



Annual Report
of the
Independent Monitoring Board
at

HMP Berwyn

for reporting Year
(1 March 2017 to 28 February 2018)

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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, with the exception of medical records.

INTRODUCTION

This report represents the findings of the Independent Monitoring Board of HMP Berwyn for the period 1 March 2017 to 28 February 2018. The IMB evidence comes from observations made on visits, scrutiny of records and data, contact with the men and staff, surveys and applications to the IMB.

Given that this is the first annual report of the first prison to be built and managed by the Prison Service for 30 years and that it is operating a new rehabilitative regime, it has been necessary to include a higher level of explanatory information than would be usual.

It is not possible to report simply 'by exception' without a base document and this, the first annual report of the IMB, is that base document.

2 EXECUTIVE SUMMARY

Main judgements

1. Men are treated fairly and with decency in Berwyn, with every effort made to accommodate those who find custody and the move towards rehabilitation particularly challenging. However, there are occasions when fairness has been compromised due to delays, particularly in the provision of promised work (Section 10.1) and the immediate services of a designated key worker (Section 7.4). Improvements are noted, with more to come, as the fitting out of the industries workshops continues and new staff become more familiar with their duties. The Board are concerned that if the planned increase in population 'ramp up' in numbers of men arriving, does not take into account the need for all elements of the regime to be fully in place, it will be detrimental to the overall delivery of this new and different approach to custody.

The setting up and operation of Berwyn is still work in progress, with the establishment working towards finding and maintaining the right balance between rehabilitation and security, between rewards and sanctions and between freedom and control, in order to make it an enduringly safe and rehabilitative prison.

2. The emphasis on humane treatment comes right from the top and informs all key decisions. This approach is ably supported by the Equality and Diversity team (Section 5). The Board do have concerns regarding the implementation of a medicines policy, which means that for safety of prescribing reasons a small percentage of men do not receive, either all or in part, medication on which they feel totally reliant. This situation is highlighted by the percentage of men in the Care and Separation Unit (Section 6.7) who say they are unable to cope on normal location without their previously prescribed medication. Alternative interventions are available via Healthcare, Mental Health and Psychology, but they all take time, whilst the optimisation and titration of medication is almost immediate (Section 8.8/8.9). It is noted that the overall prescribing policy at Berwyn is firmly based under NICE (National Institute for Clinical excellence) guidelines.

3. An enormous amount of work has been carried out to prepare men for release and resettlement (Section 11). Much use has been placed on working with external partners who contribute greatly to the overall picture. For men who engage positively with all that is on offer, there is a future for them outside the prison gates. For those who chose not to, they remain part of the 'revolving door' of offending/custody/offending which the regime at Berwyn is attempting to address.

Main Areas for Development

TO THE MINISTER

The Ministry is to be applauded for supporting the building and operation of a new establishment with a new progressive regime. This does not mean that there may not be adjustments/corrections as the establishment grows and moves forward. However, notwithstanding those possible changes, Berwyn will provide a practical illustration of what works well, what works less well and what can or should be discontinued. This ability to review and assess the way forward, in terms of the future direction of the type of custody appropriate for the 21st Century has, to the knowledge of the Board, never before been available.

TO THE PRISON SERVICE

Following on from the building, opening and operation of Berwyn as a functioning prison, with building work still ongoing there are significant challenges. The planned increase in the numbers of men 'ramp up' needs to be managed sensitively, given that much of what is on offer at Berwyn is totally different to that of other establishments. As a Category C establishment the men arriving have all spent time in the wider prison estate and become familiar with different regimes. As part of the rehabilitative regime they are expected to take responsibility for themselves and actively move towards a more normal life as they prepare for Category D status and then release. Inevitably some find this more difficult than others and need the certainty of a more structured regime, but at its highest that is being institutionalised and is not real life. The move towards resettlement and normality is not an easy road; it requires effort, tenacity and focus from both staff and men. It also requires the support of the Prison Service as an enabler in ensuring the best possible outcomes.

TO THE GOVERNOR

The challenge of building an establishment the size and complexity of Berwyn 'from the drawing board' cannot be over-emphasised and the fact that it is operational, with many examples of good and innovative practice is a considerable achievement. However, as the establishment moves forward it needs to evolve and change as experience dictates. One of the keys to this evolution is making big feel small, with the ability to separate into designated Communities those men with specific needs and requirements, for example Glyndwr (See Section 4.9). The Board can envisage a time when there are specialised Communities on each of the three houses to meet identified needs.

The Board has very real concerns at the ingress of illicit drugs, which appear to be readily available within the establishment and would ask that all steps are taken to minimise the issue. The Board considers the operation of Visits critical to the good order of the establishment (See Section 4.14) and would expect adjustments to be made to the regime in the light of evidence, as the establishment develops and grows.

The Board has concerns that the Key Worker scheme is not yet as comprehensive as it ought to be and look forward to further improvements. (See Section 7.4)

Regarding the actual buildings, the shortage of Interview rooms (Section 7.2) and Meeting/Conference facilities is a real issue and it is hoped that when the builders actually complete and leave the site, these issues will have been addressed.

TO THE PROVIDER (of Healthcare/Education/Maintenance)

Healthcare - See Section 8

Education - See Section 9

3 DESCRIPTION OF THE PRISON

HMP Berwyn is a Category C Resettlement and Training prison, when fully occupied it will hold 2106 prisoners *called men at Berwyn, as an important step towards resettlement and normality*. There are three large houses. Each house has four spurs surrounding a core centre similar to the shape of a letter K. Each of these for the purpose of C-Nomis/Build is known as ABCD. Each spur is then sub-divided into two x two storey self contained floors uppers and lowers, each is labeled and known as a Community – 8 Communities on each of the 3 Houses, a total of 24 Communities when fully opened and occupied. Accommodation is single and double rooms, in the ration 30% single 70% double.

The establishment is located on the Wrexham Industrial Estate and is the only prison in North Wales.

B Evidence sections 4 – 11

4 SAFETY

4.1 Safety at Berwyn is given high priority and is supported by the establishment's Safe Communities Strategy.

4.2 New receptions and court returns arrive at the establishment at fitting times that allow for reception, healthcare screening and first night procedures to be carried out effectively and at appropriate hours.

4.3 Board members frequently observe the arrival of men in reception and find the layout conducive to good practice. There are a number of waiting rooms available, as well as a dedicated room for officers and nursing staff to carry out reception screening with privacy.

4.4 The service provided by Reception for new men arriving is worthy of mention. The area is clean, fresh and welcoming, with the availability of hot drinks and food and the presence of peers, who work in Reception, to talk through with new arrivals what it is like to live at Berwyn.

4.5 Survey statistics from February 2018 highlight that 96.9% of men stated the welcome in reception was very good or good.

4.6 There is a dedicated Welcome Community for all new arrivals to ensure that they receive the necessary support as they begin their integration into the establishment.

4.7 The Board consider the Induction programme, which is part of the multi-disciplinary programme delivered by staff and peers very good. Members have attended as observers.

4.8 On completion of their welcome week men are signposted to the community which is best suited to meet their personal and rehabilitative needs. This is where a large establishment, with the ability to separate into appropriate communities has very real advantages e.g. Snowdon for older residents, Shaun Stocker for Military Veterans and those new to custody, Menai for men who benefit from supported living (both day to day and mental health) together with mentors and stabilisers who also live on the Community and more recently Glyndwr.

4.9 Glyndwr is closely allied to the National Challenge Support and Intervention Plan (CSIP). It is a progressive community which has been carefully planned and has strong healthcare and psychology support. Glyndwr holds the most challenging men at Berwyn for a fixed period of 12 weeks, offering them an environment where they can identify and overcome their issues, in order to progress at Berwyn.

4.10 A local Violence Reduction Survey was conducted in January 2018. In response to a series of questions 81% of the men who completed the survey said that they felt safe at Berwyn. However, that indicates almost 20% who did not. Men identified drugs and resultant debt as being the most common reason for incidents of violence.

4.11 This survey supports information given verbally to board members by men on the communities and most particularly by information given at Rule 45 Reviews, when men have become so affected by drugs and resultant debt issues that they feel that their only option is 'to take refuge' in the Care and Separation Unit, known as Ogwen.

4.12 It is made clear to men that Ogwen is not intended as a residential unit and they are held for the shortest possible time pending planned reintegration to an appropriate community.

4.13 Incidents involving use of force are currently higher than we would wish to see. However, reporting is diligent, with uses of force including full C & R, and personal protection techniques reported. A significant number (89%) of frontline operational staff have less than 2 years experience, which impacts on their skills to de-escalate situations and prevent them from developing into incidents where force needs to be used. A Use of Force Co-ordinator has been appointed to manage this identified risk. A member of the Board has been allocated Use of Force as an ASIR (Area of Special Interest and Responsibility). In addition, any planned Use of Force is notified to the IMB, who attend as observers if they are in the establishment and available. On those occasions Board members have been impressed with the level of professionalism of the staff involved, including the opportunity given to the man to resolve the issue without force being used.

4.14 The safe, effective operation of Visits is Key to the 'principles of normality' and the maintenance of family ties. It is also an area, where the regime needs to be carefully balanced between freedom and control, rehabilitation and security. The Board consider that the operation of Visits needs to be under constant review.

5 EQUALITY AND FAIRNESS

- 5.1 – 5.10 Berwyn is strongly focused on achieving a unified community where everyone feels treated as an individual.
- Rehabilitation is at the core of everything Berwyn does, as it is recognized that rehabilitating the men will make them less likely to reoffend in the future.
- Promoting Equality and Diversity is rooted in Berwyn’s rehabilitative culture.
- As a Welsh Prison, Berwyn embraces Welsh culture and language and provides all men with an opportunity to learn about Wales through regular Welsh language and culture classes.
- Not all men at Berwyn are Welsh, but all cultures and languages are celebrated, recognized and actively promoted. DIRFs (Discrimination Incident Reporting Forms) are available in 27 languages.
- Berwyn publishes Equality and Welsh language strategy alongside all NOMS, PSI, and PSO’s.
- Berwyn strives to achieve and uphold fairness, equality and justice in all things whilst always recognizing its obligation and statutory duties pursuant to the Equality Act 2010.
- For example, in addition to the nine protected statutory characteristics, Berwyn has gone further and introduced two additional characteristics to be monitored in conjunction with the nine, which are:
 - Gypsy Roma Travellers
 - Foreign Nationals

5.11 The Equality and Fairness Group meet monthly and the SMT (Senior Management Team) Equality Group quarterly.

5.12 A dedicated focus and forum group for each of the protected characteristics meets at least bi-monthly, more where there is a specific need or training requirement, e.g. Trans-gender issues. Each focus group has a dedicated Protected Characteristic Lead.

Between 1st March 2017 and 28th February 2018 - 105 DIRF’s were received categorised as follows:

- Age x 4
- Age/religion x 1
- Disability x 15
- Disability/age x 1
- Gender x 2
- Gender Reassignment x 9
- Race x 44
- Race/religion or belief x 5
- Religion x 14
- Sexual Orientation x 10

5.13 Berwyn has responded within five days to approximately 50% of all DIRF’s, with the remainder responded to within a KPI (Key Performance Indicator) requirement of 28 days. All DIRF Complaints can be submitted electronically via DIRF in-room technology. All DIRF Complaints – 105 in the reporting year – are analysed and any trends identified, immediately reported to the E & D (Equality & Diversity) monthly meeting in addition to the SMT Equality & Diversity meeting, and the senior manager designated as the appropriate equality lead.

5.14 All staff appointed to Berwyn have been given community cohesive training including Welsh language awareness specific training.

5.15 A Safer Custody Equality Report is produced quarterly, providing the Equality Group with detailed statistical analysis of:

- Reward and Responsibility scheme
- Use of force
- Adjudication including charges laid and proven
- Care and Separation Unit
- Equality analysis/equality impact assessments are at the forefront of the policies and strategies developed or implemented at Berwyn; including the impact such policies may have upon the Welsh language.

6 SEGREGATION/CARE AND SEPARATION UNIT

6.1 The CSU (Care and Separation Unit at Berwyn also known as Ogwen) is a 'stand alone' building with 22 rooms. They are designated 2 x Risk Management of Bodily Fluids, 2 x Safety rooms for *men on Constant Observations*, with 18 remaining for general use. The Risk Management of Bodily Fluids room has been used 4 times during this reporting year.

6.2 The Rehabilitation theme, evident throughout the establishment is also evident on Ogwen, with management and staff selected for their ability to care for some of the most challenging men, in a way that will move them towards rehabilitation. They are not always successful and it is an acknowledged fact that you can do all the right things, but if the timing is not right and the man is not mentally in the right place to accept the advice and guidance it will not be successful at that time.

6.3 The IMB monitor Ogwen assiduously via the weekly standard visit to all men and by attendance at 99% of the Rule 45 Reviews, which take place three times per week on Mondays/Wednesdays and Fridays. The Governor chairing the Reviews is always aware of the need for a man to return to normal location if that is possible and the board members attending are able to confirm that no man is held on Ogwen any longer than is absolutely necessary. The quote "this is not a residential unit" is often heard.

6.4 Notwithstanding the above mentioned there are individual cases, usually with a high mental health content that take an enormous amount of time and application to resolve for example –

6.5. A young man, who arrived at Berwyn having committed an offence whilst homeless, has eventually been housed in a local mental health facility – not easily and not quickly.

6.6 A long term man with a history of mental health issues, for whom the establishment tried unsuccessfully to obtain a place in a secure hospital where he has been treated previously, has now, with concentrated and ongoing input from Psychology, been located back onto normal location. This is a considerable achievement, which the Board have followed via Rule 45 Reviews and weekly attendance on Ogwen.

6.7 However, in our contact with the men on Ogwen there are two complaints we hear more than any other -

1) Relates to the medication policy regarding the withdrawal of prescribed medication if on arrival the man tests positive for taking illicit substances in conjunction with that prescribed medication. This withdrawal can apply to anti-psychotic and psychiatric medication.

2) Drug debts built up on a Community and the fear of the consequences.

It is the opinion of board members, that there is a connection between these two complaints, in as much as men, who have had medication stopped albeit for very good prescribing reasons, are much more likely to 'self medicate' to meet their perceived need. The stopping of their previous medication can be as soon as the day after arrival and can relate to a medication regime that has been on-going for many years.

The Board is fully aware that the medications policy is in accordance with NICE (National Institute for Clinical Excellence) prescribing guidelines.

7 ACCOMMODATION AND COMMUNICATION

7.1 Berwyn is a newly built prison providing the men who live there with clean decent living conditions. The communities are spacious and airy and good use is made of the Welsh themed imagery to create a community and promote the declared ambition of making 'big feel small.'

7.2 There is a general lack of interview rooms on all the Communities for both staff and IMB members when dealing with men, particularly when the issues raised are sensitive and/or confidential.

7.3 The mens' rooms are equipped with shower, toilet and telephone plus in room technology. Currently bespoke toilet covers are in course of production to enhance the facilities further. The ratio of single to double rooms is 30%/70% - feedback from the men is that they would prefer single accommodation.

7.4 Each man should have a designated Key Worker allocated to him for forty five minutes each week, to assist with and work through any issues he may have. This has often not been the case and Board members have raised the issue on numerous occasions. The situation has improved, but there is still work to be done to achieve an acceptable outcome.

7.5 There have been ongoing issues with the heating system, individual rooms, blocks of rooms and over the Christmas period a complete failure of the heating and hot water system. For various technical reasons, that problem took five days to fix. The men were kept fully informed of the issues and of the steps that were being taken. They reacted with maturity and the prison continued to operate.

7.6 The provision of IT for all men at Berwyn has provided the opportunity to allow men to communicate in line with 'principles of normality' in the outside world. Instruction is given via peer mentors located on each Community.

7.7 The Unilink System allows men to manage their applications and requests via their personal laptops. Most men report that it is much quicker and easier than the old paper-based system. However the IMB do get complaints that response times are not always as quick as they would wish and the system does not always prioritise urgent requests, leading to frustration and anger.

7.8 The Board is concerned that when men become frustrated and/or angry they can resort to damaging their accommodation. This is not acceptable; it results on them being placed on Report and being charged for the damage. In addition it adds to the pressures placed on Amey, who look after the maintenance of the establishment.

7.9 Food is served on each Community from a Community Servery. It is assessed by the men as good, but used to be better! The Board consider the food to be good and receive very few applications on the subject. What we do find surprising, in an establishment the size of Berwyn, is that there is no specific 'sandwich preparation area' in the kitchen. This means that the normal practice in most prisons of a cold, sandwich lunch for all men is not an option at Berwyn.

7.10 Community Councils of the men, formally elected are in existence on all Communities.

7.11 The Board is pleased to note that a Band 4 Senior Officer is now in place on all Communities.

8 HEALTHCARE (including mental health and social care)

8.1 Betsi Cadwaladr University Health Board has responsibility for meeting the health and well being needs of the population at Berwyn and began the planning process for health services in 2014. Embedded into the service design and operational parameters is the concept of a comprehensive and fully integrated service, available to all, with access based on clinical need.

8.2 There were issues related to structural redesign and rebuilding/refitting that needed to be addressed in the first five months of the opening of the establishment. This meant that the full suite of facilities including radiology, minor surgery, and dental and consultation rooms was not opened until the second week of July. Most aspects of impact on clinical delivery were mitigated for example by the use of a mobile dental facility, whilst dental rooms within the service were refitted by contractors and close liaison with local secondary care facilities who provided an alternative during this period.

8.3 The facilities for health and wellbeing services are now fully open across the site and care is delivered in modern facilities with an emphasis on rehabilitative aspects of the built environment.

8.4 Berwyn does not have an in-patient hospital facility, which means that men requiring hospitalisation need to be transferred to Maelor General Hospital in Wrexham. However, the following services are all available 'on site.'
Up to 19 General Practitioner sessions each week plus Clinical and Psycho/Social Substance Misuse, Physiotherapy, Primary Care, Mental Health, Learning Disability and Dental Services. A full time Psychiatrist has recently been appointed. There are also on site X-Ray facilities, Occupational Therapy, Audiology, Dietician, Optician and a Sexual Health Clinic, plus Speech and Language Therapy – a significant resource.

8.5 Relevant services are required to and do meet R.T.T (Referral to Treatment) target of 14 weeks. However, the Board have highlighted the unacceptable levels of DNA's i.e. those men for whom appointments have been made and who fail to attend. The establishment is aware of the issue and have an action plan in place, but this continues to be a concern.

8.6 Health and wellbeing is promoted as part of the rehabilitation agenda with Healthcare working alongside custodial staff. Berwyn is a no smoking establishment, although the use of vapes is permitted by a man, in his room.

8.7 The issue that Board members have raised with them, more than any other is the medicines optimisation which is unique to Berwyn, but in accordance with National Clinical Guidelines. It is a fact that many men arrive at Berwyn from other establishments with prescribed medicines, which are considered inappropriate and unsafe and are often being used in combination with illicit substances.

8.8 On arrival men, dependant on their prescribed medicines, are requested to provide a urine sample, for a drug screen 'on site'. If the test shows substances of concern, then this is used to inform the medicines optimisation, which may involve the stopping or titrating of medicines.

8.9 Board members are told that these decisions are based on sound clinical decision making, with pharmacy input at all stages.

8.10 Board members, who it must be said are not medically qualified, have very real concerns at the percentage of men who progress from Reception, to Induction and then onto the most appropriate House/Community without the 'support' of medication which in many cases they may have been using for a long period of time. It would appear to the Board that there is a downside to a policy which means that in effect a percentage of men are subject to a compulsory detox, which inevitably affects behaviour and adds to the supply and demand issues around illicit drugs in the establishment.

8.11 Pathway – Attitudes, Thinking and Behaviour

Psychology and interventions provide the help required for men to progress forwards and leave offending behaviour behind.

The establishment has a wide range of programmes to which they can direct the men, all with the aim of changing attitudes, thinking and behaviour. There are group sessions, individual sessions, sessions delivered in modular form via Unilink – so many options and opportunities. It is the intention of the Board to produce a Thematic Review on the various pathways available at Berwyn, including successful completions to date, which enable men to move forward to a better more productive life.

9 EDUCATION AND OTHER ACTIVITIES

9.1 Education at Berwyn is delivered by Novus Cambria a partnership with Coleg Cambria and Novus Cambria. This unique partnership combines Coleg Cambria's experience of delivering Further Education in North Wales alongside Novus proven track record of delivering Learning and Skills in a custodial setting.

- The vision is to create a rehabilitative learning culture that will support men in their charge to become 'career and life ready.'
- The curriculum aims to deliver a range of quality, engaging and motivational courses consisting of accredited Essential Skills, Vocational/non-Vocational and Employability courses throughout the entire establishment.
- Novus Cambria also provides a range of enrichment activities, delivered across the establishment to engage learners and develop the learning culture.
- Coleg Berwyn provide 609 core learning places which engage with men in both a formal classroom based and vocational style skills training setting.
- The learning and skills model is an innovative approach, which effectively supports rehabilitation by delivering positive outcomes and increased chances of employment on release

9.2 To date a flexible curriculum has been delivered to support the establishment during the 'ramp up.' There is a current staffing of around 60, which is increasing all the time. The Vocational Training Workshops will open shortly, which will greatly enhance the capacity to deliver a more diverse curriculum. Courses will include Joinery, Bricklaying and Plastering in a state of the art facility.

9.3 Board members visit Coleg Berwyn on a regular and ongoing basis and continue to be impressed by the aura of learning in the classrooms.

9.4 It is also a fact that due to the delay in completion of the building and equipping of the Workshops and the expected work places via Industries which will be located there, Coleg Cambria has been able to offer additional educational places thus adding to the purposeful activity available to the men.

9.5 Overall success data - 94% year to date (that is for those men who are retained and certificated) whilst retaining 98% of learners on courses - Curriculum currently limited due to lack of VT workshops (building delays). An exceptionally high level 3 offer is available (A Level equivalent). Diverse courses such as French, with the digital media suite are planned and will be state of the art. Performing Arts is feeding into Open Mic Nights within the establishment, which are very well received.

9.6 Welsh success is in line with Essential Skills Wales which is 98%. There are Welsh Mentors, Bilingualism is inherent and there is Welsh Language class available for all establishment staff.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

10.1 The lack of the promised vocational training has been a great disappointment to the establishment, the IMB and more importantly to the men.

The reasons for the delay have been contractual, in terms of the completion and fitting out of the vocational training.

The industries contractor Interserve started at Berwyn on 1st November 2017 and by the 6th November had launched the first industries workshop The Census Data Call Centre, with the second industries workshop following on the 15th November LMB Textile Recycling.

10.2 When the main workshop facilities are opened Interserve Industries will provide places for 520 men across 6 workshops i.e.

Census Data Call Centre - 140 positions

LMB Recycling – 100 positions

LMB Engineering – 60 positions

City Windmills – 60 positions

Ink2Work – 60 positions

Emerald Trading – 100 positions

10.3 Job Opportunities – albeit that the promised Vocational training has been delayed work is available to all men at Berwyn i.e.

Kitchen	40
Waste Management	24
Assembly	20
Gardens	24
DHL	85
Community Work	200
Mentors	30

10.4 There are certain jobs, undertaken by the men, which the Board consider have particular value in terms of both work/purposeful activity and resettlement. For example –

- The manning of the front line Reception Desk
- A presence in Reception when men are arriving from other establishments
- Orderly duties on the Executive corridor
- Work on the Communities which involve instructing men in the use of technology. They, in turn, are mentored by a member of the establishment's IT team.
- A Social Enterprise with North Wales Caterers Dylan's and the production of 'Custodial Pies'. Prize winners in a recent National Competition. This initiative will lead to training and employment following release.
- The use of men as Peer Mentors and Regime Supervisors

11 RESETTLEMENT PREPARATION

11.1 The establishment is continuing to develop and build in the support, services and interventions available to the men at Berwyn, across the prison pathways and Welsh Government identified priority need groups. This involves internal and external partner relationships, plus third sector organisations. By working in this way it has been possible to source many services to meet the needs of the men.

11.2 Many of these external partners attend meetings regularly at Berwyn and some have staff based within the establishment e.g. DWP (Department of Work and Pensions), Shelter, CAB (Citizen's Advice Bureau) and in the very near future AA (Alcoholics Anonymous) plus the Salvation Army.

11.3 PACT – (Prison Advice and Care Trust) based in Visits Reception, work proactively with Families Volunteer Opportunities.

11.4 The men have in-room laptops through which they can access the Reducing Reoffending programmes.

11.5 Crucially, relationships with the CRC (Community Rehabilitation Company) team delivering resettlement services at Berwyn are excellent. As a result the men at Berwyn receive meaningful, tailored and effective resettlement services.

11.6 Particular successes of the CRC's work have been over 100 bank accounts being opened for men approaching release, ID cards being produced for those without other means of identification and no man being released to date without an accommodation offer.

11.7 A regime for visitors and men in the Visits Hall, which aims to support family ties and has at its heart 'principles of normality' and resettlement – under review and adjustment as issues of potential risk are identified.

11.8 Resettlement Needs Meetings are currently offered for all men approaching release, irrespective of their resettlement area in England or Wales. They provide an excellent opportunity to co-ordinate the resettlement planning on release of all men and include the men in the discussions, focusing them on their release and encouraging them to take responsibility for their plans. They are attended by a large number of partners able to support and advise the men including DWP, SMS (Substance Misuse Services – NHS delivery in the community), Hafal (a Welsh mental health charity delivering a number of services in the community across Wales, Arch (provide substance misuse support for adults in the criminal justice system) Local Authority Housing, Shelter, CRC, internal health representatives and many others.

11.9 The establishment have worked hard to achieve positive relationships with the local community after a difficult start, partly due to strong feelings about the build of a new prison in their area and issues around car parking. There have been a number of events held including an outdoor fete in the local community involving many Berwyn staff. The hosting of two lunches for Senior Citizens who attend a local day centre, food prepared and served and entertainment provided by the men, quite an occasion with much happiness and good humour and an excellent three course luncheon.

11.10 In addition a lunch was hosted for over 50 businesses from the local Chamber of Commerce resulting in a number of approaches to provide ROTL (Release on Temporary Licence) and potential employment opportunities for the men on release. This type of engagement beyond the prison wall/fence is seen as a priority for Berwyn.

11.12 Housing on release is a significant challenge to resettlement services and the establishment is engaging with a number of local and national accommodation providers. Suffice to say that to date no man has left Berwyn without an accommodation offer.

11.13 On the day of release, men receive practical advice from Berwyn staff via a 'departure lounge' service, including a step by step questionnaire, where it is possible to ensure the man has prepared travel plans, has appointments set up and pressing matters such as prescribed medication are addressed.

C Section – Work of Board

Setting up a new Board, in a new prison, in North Wales where there has not been a prison before, has not been without its challenges.

We began with a small core board, plus the services of 3 dual boarders i.e. 5+3 = 8. That number has gradually reduced and now stands at 6 – with the last 2 dual boarders due to return to their base boards in the near future.

After a successful initial recruitment campaign a total of 11 new members were recommended and appointed to the Berwyn Board. Training and mentoring 11 new members is, I think, something of a record, but it was judged necessary given the particular circumstances.

New members are subject to a 12 month probationary period, when they can decide if the role is suitable for them and the Board can assess their potential as effective Board members. To date four of our new members have resigned during their Probationary Year for a variety of good reasons.

However, we now have a strong core of new members, with 2 already recommended for full appointment and the other 4 approaching the end of their Probationary Year.

We are soon to begin a Recruitment Campaign and look to the future consolidation of the HMP Berwyn Independent Monitoring Board, to ensure that we are both prepared and able to undertake the important monitoring duties with which we are charged.

Board members have monitored a total of four Serious Incidents during this reporting year, all of which have started when the members concerned were in the establishment undertaking their regular Rota Visits.

BOARD STATISTICS	
Recommended Complement of Board Members <i>(New establishment, assessed as 24 when fully occupied)</i>	24
Number of Board members at the start of the reporting period <i>(11 New Members, 5 Core Board Members, 3 Dual Board Members)</i>	19
Number of Board members at the end of the reporting period <i>(6 New Members, 4 Core Board Members, 2 Dual Board Members)</i>	12
Total number of visits to the Establishment	815
Total number of segregation reviews attended – 99%	283

Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	10	Not applicable
B	Discipline including adjudications, IEP, sanctions	12	
C	Equality	5	
D	Purposeful Activity including education, work, training, library, regime, time out of cell	13	
E 1	Letters, visits, phones, public protection restrictions	10	
E 2	Finance including pay, private monies, spends	3	
F	Food and kitchens	11	
G	Health including physical, mental, social care	42	
H 1	Property within this establishment	36	
H 2	Property during transfer or in another establishment or location	52	
H 3	Canteen, facility list, catalogue(s)	14	
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	20	
J	Staff/prisoner concerns including bullying *35/62 relates to one multiple applicant	62	
K	Transfers	8	
L	Miscellaneous	5	
	Total number of Applications	303	

GLOSSARY OF PRISON RELATED ABBREVIATIONS USED

ACCT	Assessment, Care in Custody and Treatment
CSU	Care and Separation Unit
DIRF's	Discrimination Information Reporting Forms
HMP	Her Majesty Prison
IMB	Independent Monitoring Board
KW	Key Worker
MAPPA	Multi Agency Public Protection Arrangements
NICE	National Institute for Clinical Excellence
NOMS	National Offender Management Service
PSI	Prison Service Instruction
PSO	Prison Service Order
R & R	Reward and Responsibility
SMT	Senior Management Team