



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

**HMP & YOI PARC**

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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## 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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### **Main judgements**

**The Board believes that this report confirms our perception that prisoners at HMP and YOI Parc are treated fairly.**

**All the Board's observations confirm that prisoners are treated humanely.**

**The Board can confirm the wide range of activity which enables prisoners to be prepared well for their release.**

This report presents the findings of the Independent Monitoring Board at HMP and YOI Parc from March 2017 to February 2018. The Board's findings are based on observation; scrutiny of records and data; attendance at some prison meetings; meetings with prisoners, staff and managers and prisoners' applications.

The Board is concerned that the level of violent incidents and substance misuse in the prison remains high. In common with other prisons, the amount of drugs and particularly of 'spice' compounds getting into the prison seem to present a continual and intractable challenge.

Levels of violence remain significant, with a disproportionate percentage still taking place in the Young Persons Unit. One factor which exacerbates this is the ever changing population of challenging young people, many from further afield than the local catchment area.

The Community Safety team carries out an important role in addressing violence reduction and the introduction of the Credwch Unit is an imaginative initiative.

The demand for mental health services remains high, with self-harm figures still very significant. The Board shares the concerns of the prison at the areas of deficit which exist, particularly the provision of secondary psychiatric care for over 65s, of which there is a growing population in Parc.

The Board has been pleased to see further new Healthcare initiatives, in particular the introduction of a new Mental Health Pathway aiming to prioritise referrals and improve the use of support provision, a leaflet on admission to help manage healthcare and prescribing expectations and a regular Healthcare Newsletter.

The Board is very pleased to be able to report the improvement in provision of work and purposeful activity this year with an activity rate of over 80% of the prisoners. The Board has identified that there are regularly more vacancies available than are filled, offering sufficient opportunities for prisoners who are willing and able.

The Board recognises the success of the Further Education and Distance Learning College Wing which has now been established. It is good to observe that Ty Dysgu, the education and industry wing established in the Coed Unit for vulnerable prisoners, is now fully completed and reflects the whole range of educational provision for this cohort of prisoners that is offered in the rest of the prison.

The Board is satisfied that each prisoner is provided with a customised package of support to help them re-integrate into the community. However, in the last Inspection report a recommendation was made to improve the follow up on prisoners' work experience post release through the HMPPS system and the Board would commend the development of this.

The Board remains in no doubt that the management of safety in all its aspects in this large establishment with its very varied and often challenging population is something which continues to face the Director and Managers. The Board is pleased to be able to prioritise monitoring of the Segregation Unit and also to be involved in the new initiatives like the Credwch Unit.

The environment of the prison is modern and pleasant, and the very imaginative layout of the large grounds has led to the award of the prestigious Windlesham trophy to HMP Parc this year. This was a great boost to the staff and prisoner gardeners.

On the whole, wing cleaners maintain a good standard of cleanliness. However, Board members are sometimes disappointed to observe the interior exercise yards, where prisoners throw rubbish from their windows, do not get the same attention and can remain messy for several days.

The challenge of the loss of prisoners' property remains a regular source of applications to the Board. We have found that if prisoners are relocated to another location within the prison and are unable to take their property with them, this can get 'lost' or stolen by other prisoners. Cell clearances can be delayed by lack of availability of staff. Board members are aware that efforts are being made by wing staff to address this problem with some positive improvements, but there is still some way to go.

Linked to this is the on-going challenge of prisoners claiming not to know their Personal Officer. Board members have identified that staff changes and sickness can contribute to this and that sometimes personal officers are not able to pursue matters on behalf of prisoners effectively. We hope that the introduction of the Offender Management in Custody Key Worker system, currently being funded and rolled out nationally in public sector establishments, can soon be introduced into the contracted establishments and will strengthen and improve these personal relationships.

The overall impression of the Board is that Parc remains very well managed, that the safety of prisoners is of paramount importance and that the range of purposeful activity is growing ever wider.

### **3 DESCRIPTION OF THE ESTABLISHMENT**

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Her Majesty's Prison & Young Offender Institution, Parc, is a category B local establishment and Young Offender Institution with a small Young Person's Unit and an agreed:-

- i) baseline Certified Normal Accommodation of 1559 adults and young adults from 1<sup>st</sup> March 2017;
- ii) current operational capacity at the end of this reporting period Feb 2018 is 1803, including 60 young persons.

HMP and YOI Parc opened on 17<sup>th</sup> November 1997, and is the only privately run prison in Wales. It is managed by G4S Justice Services on behalf of HMPPS. Many of the prison staff are recruited from the local area. The prison is located on the outskirts of Bridgend but is easily accessed by road and rail.

In common with all contracted establishments, HMP and YOI Parc has a Controller. The Controller manages the 25 year contract between the Prison Service and G4S, and is directly responsible to the Director of Offender Management (Wales).

The new Coed Block, which was opened in January 2015 to accommodate vulnerable prisoners, has been fully operational for two years. The block can accommodate 387 prisoners but the operational capacity is 345.

The Young Persons' Unit at Parc is the only such unit in Wales. It holds up to 60 boys under the age of 18 in two accommodation wings and houses both remand and sentenced young people.

Healthcare is provided by G4S Health Services.

Education is provided by HMP/YOI Parc, G4S.

Library Services are provided by Greenwich Leisure Limited.

Resettlement Services regarding accommodation, employment and support are contracted to Working Links. Because of the complex population make-up, the National Probation Service and Careers Wales are also involved in providing resettlement services.

The Visitors' Reception Area is now staffed by Barnardo's.

The Prison has established links with numerous organisations and companies which provide training courses and employment opportunities.

## 4 SAFETY

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The Board has no doubt that the management of safety in all its aspects within the Prison is one of the key challenges which faces the Director and Managers and takes a high and on-going place in their priorities. In common with other prisons, the amount of drugs and particularly of 'spice' compounds getting into the prison seem to present a continual and intractable challenge.

Through reports from the Director to the monthly IMB Board meeting and the attendance of a Board member at regular Safer Custody meetings the Board is kept up to date with the constant efforts being made to refine or consider new initiatives.

There is regular analysis of the number of self-harm incidents which take place and recognition in the monthly figures that over 50% of these are carried out by nine or ten prisoners who often have very complex needs. A strategy of focussing the work of the Complex Case Co-ordinator particularly on this group, to ensure that all interventions are well co-ordinated, is now in place. ACCT procedures underpin this analysis and their use is monitored and overseen by senior managers.

The Board has reported previously on the services which are in place to address elements of safety.

The Violence Reduction team, now renamed Community Safety, becomes involved in monitoring and analysing all incidents of fights, assaults, threats, bullying and weapons,

Incidents of fights and assaults tend to be proportionately higher in the Young Persons Unit. The Board recognises that the youngsters accommodated there can have the highest level of offending behaviour and come from a wide area of the country. This leads to considerable volatility in their behaviour and the number of incidents.

The Community Safety team develop direct interventions with the perpetrators to reduce these behaviours and consequent violence. They also train prisoners to mentor their fellow prisoners who are at risk of losing their IEP privileges due to their behaviour.

The Safer Custody Unit remains a wing where a generally calmer environment and atmosphere is maintained, for those with some of the greatest needs for care.

The Samaritans recruit, train and support an active team of Listeners who provide valued services to prisoners, both on the main residential wings and in the Coed Unit. There is now a plan for Listeners to be able to provide support for those in the Phoenix Unit when requested. These Listeners tell Board members of the confidence and satisfaction they get from providing this service.

Overall, the Board is pleased to report that the staff teams demonstrate a very professional and well informed approach to the care and understanding of prisoners vulnerable to self-harm and other mental health issues. Board members are kept

informed of the case planning and discussion of such prisoners and are invited to attend these discussions on a regular basis.

There have been two Deaths in Custody in the last reporting year. One of these was from natural causes; the other is still being investigated. No inquest has yet been held in respect of either of these deaths, and this reflects the delays now occurring in the holding of Inquests which is of concern to the Board as it impacts on both families and staff.

## **5 EQUALITY & FAIRNESS**

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The Board maintains good relationships with the Equalities team and a Board member has been able to attend most meetings and receive minutes. We can therefore report that a total of seventeen Equalities reps have been recruited, particularly in the Enhanced wings and the VPU Wing. There is an intention to try to increase the number of Equalities reps, particularly on the Induction Wing.

The Board is aware of a number of activities designed to enhance inclusion: an LGBT focus group both in the main establishment and the VPU and a reference group for Transgender prisoners in the VPU. In dealing with applications from this small group, Board members have been satisfied that their specific and particular needs are recognised and addressed by the staff.

The Welsh language is recognised as important in this Welsh establishment, with evident dual language signage throughout the prison. We are advised that around thirty Welsh speaking prisoners have made themselves known as such to the prison, and there are currently nearly sixty fluent Welsh speakers in the staff team.

The active Chaplaincy team continues to grow, with representatives of the Muslim, Buddhist, Rastafarian, Pagan and Jewish faiths either appointed or sought, as well as all the main Christian denominations.

Board members are always impressed by the services and support provided to visitors and again this year the Board can report that the staff in the Visitor Centre and visits areas provide a pleasant, helpful and welcoming experience for visitors.

The Visitors' Centre, where visitors can check in before entering the prison, is now staffed by employees of Barnardo's. It is a modern, comfortable and relaxed facility with children's play facilities and activities both inside and outside the centre, and lockable cabinets for visitors' property.

There are three visits areas in Parc: a main Visits hall, a Young Persons' Visits hall and the Visits Hall in Coed Unit. In the main hall there is a family room and a special area for enhanced status prisoners. There are children's play areas in the main hall and in the Coed Hall, regularly staffed by volunteers.

The provision of special areas for prisoners who have earned this entitlement and their families is seen to be succeeding well, with the capacity to progress to more comfortable seating areas and to a dedicated family room. There are also Family Visits on the last Wednesday of each month to which prisoners from each wing in turn can aspire. Board members have observed these to be excellent family occasions, with plenty of activities for the children and an attractive buffet which the prisoners fund.

## **6 SEGREGATION, CARE & SEPARATION**

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In this large prison, the Phoenix, or Segregation Unit is a constantly busy environment. It has a dedicated staff group who frequently have to deal with challenging incidents and behaviour and the Board commends them for their tolerance and professionalism.

The physical environment, like the rest of the prison, is light and modern and is very well cleaned and maintained.

With a regular turnover of occupants, Good Order Boards are usually held at least twice a week and the Board prioritises these by ensuring that a member is able to attend on almost all occasions.

These meetings are chaired by a senior manager and a representative from healthcare is almost always present. The prisoner normally attends, unless he refuses, and the chair is always concerned to try to develop a plan which will enable the return of the prisoner to normal location. The prisoner may resist a move out of Phoenix, for a variety of reasons, and this can mean longer stays in the Unit.

It is in this context that the Board is watching with great interest the development of a new initiative designed to address the management of complex and violent men who often cause disruption on the residential wings and end up in segregation sometimes for significant periods.

One of the residential wings has been rerolled as the Credwch (Belief) Unit. The intention of the unit is to provide a more structured and individualised regime and management plan for men with complex needs. Based on progression through four Levels with the aim of re-integration back into main location, Level 1 reflects the Phoenix regime, but with an introduction to Credwch expectations, and the opportunity to make progress through the individual's willingness to engage and comply. Level 2 shifts the emphasis toward education and relaxation with individual and group sessions, and in cell workbooks. These are designed to encourage men to develop alternative coping strategies. Lunch can be eaten in the dining area. Level 3 focuses on building strengths, relationships and future goals. All men are required to complete the Violence Awareness programme. Once completed, men can be signposted into suitable employment. Men can associate and dine out at all mealtimes at this stage. To achieve Level 4 the men will already have demonstrated a desire to change or improve their behaviour. They will have learned new

and effective ways to deal with conflict and other difficulties and can be assigned a mentor for further support if necessary.

This development has not been without its challenges thus far, but there have also some success stories and there has been feedback from the main residential wings that there has been an improved atmosphere with the removal of some of the most challenging men.

## **7 ACCOMMODATION (INCLUDING YOUNG PERSON'S UNIT)**

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The accommodation blocks are well maintained with a regular maintenance programme serviced by qualified maintenance staff.

Generally the painting of all buildings is carried out by the prison painting section supervised by appropriate staff. The colour schemes are bright with some intricate art work in some corridors produced by very talented prisoner artists.

On every wing there is an association area on the ground floor where prisoners can sit together both to eat and to socialise if they wish. Board members have generally observed good interaction between staff and inmates during these association periods. Problems can sometimes arise at lock up time with prisoners refusing to lock up, but generally the staff have sufficient experience and skill to deal with this.

Accommodation blocks are kept clean and tidy with prisoners employed to complete all cleaning tasks both on the wing and in the surrounding corridors.

The exercise yards for A and B Wings are very rarely clean, because prisoners throw their rubbish out of their cell windows. Board members are often very disappointed to observe that it can take days for these areas to be cleared of rubbish.

A, B, C and D accommodation blocks, which were built when the prison opened in 1997, have communal showers which are located on each floor of each wing. In these only the head and feet of prisoners showering can be seen from the landing, so Board members consider that privacy is quite adequate. T and X wings, both built more recently, have in cell shower provision. Every cell in the prison has a W.C.

All wing regimes are clearly indicated on the notice boards in each wing block and the Board is satisfied that these are appropriate for each block and are managed in an effective manner.

Board members visit the kitchen areas on a regular basis and are satisfied that meals are prepared to a good standard and that all dietary needs are met.

Prisoners order their meals electronically from a menu at the start of the week. There is always a choice of three evening meals, with additional options available for prisoners who follow particular religions.

During this reporting period we have not received any applications relating to meals being late or not being hot enough. However, recently a number of prisoners are complaining about not getting the meals they ordered and sometimes the quality of the food offered. This is a new issue for applications to the Board. The problem seems to have arisen since new caterers have been introduced. Staff and managers are also aware of this and are working hard to resolve the issue. This matter will be closely monitored by the Board to ensure that all meals ordered are correctly served to the 'right' person.

As in previous reports, prisoner property continues to present problems which are brought to the IMB. We have found that if prisoners are relocated to another location within the prison and are unable to take their property with them, this can get 'lost' or stolen by other prisoners. Cell clearances can be delayed by lack of availability of staff resulting in property going missing and can lead to compensation claims. Board members are aware that efforts are being made by wing staff to address this problem with some positive improvements. The majority of staff when working in their normal location have a good working knowledge of all the prisoners they supervise. However, when they are required to work in another location they will know little about the circumstances of the prisoners on that wing.

All prisoners have access to phone facilities on each wing and providing they have sufficient phone credit they are allowed regular access.

The prison shop continues to be popular with prisoners. There is an extensive range of goods available at competitive prices. Catalogues are available for prisoners to order approved items such as CD's and other similar items.

### **YOUNG PERSONS' UNIT (15 TO 17 YRS)**

The Young Persons' Unit at Parc is the only such unit in Wales. It holds up to 60 boys under the age of 18 in two accommodation wings and houses both remand and sentenced young people. These Units are quite separate from the adult accommodation and the Board visits the unit at least weekly and monitors every aspect of its provision.

HM Chief Inspector of Prisons conducted an unannounced inspection of the YPU in October 2017. The subsequent report was good with inspectors encouraged by the effective implementation of previous recommendations.

The staff group is recruited specifically for this provision. Staff and managers maintain a strong presence on the wings and across activity areas and Board members observe interactions between staff and the boys to be caring, respectful and effective. Behaviour management arrangements, notably around bullying and intimidation, have been reviewed over the past year with a greater emphasis on motivation and sanctions. These have been welcomed by the boys and contributed to a decline in the number self-

isolating. There has also been a small reduction in recorded fights and assaults though violence levels remain high. However, most incidents are low level and usually prompt staff intervention to reduce the risk of escalation.

Consultation with the boys has improved with the Community Forum becoming the Student Council on which several boys sit as elected representatives of their peers. This monthly meeting gives the boys a voice, sharing their ideas about how the unit is run- this two way process enables the boys to pass information back to the other boys, and also serves as a conduit for staff to positively influence young people's perceptions.

In meetings staff listen carefully to the points and concerns being raised and where possible promise specific action attached to a given timescale. Recent discontent with the quality and quantity of food has been by far the biggest concern, with a widely held view that food standards have declined markedly in recent months. This adds to Board members' experience of this issue in other monitoring around the prison.

The young people spend a good amount of time out of their cells and the provision of education and activity is improving all the time. There is a good range of purposeful activity provided and officers and teachers work well together to ensure to support the boys with their individual learning and progress.

Most boys are able to evidence progress in education and develop useful and transferable skills. The Board's observation is that most boys enjoy their learning and participate well in lessons with enthusiasm and interest. Some very caring and creative approaches were seen in the work we monitored, with well trained and dedicated teaching. Behaviour in education classes is generally good, and where disruption occurs it is addressed swiftly and proactively.

## **8 HEALTHCARE, MENTAL HEALTH and SOCIAL CARE**

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Primary healthcare within Parc is provided by G4S Health Services with secondary care being provided by the local acute hospital and Mental Health In-Reach services.

Requests for appointments are currently made mainly through the CMS consoles on the wings. The prison continues to monitor the rates of 'did not attend' (DNAs) across all services; medical, dental, optician etc.

These DNAs have been addressed in several ways: escorting staff have been relocated to a wing near Healthcare to ease transfers; the development of the role of wing Healthcare Champions is improving communication in relation to appointments being kept and, where necessary, additional clinics have been set up.

The Board is pleased to note that recruitment this year to the Healthcare team has become more successful. Use of agency staff in the middle of the reporting year led to some compromises in the service but the recent introduction of team working has resulted in an improvement in morale and enabled the re-establishment of chronic disease management clinics. The GP service also went to tender twice this year but is now stable. The introduction of two paramedics and a nurse triage system have contributed to the efficiency of the service and a reduction in the waiting time to see the GP.

The prison continues to address the needs of the many prisoners with mental health issues and a new Mental Health Pathway was launched in January 2018 which aims to prioritise referrals and improve the use of listeners and healthcare champions in offering support.

The Board shares the concerns of the prison at the continuing areas of deficit in provision.

Services particularly for secondary psychiatric care for those over 65 yrs are limited, since there is no provision for a consultant for this age group.

Primary mental health services are provided in the prison by the GP and mental health nurses. Secondary care is provided by In-Reach with a service level agreement for adults (17 years 9 months – 65 years) with severe and enduring mental illness but the budget is based on the 2007 population. This is approximately half the current population with a significant growth in the number of prisoners over 65. The Board is pleased to hear that the issue of appropriate funding for the size and needs of the current population has been raised at a high level and is now on the 'at risk register' with the Welsh Assembly.

An In-Reach Adult Psychiatrist comes in to the prison for clinical sessions but again there has been no increase in the service that reflects the growing prison population and the changes in its nature. The local hospital is not commissioned to provide a psychiatric service to Parc so for those over 65 there is no access to secondary care.

Young offenders have access to the all Wales Forensic Adolescent Consultation and Treatment Service (FACTS) with a Consultant Psychiatrist and CPN coming into the prison.

Some services that would be covered by community mental health such as personality disorder and dementia are not covered by In-Reach at present due to the nature of the contract.

Over this reporting year there has been a reduction in the number of complaints to Healthcare, in part due to the appointment of a Patient Liaison Officer who is in charge of the Healthcare Champions on every wing and now well known by many prisoners.

The Healthcare team have also introduced a new leaflet for prisoners on admission to help manage healthcare and prescribing expectations and a regular Healthcare Newsletter. Work with other local prisons on a joint prescribing policy is on-going.

The Board is pleased to learn that prisoners now have access to external review provided by HMP Berwyn for healthcare complaints. This has been used by only one prisoner, who has since become a Healthcare Champion.

## 9 EDUCATION AND LEARNING

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Education services within Parc are provided by G4S.

On arrival prisoners are asked to complete a Basic Skills Assessment in Literacy and Numeracy. Through this process the Board is satisfied that every prisoner can be assessed for the different Literacy and Numeracy requirements of the various courses and work activities.

Parc continues to strive to raise participation and attainment by setting high standards and providing good role models. This is achieved through high quality learning opportunities which are relevant to needs, employment, training and educational opportunities on release.

The Board is also satisfied that the two recommendations of the Estyn inspection of January 2016 have been completed. These were that

1. The teacher carries out their own diagnostic assessment so as to reinforce what was said at the initial assessment stage.
2. SMART (specific, measurable, achievable, realistic and time-bound) targets have been included in prisoners' individual learning plans.

The Board recognises the success of the Further Education and Distance Learning College Wing which has now been established. Another recent development has been a College Placement Programme for PGCE students. Strong working links have been made with the Prisoners' Education Trust, the Open University and numerous universities and colleges throughout Wales.

The Board sees and believes that Parc has created a flexible and supportive learning environment and particularly commends the Creative Arts and Media Department, whose students continue to receive awards and recognition from many organisations. Board members can confirm the pride and satisfaction that prisoners get from these achievements. Parc continues to have particular success in the Koestler Awards. All age groups from 18yrs to 60yrs + have achieved a total of nearly sixty awards in areas ranging from painting, sculpture and ceramics to music, poetry and life story work. Four awards have been achieved at gold and platinum level.

All learners who access the Visual Arts subjects are expected to work towards and achieve a certificate or qualification at a level appropriate for their ability and length of sentence. Graphic Design has recently been offered.

It is good to observe that Ty Dysgu, the education and industry wing established in the Coed Unit for vulnerable prisoners, is now fully completed and reflects the same range of educational provision to this group of prisoners as is offered in the rest of the prison.

A varied and wide range of pure vocational training is offered in the main Industries Hub, Ty Dysgu and Residential Units around the prison, along with work based learning

and qualifications in all of the Industrial Workshops, Sign and Print, Laundry, Staff Dining, Training Kitchen and Recycling Centre.

Through this, the Board recognises that prisoners achieve industry recognised qualifications and experience the ethos of working both individually and as part of a team.

There is a wide variety of opportunities for prisoners to participate in sports and physical activities and Board members observe that these are very popular. The PE Department works closely with national governing bodies of a variety of sports to provide coaching qualifications.

The department is also working with a variety of community-based clubs to promote the equality and diversity agenda within sports. The Board is happy to commend the four PE Department staff who received commendations from the Baker Trust for their dedication and insightfulness which have enabled them to approach their work in a way that is both meaningful and understandable to the prisoners.

The Board can confirm, from information provided, that Parc exceeds its contractual targets in both Basic Skills and Key Work Skills.

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

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The Board is very pleased to be able to report the improvement in provision of purposeful activity and employment this year.

At the end of this reporting year monitoring has identified that out of a population of 1710 those engaged in purposeful activity was 1375, indicating an activity rate of 80.4% as compared to an average of 77% reported last year.

On arrival, all new prisoners undertake an assessment and induction programme, from which they will be allocated to work or education, subject to age and medical fitness. Assessment of literacy and numeracy skills along with an evaluation of their security risk will determine roles for which the prisoner is potentially eligible. Each job in the prison has identified required levels of both criteria. When last monitored there were 66 prisoners on the literacy programme run by the Shannon Trust. This is a programme designed for adults who are effectively illiterate and until they achieve the required level on this programme they are unable to undertake paid work.

Currently, prisoners going through the assessment process are classed as inactive; however managers are reconsidering this classification as it does not accurately reflect the status of the new prisoner.

There are a total of 276 prisoners on the main wing and 118 in the VP unit who are in education where payments range from £1.06 to £2.50 a session.

Those engaged in work are spread around workshops, work on the wings and prison wide activities. There are altogether 57 different paid roles with wages varying from £0.40 to £5.90 a session.

231 prisoners are engaged in industries. The work in industries is often associated with vocational training; there are ten different areas which provide a facility to achieve NVQs at different levels.

Some of the workshops work in a commercial environment. For example, the Design and Print Shop provides a service to outside customers; the assembly workshop in the VPU produces alarm systems on a contract basis and packaging straps are made under contract. Unfortunately, the Food Shed no longer has the contract to supply the local "Meals on Wheels" service.

Job vacancies are notified via the internal CMS and prisoners are assessed on the basis of their record. Given that there are regularly more places available than are filled (83 vacancies at the last observation) it appears there are sufficient opportunities for prisoners who are willing and able.

Just over 10% of applications to the IMB have concerned employment and education issues. These are overwhelmingly issues relating to sanctions imposed as a result of some misdemeanour (e.g. failure of an MDT). This can result in status reclassification or

security assessment which can impact negatively on the allocation of purposeful activity.

The Board understands that there is no reliable data available on the impact of the prison experience on employment post release. Some of the instructors have links with local employers and anecdotally there may be some prisoners who are assisted in gaining employment as a result of their training in Parc. However, it is not possible to make any general observations, given the very many factors which impact on prisoners post release. In the 2016 Inspection report a recommendation was made to improve the follow up on prisoners' work experience post release through the HMPPS system and the Board would commend this.

Overall the Board takes the view that the level and range of employment and purposeful activity provided is of a high standard and offers real opportunities for prisoners to develop and build on their skills.

## **11 RESETTLEMENT PREPARATION**

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Offenders at Parc receive 'Through the Gate' resettlement services. These services are provided by Wales Community Rehabilitation Company and it is ensured that these commence at least twelve weeks before release.

The Board is satisfied that each prisoner is provided with a tailor made package of support to help them re-integrate into the community.

This support helps them with housing, finance and employment. For those with particular needs support can also include health care, work on family relationships and anger management.

Parc provides courses such as Thinking Skills, Building Skills for Recovery and Resolve - Addressing Violent Behaviour. These relationship and behaviour management courses can underpin the more practical advice regarding, benefits, money and debt support.

Employability sessions are also offered for advice with curriculum vitae writing, job applications and disclosure of offences.

The Board is satisfied that good links have been established at Parc with employment advice agencies and companies offering employment opportunities. Careers Wales is involved in the resettlement programme offering advice and assistance regarding employment opportunities.

The Board is pleased that good links have been established at Parc with sporting organisations such as Badminton Wales, Basketball Wales, W.R.U. Cricket Wales and Cardiff City Football Club which have provided courses giving the opportunity for various qualifications in coaching.

The Board is proud that the Invisible Walls Wales project continues to be seen as a growing model of excellence and receives recognition in the justice world nationally and internationally. The work of this project with children and families is an important part of successful resettlement.

## **THE WORK OF THE BOARD**

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2017/18 has been a challenging year for the Board due to the loss of members through tenure and some long term absences through health issues. Four new members have joined the Board and further recruitment efforts are continuing.

Nevertheless, the Board has continued to operate well as a result of the strong team spirit which has developed. The Board remains fully committed to its role and it strives to be professional in its approach and inclusive in its ethos.

All members of the Board at Parc undertake their duties in a manner that is accessible to everyone within the establishment. The Board monitors to establish that the experiences and interactions between staff, prisoners and visitors are fair and without prejudice.

The Board has strictly applied the requirement for prisoners to follow the internal complaints procedure before making an application to the Board.

In discussing applications with prisoners the Board has again encountered numerous cases where the prisoner claims not to know the identity of their personal officer. Staff changes and staff sickness can create this confusion. There have also been instances where personal officers have tried to pursue issues on behalf of prisoners but have not been able to get responses. Understandably some prisoners have, as a result, lost confidence in the personal officer system.

Members of the Board visited HMP Wormwood Scrubs in November 2017 and found the visit very interesting.

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	22
Number of Board members at the start of the reporting period	15
Number of Board members at the end of the reporting period	11
Number of new members joining within the reporting period	4

Number of members leaving within reporting period	6
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	387
Total number of segregation reviews held	267
Total number of segregation reviews attended	267
Date of Annual Team Performance Review	21/11/2017

## APPLICATIONS TO THE IMB

Code	Subject	2015-16	2016-17	2017-2018
A	Accommodation	24	11	23
B	Adjudications	7	12	5
C	Equality & Diversity (inc religion)	16	14	9
D	Education/Employment/Training including IEP	43	36	49
E 1	Family/visits inc mail & phone	78	61	40
E 2	Finance/Pay	21	13	15
F	Food/Kitchen related	6	8	4
G	Health related	99	98	96
H 1	Property (during transfer/in another establishment)	41	28	19
H 2	Property (within current establishment)	66	72	60
H 3	Canteen, Facilities, Catalogue shopping, Argos	8	4	1
I	Sentence Related (inc. HDC, ROTL, parole, release dates, re-cat etc)	53	38	34
J	Staff/Prisoner concerns including bullying	65	66	53
K	Transfers	48	22	21
L	Miscellaneous	25	17	21
	<b>Total number of IMB applications</b>	<b>600</b>	<b>500</b>	<b>450</b>