



**Annual Report**  
of the  
**Independent Monitoring Board**  
at  
**HMP LEICESTER**

**1<sup>st</sup> February 2017 – 31<sup>st</sup> January 2018**



*Monitoring fairness and respect for people in custody*

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## Sections 1 – 3

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### 1 STATUTORY ROLE OF THE IMB

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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

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This report presents the findings of the Independent Monitoring Board at HMP Leicester for the period 1<sup>st</sup> February 2017 – 31<sup>st</sup> January 2018. Evidence has been drawn from observations made on regular rota visits, from informal contacts with prisoners and staff in all areas of the establishment, from dealing with prisoner applications, from incident monitoring, from scrutinising records and data, from targeted monitoring of particular areas and processes and from attendance at a range of meetings in the prison. The statistics in this report are based on locally collected data.

IMB Leicester is pleased to report that during 2017 the experience for prisoners in HMP Leicester continued to improve in most areas. The Governor has continued to drive improvements and to make the best of limited facilities and has the support of a hardworking Senior Management Team and an engaged body of staff.

The very good supportive, friendly and constructive interactions between staff and prisoners have remained a strength of the establishment. Staffing has now reached 'benchmark' levels, because of the addition of 53 staff from Glen Parva and of a large number of new recruits. More staff are visible and they are well supported by managers and show greater confidence in challenging bad prisoner behaviour, despite the fact that over 50% of them had less than 2 years service at the end of 2017. The establishment feels safer.

Although the accommodation is dilapidated, decency has been improved by limited refurbishments and painting and decorating and the prison is cleaner and brighter (7:1). A complete redesign of the Prisoner Visits Hall has transformed the visits experience, and created a valuable space for community engagement projects (7:8). The Board commends an outstanding programme in 2017 of cultural enrichment activities for prisoners (9:4). This involved a good deal of hard work in organisation and delivery, and was supported enthusiastically by staff.

The establishment faced challenges during the year, but characteristically when a problem was recognised the Governor, Senior Management Team and staff from all departments worked together promptly to seek solutions, as part of the 'Team Leicester' approach. Violence during 2017 was relatively low until the summer, but then increased for a variety of reasons and was managed firmly (4:3). A new Unit was opened to help disruptive prisoners with their behavioural issues (4:4). The transition to a non-smoking prison was achieved in July (8:4). Some progress was made in tackling the supply of New Psychoactive Substances (NPS) (4:5), and security was improved by the introduction of the Rolling Roll and of body worn cameras (4:6).

**Fair treatment:** IMB Leicester believes that prisoners are treated fairly and with respect. Time out of cell has increased for those prisoners prepared to engage with the regime (7:6). Equalities work was given a higher priority (5).

**Humane treatment:** IMB believes that prisoners are treated humanely. In particular the management of the seriously mentally ill in the Gatekeeping process has much improved (8:3).

**Preparation for release:** There are improved opportunities for purposeful activity. A workshop has opened (10). The provision of learning and skills activity was rated 'Good' by Ofsted in January 2018 (9:1). The Substance Misuse Unit (4:7) and the Derbyshire, Leicestershire, Nottinghamshire and Rutland Community Rehabilitation Company (11), both highly regarded, have fostered strong links with community partners.

HM Inspectorate of Prisons visited the establishment in January 2018 and found significant improvement in all 4 healthy prison tests – Safety, Respect, Purposeful Activity and Rehabilitation and Release Planning.

There are well advanced plans for reconfiguration of the accommodation, enhancement of the areas for Reception and Early Days in Custody, capital investment in shower renovation and introduction of the 'Offender Management in Custody' model. The Board looks forward to monitoring continued progress during 2018.

## MAIN AREAS FOR DEVELOPMENT

### FOR THE ATTENTION OF THE MINISTER

#### 1 Amey:

The Board became increasingly concerned during 2017 about the performance of Amey, who have struggled to deliver the maintenance and repair contract. There has been a rising backlog of work, most notably in Healthcare (8:2) affecting the installation of a new dental chair and the replacement of clinic room flooring, and in the kitchens (7:2) where a buildup of outstanding repairs over many months led to the situation over Christmas where three of the five ovens, an essential food mixer and the deep fat fryer were all out of action. The Board was prompted to write to you in December.

Since then the Board has met with Amey managers and been made aware of the complex subcontracting arrangements, the lack of competition for these contracts and the delays inherent at each step in the provision of services. As each job is logged separately there is no clear prioritization of works, and the possibility exists of total equipment failure. IMB considers these issues threaten the safety and decency of the establishment. IMB believes that service delivery would be better if the Governor had control of the contract and the work was done by an in-house team who know the prison and its priorities.

Will the Minister review the contracting arrangements with Amey?

#### 2 Resettlement:

IMB has the following concerns about the current Resettlement and Reducing Re-offending process (11):

a). Resettlement case workers are happy to meet every prisoner on arrival and help with immediate concerns such as tenancy and debt. However it is a waste of their time to discuss resettlement plans with those awarded long prison sentences, as is presently required by the Basic Custody Screening Tool 2 process. Such interviews can take up to an hour with prisoners who often at this early stage are very upset, and it is usually the case that their circumstances will be quite different when they reach their 12 week resettlement period.

Could this process be changed?

b). A full time Department of Work and Pensions Job Centre Plus employee helps with benefits advice, but receipt of benefits is delayed, leaving the prisoner financially vulnerable on release.

Could this system be altered so that benefit applications can be dealt with before release and benefits start immediately?

c). An increasing number of prisoners is received back into custody under 'recall', sometimes for minor infringements of release conditions such as missing appointments. They then serve a further 14 days in prison. This often leads to them losing the arrangements put in place by the Resettlement team, and there is insufficient time to rectify the situation.

Could other sanctions for these minor offences be considered rather than return to prison?

d). The lack of provision of housing for ex-offenders is a major concern. The Board believes that proper resourcing of accommodation for homeless ex-offenders and more support in the community for those with chaotic lifestyles would be cost effective in reducing re-offending.

Is the Minister in a position to help with a solution to this problem?

### **FOR THE ATTENTION OF THE PRISON SERVICE**

Property:

Loss of prisoner property on transfer between establishments has occurred more often this year (7:7). Although prisoners sometimes get compensation, the process is very slow. There are frequently disputes between the prisoner and the establishment over what has been lost and its value.

Has any progress has been made in resolving these problems?

Would the Service consider an electronic system for recording prisoner property?

### 3 DESCRIPTION OF THE PRISON

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HMP Leicester is an adult male local prison with a resettlement function. It serves the Magistrates and Crown Courts of Leicestershire, and caters for remand prisoners and those serving less than 12 months. Category C prisoners sentenced to between one and four years are transferred to HMP Ranby, and those over four years to HMP Stocken. The number of new receptions was 1700 in 2017, 1500 prisoners were transferred out, and 591 were released. The average population is 320, normally in shared cells, but with some single cell occupancy.

HMP Leicester is a Victorian prison built in 1874, and it occupies a site of three acres close to Leicester city centre. A visits and administration block was added in 1990. The main residential unit is a long rectangular cell block with four galleried landings, including full integral sanitation and in-cell electricity. During 2017, the main block housed the Segregation Unit (Seg), the Welford Unit (Vulnerable prisoners), and the First Night Centre, as well as the mainstream prisoner population. Road to Recovery (R2R) and the Healthcare facility were housed in a separate building. Other buildings on site include those housing Reception, Learning and Skills, Workshop, Gym, Kitchen, Chaplaincy and IMB Offices, and Legal Visits. There are outdoor Exercise areas.

Service providers:

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

Dental care – Time for Teeth, commissioned by NHS England

Integrated Drug Treatment Services (IDTS) – Turning Point

Education and Skills – Milton Keynes College (MKC)

Library services – Leicestershire County Council (LCC)

Community Rehabilitation Company (CRC) – Derbyshire, Leicestershire, Nottinghamshire and Rutland (DLNR) CRC: St Giles Trust, Ingeus UK and CGL (Change, Grow, Live) form the Reducing Reoffending Partnership

Escort contractor – GEOAmey

Catering suppliers – BIDVEST

Maintenance – Amey

## Evidence sections 4 – 11

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### 4 SAFETY

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#### 4:1 Selfharm and suicide prevention

Efforts have continued to improve the management of the Assessment Care in Custody Teamwork (ACCT) process, and very good liaison between the Safer Custody and the Healthcare team continues. 361 documents were opened in 2017 (323 in 2016). The number open at any one time varied considerably during the year, ranging from 3 to 22, but most often 10 – 16 (12-20 in 2016). ACCT reviews are now properly timetabled. The quality of documentation has been variable, and so weekly assurance checks have been introduced by management, and advice fed back to supervising officers.

The total number of selfharm incidents was 279 (330 in 2016), usually by cutting, with some prisoners prolific in this behaviour. Serious selfharm was inflicted by 19 prisoners (21 in 2016): 2 were managed by paramedics, 11 attended Accident and Emergency, and there were three hospital admissions.

Four prisoners required long periods of constant supervision, one of them for many weeks, and this was well handled by staff. In one case there was particularly effective liaison with the family. There has been a special focus on the identification and care of self-isolating men, including a buddy system, and men who have had no visitor or phone call for a month are identified and seen by the Safer Custody team. Staff training for 'Five Minute Intervention' began in November.

The Board regrets having to report two self-inflicted deaths in custody in 2017. All appropriate and legally required procedures have been followed and the determination of an Inquest is awaited. The action points from the Prisons and Probation Ombudsman's Report relating to the death in 2016 have all been completed.

#### 4:2 Listeners

The Board is pleased to see continuing strong support for the Listeners, and appreciation for their work, which can involve around 80 calls per month as well as informal availability and work on the wings. The local Samaritans group visits weekly to offer them support. The Samaritans held two training sessions in 2017, and there are usually 6 – 8 Listeners in post. Samaritans phones are also available for prisoners to use free of charge on request.

#### 4:3 Assaults, bullying and violence reduction

The establishment had to deal with some very challenging behaviour during 2017. The level of violence was higher, with 102 prisoner on prisoner assaults, compared to 60 in 2016, and the number of fights was 42, compared to 28. Assaults on staff also increased, and some received serious injuries. Vandalism continued, and there were 15 fires set by prisoners and four attendances of the Fire Brigade. A 'Zero Tolerance' policy continued, and staff were more confident this year in challenging poor behaviour and were well supported by managers.

Violence has been unpredictable, but there was a temporary rise clearly associated with smoking cessation on 24<sup>th</sup> July. Threats to staff increased in August, and violence between prisoners in September, together with a rise in low mood and self harm, an increase in the use of NPS, and a general irritability and truculence among ex-smokers. Violence was also influenced by the return of men under 24 years of age from Glen Parva, associated with gang behaviour, including fights, debt and bullying. At the same time, staffing was stretched by sick leave and by prisoners needing constant supervision, outside escorts and bed watches. Staff worked hard to keep the prison stable, and to continue the regime. There was also strong

management and pre-emptive action was taken, with local measures and with the transfer out of particular prisoners with the support of national resources.

Data collection is very good, and the Violence Diagnostic Tool is used to track in real time the perpetrators and sites of violence together with other indicators so that flash points can be promptly investigated and action taken. The Tool is subject to continuous improvement by the Safer Custody team, and is regarded as best practice and has been the subject of interest from establishments around the country.

#### 4:4 The Lambert Unit

IMB is very supportive of an initiative introduced in October which aims to reduce violent and disruptive behavior. Up to 11 prisoners are housed in this small unit on the main wing, and receive, in addition to a standard regime, a planned programme of interventions over an 8 – 12 week period. A senior psychologist oversees trained officers who undertake one-to-one sessions from the Time Wise Bite Sized Pilot Project. This encourages prisoners to reflect on their behaviour and to learn non-violent alternative behaviours. There have been some promising early results, and long term data is being collected relating to the effect on longer term behaviour and progress during sentence.

#### 4:5 Drugs and New Psychoactive Substances (NPS)

NPS continues to enter the prison, and reduction of use and supply is a high priority for staff. There are about 30 ‘incidents’ per month. A weekly NPS awareness bulletin has been circulated to all departments since August, and focusses attention on the individuals involved, who numbered 56 over a five month period. Staff are very good at managing those ‘under the influence’, although two prisoners required assistance from paramedics and three attended hospital. There was a rise in the number and severity of ‘attacks’ following the introduction of non-smoking, as prisoners were smoking the drug undiluted by tobacco. The dangerous effects of substance misuse are publicised to prisoners on Way out TV, and by peer workers and Healthcare, and at adjudications, and all cases are referred to Turning Point. A very effective multi-disciplinary Substance Misuse meeting is held regularly.

#### 4:6 Security

Lock down intelligence-led searches were performed with the assistance of the Midlands Area Search Team and staff from other prisons, resulting in significant finds of drugs, mobile phones and weapons. There is vigilance on visits, and good liaison with the police. A number of visitors have been arrested for attempting to bring in phones and drugs, and throw overs have been intercepted. Prisoner and staff safety has been improved both by the successful introduction of a Rolling Roll and by the introduction of body worn cameras in October issued to all ‘front facing’ staff.

#### 4:7 Substance Misuse Service

This continued to work effectively during 2017, despite a period of significant short-staffing. Services are provided by Turning Point, who work closely with prison staff and Healthcare, and supported by GPs from ‘Inclusion Healthcare’. Links with community services are excellent for these prisoners.

In the Road to Recovery Unit, up to 31 prisoners engage in a client driven Cognitive Behaviour Programme, facilitated by a team member and delivered each working day by peer mentors. Overall about 55 – 60 prisoners at any one time are in clinical treatment, 40% on reducing regimes, and are supported by group and one-to-one sessions and in-cell work. Alcohol withdrawal is supported by fortnightly group sessions run by Dear Albert, a local mutual aid organisation, which provides peer support and ongoing help on release. About 40 prisoners have been successful in alcohol detoxification over the last 6 months.

The protected characteristics applicable to Leicester prisoners as listed in the Equality Act are: disability, race (includes nationality and ethnicity), sex and sexual orientation, religion or belief, and gender reassignment. The IMB monitors whether prisoners with any of these characteristics suffer disadvantages.

The Prison has made good progress in equality and fairness. An energetic Equalities Officer is in post, and for the first time there is a full complement of Equality Peer representatives, 6 on the main wing and 2 for the Welford Unit. They have met fortnightly since the beginning of December, and have raised issues such as buddying for the disabled, particular religious requirements, and the reasons why some racial groups might be reluctant to attend education. Such issues are followed up, and also feed into the quarterly Equality Action Team meetings.

The Equalities Monitoring Tool is used to compare 'actual vs expected' rates in those with protected characteristics relating to functions such as the number of complaints and adjudications, the use of segregation and IEP status so that discrepancies can be investigated. The Discrimination Incident Report system was used more effectively and 39 cases were investigated, compared to 17 in 2016.

### 5:1 Protected characteristics

#### Disability:

About 18% of the Leicester population self-reports in reception as having a disability, usually in mental health or learning, and they are supported appropriately. There is a cell and bathroom suitable for a wheelchair and users have been satisfied with this accommodation. The Equality officer ensures that those needing assistance in an emergency evacuation are highlighted to all staff. About 10% of the population is over the age of 50.

#### Race (includes nationality and ethnicity):

About one third of Leicester prisoners are from a Black, Asian or Minority Ethnic background. The Equality officer has prepared a list of staff with foreign language translating skills willing to help prisoners, and English for Speakers of Other Language teaching continues. Black History Month was celebrated with displays in the Library and special menus from kitchens. The Gypsy, Roma and Traveller Forum, which meets regularly, is prisoner led and supported by enthusiastic staff, with input from the G.A.T.E project in the community. Gypsy, Roma and Traveller Month was celebrated in June with posters and information and photographic displays on walls and in the library, and material on noticeboards on the wings have increased awareness and interest.

#### Sexual Orientation:

In September the Peer Workers and the Equality officer met a representative of The Leicester Lesbian Gay Bisexual and Transgender Centre and discussed how to raise awareness in the establishment and the support available in the community.

#### Religion and belief:

Prisoners value the pastoral support of the multifaith Chaplaincy team, who are visible and hard working. Regular weekly services support Christian, Muslim, Buddhist, Sikh, Hindu and Quaker observances, and other religions can be catered for. There are groups for Bible study and Islamic study, and occasional courses, including 'Christianity explored'. Some 15% of prisoners at any one time are Muslim. Their attendance at Friday prayers is a priority for the regime, and Ramadan planning and delivery was well managed and appreciated by the 47 prisoners who participated. The Chaplaincy was rated 92% at a compliance audit in March.

A Faith Awareness event was held for staff in September, delivered by St Phillips Centre, Leicester.

The Welford Unit congregation valued the visit of the Archbishop of Canterbury, who presided at Eucharist in November as part of his 'Big Conversation' visit to Leicester.

## 5:2 Prisoner Representation

Prisoner Council: These meetings are held regularly and are well attended by staff and prisoner representatives, with often vigorous and frank discussion. IMB has attended a number and found them well run. Staff treat prisoners with respect and listen to their concerns, and do their best to take issues forward. Separate meetings are held regularly for the Welford Unit.

## **6 SEGREGATION/CARE AND SEPARATION UNIT**

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Figures in brackets relate to 2016

### **6:1 Accommodation**

The showers are now decent following refurbishment. There are still regular occurrences of vandalism and flooding caused by disruptive and disturbed prisoners, and so the condition of the cells varies.

### **6:2 Prisoners**

194 (138) periods of segregation were served by 145 (120) prisoners and 13 (13) were held for more than 42 days. Written individual care plans are usually good and up to date.

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

### **6:3 Adjudications**

1815 (1324) charges were laid, and the number proved was 989 (718). IMB monitored 193 adjudications (150) and found them fairly conducted. IMB was present for 7 of the monthly visits of the Independent Adjudicator. The Judge took a firm line and awarded a total of 2,252 additional days, predominately for the possession of drugs, weapons and unauthorised items, including mobile phones, and for violent behaviour.

### **6:4 Legal Visits and Video-link**

This accommodation remains a valuable asset to the establishment and is appreciated by prisoners. It was booked more frequently in 2017, with 1235 Court links (681) and 2273 legal visits (1125).

### **6:5 Use of Force**

In 2017, force was used on 471 (269) occasions, of which 89 (62) were planned interventions. The Safe Cell was introduced at the end of 2016 and was used on 42 occasions. In view of these high figures, a monthly Use of Force meeting has been initiated, for the detailed discussion of cases and review of video and body worn camera recordings so that the circumstances and appropriateness can be confirmed, and advice fed back to staff. IMB has however monitored both planned and unplanned episodes and found that force was usually low level, and used appropriately. IMB has also observed a number of occasions when the professionalism of staff defused a volatile situation without the need for force.

## **7 ACCOMMODATION (including communication)**

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### 7:1 Accommodation

By its nature, the accommodation falls well below the standard expected in a modern prison. However, continuing efforts have been made to improve the state of dilapidated areas within the establishment, and decency has improved, following a limited refurbishment of the showers on the third and fourth floor landings.

Outside litter management and recycling was very good during 2017. Cleanliness within the establishment has been variable, but had improved by the end of the reporting year with a concerted effort by a dedicated team of cleaning officers and prisoners.

### 7:2 Maintenance and repair

In this dilapidated environment, it is all the more important that repairs and maintenance are carried out promptly to avoid further deterioration. The contractor Amey responds quickly to urgent situations such as flooding of cells by prisoners or loss of power, but routine repairs and the rolling maintenance programme have been subject to slow response and unacceptable delays.

Kitchen equipment has been of particular concern. The Hobart mixer, essential for meal production and for supporting the certified catering course, was out of action for over 12 months, the deep fat fryer for over four months, and by the end of December only two of the five main ovens were in working order. IMB believed that this was a potential threat to the safety of the establishment, and escalated its concerns to the Minister and to the IMB National Chair. Repairs were effected during January.

### 7:3 Kit

The unsatisfactory Kit exchange system was fully reviewed, and new arrangements were introduced in May, with a clear rota for prisoner areas, and a reliable supply of essential clothes and bedding exchanged at weekly intervals. This has worked extremely well, and has been appreciatively received by prisoners, with no further complaints to IMB.

### 7:4 Food and Kitchens

IMB has consistently found the food appetising and of good quality. Prisoners often tell IMB that the food is better than that offered in other prisons, and there are few complaints, except about small portion size, particularly relating to the standard breakfast pack. There is good consultation about menus via the 6 monthly survey, the Prisoner Council and the suggestions book in the servery.

The Welford Unit food is served separately, with a separate comments book. The kitchen prides itself on using very little pre-prepared food, and continues to offer 6 hot choices for lunch and the evening meal. An Environmental Health inspection rated the kitchen 4 out of 5, the highest possible in view of the antiquated structure of the establishment.

### 7:5 Communication

Prisoners were more satisfied with phone access during 2017. There has been improved access to evening phone calls for fulltime workers, and prisoners on the wing appear to be satisfied with a new system of applications for unlock for evening phone calls. Email a prisoner was introduced in February 2017. WAY out TV was installed in May and offers a good range of educational and motivational material, as well as local information.

#### 7:6 Time out of cell

This is fairly good for those prepared to engage with the regime. Peer workers and full time kitchen workers have just over 9 hours daily out of cell and those working part time have 6 hours plus mealtimes. The 10% of prisoners on the Basic regime are allowed between 2 and 3 hours plus mealtimes.

#### 7:7 Property

Applications to IMB regarding prisoner property lost on transfer increased to 17, from 9 in 2016, and 15 establishments were involved. In some cases the establishment had admitted liability but compensation had been very slow to follow. Of the 7 applications regarding property lost or damaged at Leicester, one has been compensated and one partly located, with five under review.

There are often disagreements between prisoners and establishments over the loss and its value, and evidence for the property claimed is sometimes missing. IMB believes that an electronic system for recording property would provide better communication between establishments, and could be more reliable than the 'Property Card' which sometimes is itself lost.

#### 7:8 Visits

The visits experience was transformed by the complete refurbishment of the Visits Hall and waiting area in early 2017. There is now an airy and welcoming environment, and a large children's play area. It is staffed by a dedicated group of officers, and supported by volunteers from the Leicester Prison Visits Centre Charity. There is a café with a good range of refreshments.

Monthly Family visits courses resumed in September, funded by Leicestershire County Council. A Family Engagement worker was appointed in October provided by the Prison Advice and Care Trust (PACT) as part of the family services contract, and helps individual prisoners to keep in touch with their children by liaising with the family and with Social Services.

## **8 HEALTHCARE (including mental health and social care)**

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### **8:1 Healthcare provision**

24 hour nursing and medical provision continues for both routine and urgent care, and the overnight member now has accommodation on the main wing. Medicines administration has been well managed, with shorter queues, thus reducing 'flashpoints'. Pharmacists are more involved in medication reviews and in giving advice to prisoners with 'in-possession' medication.

For newly arrived prisoners, there is good sharing of medical records, with the use of the RIO, the electronic care record for LPT Community Services. Mental Health records are now usually available on reception, and GP records within 72 hours. The number of clinics is unchanged, and waiting times are not excessive.

Healthcare liaises well with the Resettlement Services, and maintains contacts with Community Social Services and Psychiatric Nurses to aid continuity of care on release. 3 prisoners with dementia were successfully resettled during 2017.

In 2017, Healthcare dealt locally with 67 formal prisoner complaints, and 5 were forwarded to LPT. Healthcare applications to IMB numbered 27, compared to 19 in 2016, but chiefly related to appointments (5), mental health support (5) or medication (5); the majority had already been resolved by staff.

### **8:2 Dental**

The Board has raised its concerns about equipment, which has affected service delivery for some prisoners. The existing dental chair is old and has some faults beyond economic repair. A new chair arrived from Glen Parva in July, but works to install it were still awaited at the end of January 2017. Replacement of clinic room flooring has been subject to an even longer delay.

### **8:3 Mental Health**

For most of 2017, there has been full staffing, with 5 Mental Health Nurses, one allocated daily to triage, one to ACCT reviews and one to case work. Two LPT appointed psychiatrists have each provided a weekly clinic throughout 2017, improving prisoner continuity of care and satisfaction. Mental Health Awareness training is offered regularly to staff.

The Gatekeeping process:

In its last Report, the Board raised serious concerns about the delays in transfer of the seriously mentally ill to appropriate secure accommodation, in the 'Gatekeeping' process. In 2017 the management of such individuals was much improved. (2016 data is presented in brackets.)

In 2017, the Mental Health team identified 21 (24) prisoners suffering severe mental disturbance, of whom 8 (5) were withdrawn from the Gatekeeping process, either because of clinical improvement, or to be followed up in the community on release.

7 (11) prisoners were transferred to secure hospital accommodation, 2 (6) sentenced and 5 (5) remand. The time interval between referral and first assessment by a psychiatrist for these 7 prisoners was slightly longer, ranging from 0 – 67 days, average 22, compared to 0 – 46 days, average 16 in 2016. However, the time spent in HMP Leicester from first assessment to transfer was significantly less, ranging from 5 – 57 days, average 26, compared to 13 – 210,

average 96 in 2016. Three prisoners remained on active management at the end of 2017 but were being dealt with expeditiously.

This improvement may be in part related to differing clinical circumstances, but IMB has no doubt that the process has benefited from the energetic liaison between the Mental Health team and the Commissioners. The shared Gatekeeping tracking spreadsheet created in HMP Leicester in 2016 was key to this collaborative approach, and is now well embedded and has been adopted by NHS England.

Particular credit is due for the prompt management of three sentenced prisoners who were nearing their release date. A first assessment was performed in 5, 6, and 13 days from referral, and the time available before release was 2, 5 and 29 days. All three were successfully transferred from the Prison Gate to secure hospital accommodation on the day of release. This involved a good deal of hard work and organisation.

Unfortunately the news that LPT were not renewing the contract for 2018 led to some staff resignations, and the need for agency appointments. However the uptake of the contract by Nottingham NHS Trust for 12 months from April 2018 is welcomed by the Board as likely to favour continuity of mental health provision.

#### 8:4 Smoking cessation

The change to a non-smoking prison on 24<sup>th</sup> July was well managed. There was very good multidisciplinary preparation and contingency planning. The change was well publicised with notices, posters, and articles in the Milton Keynes Prisoner Newsletter, and a group of prisoners presented a powerful drama 'Stub It Out' following workshops organised by the 'Unlock Theatre Group'.

The Healthcare team initiated Smoking Cessation courses well in advance, and these continue. Nicotine Replacement Therapy (NRT) is available free of charge for those prisoners who attend a one hour group session weekly for 8 weeks, and continues for a further four weeks, with Peer worker support. NRT and vapes can be purchased on canteen. New arrivals in reception are informed what support is available. IMB received only 2 applications relating to smoking in 2017, and these requested help to obtain tobacco.

Staff smokers were supported by the staff of Leicester City Council Stop Smoking Services, who held a drop-in session in June.

## 9 EDUCATION AND OTHER PURPOSEFUL ACTIVITY

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### 9:1 Education

The provision of learning and skills activity was judged to be 'Good' by Ofsted in January 2018. There is an excellent working relationship between the prison and Milton Keynes College. Teaching staff are committed, enthusiastic and responsive to prisoners' needs. Education is the main purposeful activity within the prison.

On first assessment, 80% of prisoners fall below level 2 English, and 91% below Level 2 Maths, and so rightly the teaching emphasis is on these subjects. Other courses are offered, including English for Speakers of Other Languages (ESOL), Information Technology, Art and a range of vocational courses, in the main at level 1 and 2. All courses are accredited and delivered in units of about 20 hours study over 4 to 6 weeks, which suits the Leicester population, where prisoners usually stay between 6 weeks and 6 months, with 40% of sentenced prisoners staying for less than three months. Waiting lists are short. Two prisoners at present are undertaking Open University studies.

The College has had high levels of success, with over 85% of course participants achieving a qualification in English, and over 90% in Maths, ESOL, catering, food safety, customer service, cleaning, Health and Safety, business and employability. Overall in 2017 successful outcomes were 96%, compare to 83% in 2016. The College provides additional support staff to help those with learning difficulties and disabilities. The 'Virtual Campus' is available in the Education facility.

It remains challenging to motivate adult men to enrol in the College. Allocation to courses was over 80%, but attendance is voluntary, and varied during the year from 60% to over 90%. Overall the capacity was slightly better filled, at 52% in 2017 compared to 50% in 2016.

### 9:2 Gym

This facility remains well used, and offers a range of activities, from darts to weight- lifting. Most prisoners attend for 2 sessions a week. The three enthusiastic members of staff are proud that they are able to provide up to 13 and a half hours per week, including a session at the weekend. Prisoners generally behave very well in the Gym. Officers also now offer wellbeing checks for staff.

### 9:3 Library

Over 50% of prisoners use the Library at least once a week, and there is a good range of books for confident readers, although those with learning disabilities are not so well catered for. Literacy is strongly promoted and support continues for the Shannon Trust Reading Plan, and for Storybook Dads. Prisoners took part in the 'Six Book Challenge'. The Writer in Residence, a published author sponsored by the Joyce Carr Doughty Trust, is energetic and well-liked by prisoners and makes himself available to individuals or groups for creative writing and reading projects.

Special events were celebrated, with posters, exhibitions and invited speakers, including in January Holocaust Memorial Day, in February a commemoration of World War Two, and in October Black History Month.

Collaboration with the National Space Centre has continued. A workshop for prisoners 'Explore Your Universe' was held in October and repeated in January. A substantial Arts

Council grant has enabled a project 'Space is the Place', which began in November with a morning workshop for prisoners followed in the afternoon by a visit from six invited scientists, who recorded a Question and Answer session for National Prison Radio. In January a two week event was held by the Library and the Writer in Residence, entitled 'Flash Fiction Futures', again producing material for broadcast.

#### 9:4 Cultural Enrichment Activities

Enthusiastic collaboration between the Governor, the Senior Management Team, and staff of all departments allowed prisoners to participate in an outstanding programme of cultural activities during 2017. IMB commends these events, which are a welcome addition to purposeful activity at the establishment, and increase prisoner confidence, literacy, morale, sense of pride and well-being, and help to alleviate boredom.

The outstanding TEDx event 'Pride and Prejudice' on May 3<sup>rd</sup> was a well organised and inspirational event attended by prisoners, staff and over 60 invited guests, and was filmed for YouTube.

In a collaboration between Soft Touch Arts and LPT, 12 prisoners produced art works which they were able to showcase to visitors at an exhibition in the prison. Work by prisoners from Glen Parva and Leicester was exhibited in July in the Hear Me Out Prison Art Exhibition (New Walks, Leicester).

Music is encouraged. In April prisoners participated in a three day percussion workshop as part of the Oxford Concert Party Project, and in July the Streets of London Orchestra dropped in. Eight 'Pop-up' performances were held weekly in August and September in different areas of the prison, including poetry, rap, saxophone, harp, and drums, culminating in a visit by Lamboginny, and were highly appreciated by prisoners. Staff also offer weekly guitar lessons.

The collaboration with De Montfort University (DMU) as part of the 'DMU Square Mile project' has continued to prosper and has included:

- the redesign of the Visits Hall, which has not only greatly improved the visitor experience for the prisoner and his family, but has also provided a suitable venue for cultural and community engagement events.

- a repeat of the week long educational initiative 'Learning Together', when DMU Criminology students and HMP students shared lectures and seminars, and a new 6 session course 'Criminal Justice and Society' which started in December, and involves learning together for DMU Criminology and Criminal Justice students and a group of HMP Leicester staff, held on the monthly staff training day.

- in June a performance by a 44 piece DMU orchestra of a specially commissioned set, and in collaboration with the Guildhall School of Music a song writing and music making project held over three days in November, with a group of prisoners and staff.

- the donation, gratefully received, of 100 teddy bears for prisoners' children at Christmas.

The Talent Unlocked Arts Festival, held between 16 – 26 October, consisted of art, exhibitions, workshops and performances and included the participation and help of DMU, The University of Leicester, the Koestler Trust, Soft Touch Arts, The Irene Taylor Trust, Music Junkie, Drum and Brass CIC, and other community partners.

## **10 WORK, VOCATIONAL TRAINING and EMPLOYMENT**

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Although not designated as a training prison, the establishment does its best to help prisoners make a start on qualifications which can be continued on transfer.

Employment is available for a small number of prisoners part time in the laundry and cleaning services, and full time in the kitchens, and these link to a range of accredited courses, usually at Level 1 or 2, including City and Guilds Cleaning, Hospitality and Catering, Business and Employment skills, the Royal Society of Public Health Food Hygiene, Catering and Retail and the WAMITAB environmental waste recycling course. The successful collaboration between Kitchens and MKC to deliver Bakery Courses continues, and the rota includes the opportunity for certain prisoners to staff the café in the Visits Centre, and work for the NVQ in Customer service.

IMB was pleased to see the opening of the workshop which was fully operational in April, and offers 15 full-time places. The initial contract was for Ministry of Defence camouflage netting, and subsequently other textile related projects have continued. An experienced Industries manager who transferred from Glen Parva has restructured pay scales to allow progression and reward hard work, and has implemented a work skills certificate scheme and introduced educational elements including one-to-one Maths mentoring.

## **11 RESETTLEMENT PREPARATION**

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### **11.1 The Derbyshire, Leicestershire, Nottinghamshire and Rutland Community Rehabilitation Company (DLNR CRC)**

The CRC is well embedded in the establishment and highly regarded by prisoners. There is an enthusiastic manager and the three hardworking case workers are proactive, seeking out prisoners and holding a weekly drop-in service on the wing. They see all prisoners on arrival, including those on remand, and completion of the Basic Custody Screening Tool 2 is 100%. Prisoners are seen again when within 12 weeks of release and over half need assistance with resettlement planning.

Up to 10 St Giles Peer mentors are employed, and are working towards Level 3 City and Guilds Qualifications in Information Advice and Guidance. This can continue if they are transferred to HMP Sudbury and also in the community with approved work placements.

### **11.2 Finance and Debt**

On reception, about 12 prisoners per month need immediate help with debt. A full time finance officer each month contacts and negotiates with about 35 creditors, and addresses £50,000 in debt. He also helps about 10 prisoners per month open bank accounts, and offers ongoing support after release. He delivers regular 'Money management and budgeting' courses to groups of prisoners on the wing.

### **11.3 Release planning**

Rather than merely 'signposting' the help available, the CRC has been active in engaging with agencies and partners in the community and inviting them into the prison to meet clients at a variety of workshops and events. Since July, Resettlement fairs have been held at three monthly intervals, when groups of around 50 prisoners within 12 weeks of release have met community partners including Leicestershire Cares, Voluntary Action Leicester, Charnwood Housing, Action Homeless, YMCA, Turning Point, The Prince's Trust, AMICA and Once We Were Soldiers. Prisoners have appreciated the ability to access help directly, and these arrangements are more reliable.

### **11.4 Accommodation**

This is the greatest challenge for resettlement. On arrival about 30% of prisoners report problems with accommodation. Work is done on tenancy with the Local Authority and private landlords and contacts are made with charitable organisations, such as 'The Bridge' Housing and the Carpenter's Arms, both in Loughborough, and Leicester YMCA. Housing Options (LCC) have held prisoner workshops and given prisoners appointments for the day of release. The CRC Housing and Welfare officer provides ongoing support in the community. At present about 90% of prisoners are housed on release, with 10% of no fixed abode and 7% receiving ongoing support. Those prisoners who reoffend and return to prison frequently mention lack of accommodation as a contributory factor.

### **11.5 Work**

About 13% of prisoners have a job or work placement on release. A valuable link has developed with Leicestershire Cares. This membership organisation of key local employers supports ex-offenders into employment or training as part of The Wire Project. Workshops were held in June and December for 20 selected prisoners each, focusing on interview skills,

and leading to a two week mentored employment placement on release for the majority of those taking part. Prisoners can also be referred directly on release. 'Timpsons Academy' accepted one prisoner for employment and two for enhanced support on release. The Mitie Foundation has delivered two 'Business Challenge day' sessions, of 'Dragon's Den' type, with interview practice.

A programme of workshops for Restorative Justice, 'Making Amends', has just started.

## 11.6 Concerns

IMB has concerns about the current Resettlement and Reducing Re-offending process, which are raised with the Minister (P5).

## The Work of the IMB

Board members are made welcome in all areas of the prison and access to prisoners is readily and politely facilitated. Two members make rota visits each week and reports are prepared promptly and circulated immediately to the Governing Governor and members of the SMT. It is reassuring for the Board that concerns are generally already known to the establishment through staff and prisoner pathways, and solutions are sought if possible. In addition to routine monitoring visits, in 2017 the Board performed targeted monitoring of the following: Segregation and Lambert Unit processes, the visitor experience, the revised Kit Exchange system, and the reliability of the complaints system. IMB also investigated an allegation by prisoners that food was being adulterated in the Servery.

The Board publicises its work and availability to prisoners through an Information Board on the main wing, and through a locally produced video. The IMB Leicester information leaflet is included in the new prisoner induction pack.

During 2017, two members attended the IMB Foundation Course, one the Board Leader's Course, and one the IMB Annual Conference. The Board received training on the following topics: the work of the Forensic Psychologist, the legal basis for IMB working, the work of the National Council, strategies for Violence Reduction, the management of prisoners in the Lambert Unit, and the work of the Resettlement Services. Members attended one desktop and three live contingency exercises, including one with Leicestershire Fire Service.

One member had an article published in Prison Service Journal 'Digitizing the Prison: The Light and Dark Future', Dr Victoria Knight with Steve Van De Steene, P.22-30, Number 231, May 2017. One member addressed a local branch of the Civil Service Retirement Fellowship.

Five new members joined the Board during the reporting period, two transferred from other Boards and one member left. In January 2018, the Board had six female members, two members from ethnic minority groups and seven members below state retirement age.

| <b>BOARD STATISTICS 2017 (2016 in brackets)</b>              |           |
|--|-----------|
| Recommended Complement of Board Members                      | 15        |
| Number of Board members at the start of the reporting period | 10 (12)   |
| Number of Board members at the end of the reporting period   | 15 (10)   |
| Total number of visits to the Establishment                  | 354 (335) |
| Total number of segregation reviews attended                 | N/A       |

## Applications to the IMB

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

| Code | Subject  | Current reporting year | Previous reporting year |
|------|--|------------------------|-------------------------|
| A    | Accommodation including laundry, clothing, ablutions                                       | 8                      | 9                       |
| B    | Discipline including adjudications, IEP, sanctions   | 4                      | 3                       |
| C    | Equality   | 2                      | 1                       |
| D    | Purposeful Activity including education, work, training, library, regime, time out of cell | 3                      | 4                       |
| E 1  | Letters, visits, phones, public protection restrictions                                    | 4                      | 20                      |
| E 2  | Finance including pay, private monies, spends  | 5                      | 6                       |
| F    | Food and kitchens  | 5                      | 2                       |
| G    | Health including physical, mental, social care   | 27                     | 19                      |
| H 1  | Property within this establishment   | 7                      | 5                       |
| H 2  | Property during transfer or in another establishment or location                           | 17                     | 9                       |
| H 3  | Canteen, facility list, catalogue(s)   | 4                      | 3                       |
| I    | Sentence management including HDC, ROTL, parole, release dates, re-categorisation          | 15                     | 6                       |
| J    | Staff/prisoner concerns including bullying   | 16                     | 13                      |
| K    | Transfers  | 6                      | 5                       |
| L    | Miscellaneous  | 12                     | 12                      |
|      | <b>Total number of IMB applications</b>  | 135                    | 137                     |

The current year total includes 48 applications where the Comp 1 process had not been completed first, or the matter had already been resolved (24 in 2016).