent a welcome maintenance of progress made. Interestingly, this has been noted by prisoners as well and brought to board members' attention.

Few prisoners are released directly from Frankland but OMU staff continue to demonstrate a commitment to MAPPAs procedures. A concern shared with the IMB is the lack of reciprocity in information sharing by community based organisations.

11.4 This problem should be significantly reduced in the future with the changes to the Offender Management in Custody model. In this reporting year the Board was made aware of imminent changes at a national level and the implications for Frankland. The board welcomes these new arrangements. Responsibility for the end to end offender management of prisoners managed by the National Probation Service, (the overwhelming majority at Frankland) will be transferred to a significantly expanded team of probation officers in the OMU. This will see an expansion of the team from 5 currently to 14 staff. In the coming year the Board will monitor these changes in the

expectation of significant improvements for prisoners who currently in many cases have little or no contact with their community based Offender Managers. The board sees these proposals as consistent with the RC and of benefit in the positive progression of prisoners.

11.5 The Westgate is a very progressive and innovative environment, related specifically to the assessment and treatment of prisoners with complex personality disorders in order to reduce the risk of re-offending.

Officers are specially trained and work more closely with the prisoners than in other parts of the prison, alongside the clinical teams and complementary activity therapists providing an all-round treatment plan.

Prisoners are referred to the unit both from wing management inside the prison and also a smaller, but increasing number, from Offender Managers in the community. Outside referrals are actively encouraged and promotional activities are undertaken to stimulate this. The Progression and Offender Management team have spoken to community probation teams to outline the criteria for referral to both the PIPE Unit and Westgate. A number of events have been undertaken around the Durham Tees Valley and Manchester probation areas. The Unit had a number of contributions printed in the National Pathway press which showcases progress and news around the OPD pathway.

The assessment waiting time however for new arrivals remains between 3-6 months depending on individual needs and the complexity of each case.

Upon completion of treatment, prisoners are transferred in according to their ongoing treatment needs. This may be to access mainstream accredited treatment interventions, PIPE services, or other therapeutic communities and the progression team continue to track and monitor them for the duration of their imprisonment and licence. 33 letters were sent to graduates in the reporting period and of those 15 arranged face to face visits. Follow up also focuses on those who have 'disengaged' from the programme and been deselected (either by services within the pathway or through choice by the prisoner) or have not appropriately or successfully fully engaged with the programme or progressed in the way expected. In the reporting period, 10 men left the Westgate having completed all identified treatments and in that number were 2 recategorisations from A to B and a further 2 from B to C.

The PIPE is not a treatment unit but a place where cat A men who have been in the system for many years are able to show that they can use the skills that they have learned from the interventions they have completed and can use them in this type of environment. Staff and prisoners work together on projects within a therapeutic regime and whilst this is not an easy option, it rewards those who are prepared to engage and make the effort.

As a result of those efforts by the prisoners and staff 13 'graduated' but 1 was deselected and 2 were required to leave. There were 6 downgrades from A to B and 1 from A to D.

C Section – Work of Board

The effectiveness and visibility of the board in the prison has marginally improved during the reporting period, through an increase in numbers to 9 members, although this has been somewhat hindered by health issues across the board, including a full year's absence by one experienced member. Two probationary members are now part of the team. Additionally we also now have 6 potential new members currently in the interminable Level 2 and CTC vetting process. It is likely that they will not all come through the system together so that will at least have a benefit for the training and mentoring efficiencies.

We have managed, now we are back to less than desirable but at least workable numbers, to finally separate Rotas 1 and 2 for the first time for three years and this has allowed a greater degree of interaction with prisoners.

Relations with the staff at all levels remains excellent and the Board is grateful for their help and expertise.

Relations with prisoners are also generally good and members have still managed to retain a level of confidence and attend to all applications in a timely fashion.

BOARD STATISTICS	
Recommended Complement of Board Members	18
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	9
Total number of visits to the Establishment	506
Total number of segregation reviews attended	26

D Section – Applications

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation Including laundry, clothing, ablutions	1	0
B	Discipline including adjudications, IEP, sanctions	15	9
C	Equality	4	4
D	Purposeful Activity including education, work, training, library, regime, time out	5	3
E1	Letters, visits, phones, public protection restrictions	5	17
E2	Finance including pay, private monies, spends	4	5
F	Food and kitchens	-	3
G	Health including physical, mental, social care	15	15
H1	Property within this establishment	9	7
H2	Property during transfer or in another establishment or	3	18
H3	Canteen, facility list, catalogue(s)	2	8
I	Sentence management including HOC, ROTL, parole, release dates, re-	11	17
J	Staff/prisoner concerns including bullying	14	39
K	Transfers	10	18
	Total number of IMB applications	120	212

Miscellaneous - 29 current year (included in grand total)

Unclassified - 19 current year (included in grand total)

Confidential Access - 20 current year (included in grand total)