



Annual Report
of the
Independent Monitoring Board

at

HMP WHITEMOOR

for reporting Year
1st June 2017 to 31st May 2018

Published
(October 2018)



Monitoring fairness and respect for people in custody

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STATUTORY ROLE OF THE IMB

The Prison Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board are specifically charged to:

- (1) satisfy themselves as to the humane and just treatment of those held in custody within the 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 he judges appropriate, of any concern they have.
- (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.

2.1 Introduction

This report presents the findings of the Independent Monitoring Board at HMP Whitemoor for the period 1st June 2017 to 31st May 2018. IMB evidence comes from observations made on visits, scrutiny of records and of data, informal contact with prison staff, prisoners and their families, prisoner applications, attendance at prison meetings and special studies by IMB members.

The prison is generally well managed and offers prisoners an environment which is calmer and safer than that of many other establishments. The Board have been pleased to note an increasing number of improvements. There do remain several areas of concern, some of which are the result of national policy, and are therefore outwith the control of Whitemoor's management.

2.2 Main judgements

Are prisoners treated fairly?

Although prisoners at Whitemoor are generally treated fairly:

- Some areas of the prison - Segregation, the Close Supervision Centre (CSC), Healthcare, Reception - are affected disproportionately by regime restrictions and staff shortages (pages 8, 12).
- More could be done to address the particular needs of the 23% of residents who are foreign nationals (page 9).
- The wide range of religious, ethnic and national groups requires further effort to promote mutual respect and understanding (page 9).

Are prisoners treated humanely?

While creditable efforts are made to treat prisoners humanely, we have significant reservations in that:

- The prison routinely fails to provide clean clothing, bedding and cleaning materials, thus breaching the most basic human decencies (pages 10, 12). Lack of attention to basics has led to frustration and serious indiscipline in other prisons.
- The regular and planned use of solitary confinement on the Segregation Unit (Seg) is in breach of the UN's Optional Protocol to the Convention Against Torture, and Seg prisoners are not always treated humanely or fairly (page 10).
- Staff constraints have continued to restrict time out of cell, impacting association, and access to activities (page 12).

Are prisoners prepared well for their release?

Release from Whitemoor is very rare, as many residents are at an early stage of a long sentence. Progression is represented through participation in a range of offender programmes, potentially leading to downgrading or a move to a lower category prison. We welcome recognition by the Governor that more needs to be done, by bringing in more and better work opportunities, and especially helping young men to prepare themselves for spending much of their foreseeable life in detention.

We are concerned that the Education Unit was closed for 45% of scheduled hours, 75% of which was due to officer shortages (page 14). Deliberate targeting of Education in the event of staff shortages suggests that education is not taken seriously.

Many prisoners are far from home and family due to the nature of the dispersal system, making visits expensive and difficult. But the prison facilitates family contact through Family Visit Days and occasional celebratory events to which family members are invited, and feedback from visitors both for regular and special visits is very positive.

2.3 Main Areas for Development

TO THE MINISTER

The Whitemoor IMB have consistently highlighted segregation problems in their Annual Reports and have put direct questions to Ministers. The Board are disappointed that little has changed. We would ask the current Minister:

- a) Will he confirm the UK's adherence to the UN's Optional Protocol to the Convention Against Torture (OPCAT), including its guidance on solitary confinement? If so, will he direct Her Majesty's Prison and Probation Service (HMPPS) to comply with the Protocol?
- b) Will he direct that HMPPS should require prisons to comply with their own Prison Service Order (PSO) 1700 in respect of regime, care plans, the treatment of men under Assessment and Care in Custody Teamwork (ACCT) and those in need of mental health care, and require that they honour the exceptional nature of transfers between Segregation units in different prisons?
- c) While it affects a comparatively small number of prisoners, there continues to be a very long wait for transfer to a secure mental hospital following assessment, leading to further deterioration in mental health. Will the Minister work with colleagues in Health to identify how to reduce the wait time?

TO HER MAJESTY'S PRISON AND PROBATION SERVICE (HMPPS)

- a) Will HMPPS examine whether the introduction of smoking bans in prisons (thus removing one of the few legal pleasures for many prisoners) has contributed to the growth in use of more dangerous alternatives such as New Psychoactive Substances (NPS, often known as Spice), causing rising debt and increased violence?
- b) Will HMPPS take urgent action to implement developing initiatives to stop the flow of NPS and other drugs into prisons?
- c) Will HMPPS ensure that the supply of basic items such as clothing and cleaning materials is assured, and in the interim enable Governors to make local purchases where necessary?
- d) Will HMPPS ensure that the budget provided for prisoners' food is regularly revised to take account of rising costs and the diversity of dietary needs in a prison such as Whitemoor?
- e) Can HMPPS provide assurance that timely arrangements are in hand to meet maintenance needs?

TO THE GOVERNOR

- a) Where choices have to be made in the Segregation Unit in providing cells and other facilities, including a full regime, can priority be given to prisoners genuinely segregated for their own protection?
- b) To reinforce the importance he attaches to the promotion of respect and understanding between different religious, ethnic and national groups, and to eliminate disadvantage, will he commission work to ensure that appropriate data is prepared and used effectively to monitor how staff manage areas such as Incentives and Earned Privileges (IEP) reviews,

adjudications, Assessment, Care in Custody and Teamwork (ACCT) processes, visits, Segregation and Category A (Cat A) reviews?

- c) Will the Governor work with the Healthcare Provider to ensure that sufficient mental health support is consistently available?
- d) Will the Governor review the current practice of first targeting Education in time of officer shortages?

2.4 Improvements

The Board are pleased to note an increased focus on encouraging prisoners' links with their families, who play a key role in motivating men to behave well and to seek to progress towards a healthy life outside jail, however long that may take.

We commend the success in recruiting new staff, and while we have commented on shortages during the reporting year, we look forward to the benefits from new young officers as they become more proficient and learn from their more experienced colleagues.

We are encouraged to note that prisoners are being involved to a greater extent in the re-decoration of the wings and corridors, an initiative which has improved the quality of the environment.

We welcome the opportunities that are being introduced for more meaningful and highly skilled work and activities. The Timpson's Max Spielman Academy, which is very shortly to open, has good potential, albeit for a small number of prisoners. We also are impressed by the success of the Learning Together initiative with Cambridge University, which is destined to become a full time activity.

3. DESCRIPTION OF THE PRISON

- 3.1 Her Majesty's Prison (HMP) Whitemoor lies outside the Cambridgeshire town of March. Opened in 1992 as a maximum security prison for men in Categories A and B, it is one of eight High Security prisons in England within the Long Term and High Security Estate (LTHSE). On 31 May 2018 the prison held 435 prisoners, against an operational capacity of 458. Just under one-third were Category A (131), of whom 14 were High Risk Category A. All Whitemoor prisoners are accommodated in single cells with integral sanitation but separate external showers.
- 3.2 The prison comprises the following units:
- Three main residential wings (A, B and C wings)
 - The Fens Unit, accommodating up to 70 prisoners diagnosed with a personality disorder, and undergoing psychological treatment by NHS professionals (D wing)
 - A Close Supervision Centre (CSC) holding up to 10 prisoners, managed under a nationally coordinated strategy to provide a secure location for prisoners who consistently and violently disrupt normal wing life (F wing)
 - A newly introduced Psychologically Informed Planned Environment (PIPE) unit, designed to enable offenders to maintain and build on developments they have previously achieved in prison, holding 12 prisoners at the end of the reporting year
- 3.3 Healthcare is provided by Northamptonshire NHS Foundation Trust; education by People Plus; and maintenance by Government Facility Services Ltd (which has taken over contracts previously awarded to Carillion). Cambridgeshire County Council provide Adult Social Care services. Psychological services in the Fens unit are provided by Cambridgeshire and Peterborough NHS Foundation Trust.

B Evidence sections 4 – 11

4. SAFETY

- 4.1 The Board's judgements on safety are that:
- Whitemoor remains a safe prison compared to the national average but....
 -incidents of violence have more than doubled, particularly on staff.
 - Availability and use of illegal drugs, in particular New Psychoactive Substances (NPS, often known as Spice), pose a significant hazard to prisoners and staff
 - The ACCT process is generally used properly, though attendance at reviews by mental health professionals and the chaplaincy is inconsistent
 - Reception for new prisoners works well, but there remain property delays
 - Safer prisons statistics indicate that Listeners are well used
- 4.2 Arriving prisoners report a positive experience of the reception process, though there remain some delays in getting property to new arrivals. A change which led to new prisoners being dispersed around the prison was implemented poorly, negatively impacting the thoroughness of the induction process. The Board continue to monitor the new arrangements, which had shown little improvement by the end of the reporting year.
- 4.3 While a number of prisoners express concerns about safety, there is no hard evidence to support serious safety concerns. Indeed, statistics indicate that Whitemoor remains a comparatively safe environment for prisoners and staff, with low rates of violence compared with the national average for male prisons (187 per 1000 prisoners versus 366 nationally). However, violence has increased by 121% (versus 16% nationally), and prisoner-on-staff violence by over 200%. Use of force increased overall by more than 33%, with a 38% increase in spontaneous use of force. Anecdotal evidence suggests that increasing use of Spice (see below), and higher numbers of younger, more volatile prisoners are contributory factors; the proportion of younger, less experienced officers may also be having an effect. There was one significant residential wing incident involving major concerted indiscipline.
- 4.4 There is no obvious place in Whitemoor for enhanced prisoners or for quiet, compliant prisoners who wish to get on with their sentence and progress. Vulnerable prisoners who refuse to locate are restricted to a poor regime in Segregation (see page 10).
- 4.5 The Board consider that increased availability and use of NPS (Spice) following the smoking ban is a major concern. Two prisoners in Segregation set themselves on fire following Spice inhalation, sustaining life-threatening injuries. There have been a number of examples of prisoners debilitated by Spice on every wing; and several prison officers have been taken to hospital suffering from secondary Spice inhalation. Urgent and effective action is needed to prevent drugs entering the prison.
- 4.6 Mandatory drug testing has been regularly completed but very few suspicion tests have been carried out due to Reception staff being frequently redeployed (in the reporting year the unit was closed for more than 7 days per month). For example, in August 2017 19 were requested, none completed; in the Christmas period, 57 were requested and 8 completed of which 4 proved positive. Plans for a dedicated testing resource will, it is hoped, improve the situation.
- 4.7 Assessment, Care in Custody & Teamwork (ACCT) is the process to manage and monitor prisoners at risk of self-harm. In the year under report 196 ACCTs were opened (152 in 2016-17, a 29% increase, driven by a 72% rise on the main residential wings. We were concerned by a frequent absence of mental health professionals and chaplaincy staff from reviews. There were 246 incidents of self-harm (189 last year). Many of these were repeated acts by around 40 prisoners, but it was concerning that the biggest increase (almost doubled to 115 from 68) was in the main residential wings. There was one death in custody.

5. EQUALITY AND FAIRNESS

- 5.1 In the last quarter of 2017-18, the proportion of Black, Asian and other minority ethnic (BAME) residents was broadly similar to the previous year at 61%. Muslims and Christians were fairly evenly balanced at 42% and 39% respectively, with smaller numbers of men holding other faiths. 75 residents were aged over 50 and there were 99 who had a disability of some kind. There was one transgender resident.
- 5.2 The prison monitors the way BAME residents are dealt with through the Equalities Action Team (EAT), which was reconvened at the end of April after a significant gap. It includes a diversity representative from each wing. The Board consider that it may benefit from the presence of the Governing Governor.
- 5.3 The roles of Equalities and Foreign Nationals Officers were previously combined, creating more coherence in the management of equalities issues. But staff shortages on the wings have meant that the officer concerned has been frequently redeployed. Late in the reporting year, he was seconded to another prison, with no clarity on how his role would be covered. Given that 23% of residents are foreign nationals, it is difficult to address the specific issues that they raise with this level of resource.
- 5.4 Our observations bear out at a local level many of the findings of the Lammy Review into the treatment of Black, Asian and Minority Ethnic Prisoners. For example, Lammy says "*Many BAME prisoners believe they are actively discriminated against and this is contributing to a desire to rebel rather than reform.*" At Whitemoor for the period October - December 2017 Black prisoners constituted 28% of the population but accounted for 37% of complaints; Muslim prisoners formed 42% of the population and accounted for 61% of complaints. These figures apparently support comments from the wing diversity representatives that these groups have a sense of being discriminated against. We understand that the Government's recommendations following the Lammy Review will be incorporated into Whitemoor's master action plan.
- 5.5 The Board consider that better use could be made of the data available. For example, EAT meetings do not receive information about violent incidents, use of force or segregation days analysed by the protected characteristics.
- 5.6 Following an audit in September 2017, a system for dealing with the reporting of discrimination incidents separate from the general complaints system has been re-introduced. Since the establishment of the new system in October 2017, 64 Discrimination Incident Reporting Forms (DIRFs) have been submitted. Each of these is investigated by the Equalities Officer, who is often successful in sorting out misunderstandings; he is well supported in this by the wing diversity reps.
- 5.7 In 2017-18, 4 out of 64 DIRFs were supported, reflecting the national findings of the Lammy report which concluded that 1% were supported. While no conclusion can be drawn from this (it may be that these were the only valid cases), it does merit further analysis. Set against that, the Board have observed that on occasion residents ascribe issues to racism where other factors are in play.
- 5.7 The Kitchen is to be commended for the efforts it makes to accommodate the dietary needs of a diverse population. Prisoners are consulted about which of their number should help prepare Ramadan breakfast packs and Rieber boxes (over 170 in 2018). A halal option is included in every menu and kosher meals are brought in for 18 prisoners. The kitchen manager finds it impossible to stay within his budget of £2.02 per prisoner per day, a figure that has not been revised for some time despite significant supply cost increases.
- 5.8 Chaplains of all denominations organise a number of groups, programmes and forums which the prisoners involved find beneficial and which give them a sense of purpose and hope. The chaplaincy has also begun to organise faith awareness programmes for staff. However, the Board feel there is opportunity for the chaplaincy to play a stronger and more consistent part in the wider life of the prison, including regular attendance at EAT and Re-offending Strategy meetings and Segregation, Complex Case and ACCT reviews.

6. SEGREGATION/CARE AND SEPARATION UNIT

- 6.1 While managers have recently started to alleviate some of the shortcomings, Whitemoor has again failed fully to comply with the Prison Service Order (PSO 1700) that governs segregation. The failings recorded by HM Inspectorate of Prisons in July 2017, noted also by the IMB, continued unchanged into early 2018. Much more remains to be done, so it is the Board's judgement that men segregated at Whitemoor are not always treated fairly or humanely, and the preparation for release of those segregated for long periods is impaired.
- 6.2 Throughout the reporting year the Seg was at or close to full. High proportions of men were segregated in excess of 42 and 180 days. On 28 May 2018, the five longest-term residents had been there for between 184 and 362 days. On the same date, one-quarter of the men were there for own protection. There was limited success in moving long-segregated men because Seg Units were full across the Long Term and High Security Estate.
- 6.3 Residents had to choose between a daily shower or a phone call. TVs were frequently not available for all entitled to them. If radios could be provided, batteries often could not. Men were locked up in excess of 23 hours a day, with little meaningful human contact, breaching the UN's Optional Protocol to the Convention Against Torture (OPCAT). Men segregated for their own protection were usually treated no better than those there for bad behaviour.
- 6.4 Supplies of clean clothes and bedding were often limited. There was little in the way of in-cell education or work. Few men were allowed to take part in corporate worship. Often, sometimes for weeks continuously, at least one man was on dirty protest, making the environment intolerable for residents and staff. Cells were often not properly cleaned between use. Long-damaged windows led to the area behind the Seg being littered with smelly, combustible and unhygienic refuse and made the poor condition cells cold in winter.
- 6.5 Self-segregating prisoners for whom PSO1700 does not apply are held in E Wing. For at least two years, special support for such men has been promised but no visible progress was made. On average, the men held in E Wing on 28 December 2017 had been segregated for 134 days. Since then some of the men have been transferred, whilst others have returned to formal segregation under PSO1700.
- 6.6 There were two incidents of concerted indiscipline. The major incident was in January 2018 when eight men smashed cells, including ones to which they were removed, resulting in 17 cells being put out of use. This continued across several days, the men demanding transfers. Ten men were eventually moved to other prisons. All but two went to normal location.
- 6.7 Attendance at Segregation Review Boards was variable. For three weeks in March and April 2018 there was no Healthcare representative; neither Psychology nor Mental Health In-reach could be relied upon to attend despite the need of some men for support in respect of self-harm or suicide risk. The chaplaincy was only occasionally represented during the year. On 28 May 2018 there were care plans for only 3 of the 22 men segregated for 30 days or more and entitled to them under PSO1700. The IMB frequently expressed a formal judgement that procedures had not been followed and/ or that decisions seemed unreasonable. Quite often this was because the Deputy Director of Custody had not authorised segregation beyond 42 days. For some it was also that there were no care plans. On occasion the papers were referred upwards, but to no great effect.
- 6.8 Whitemoor also houses a Close Supervision Centre (CSC), on average holding 8 men across the year. Suspension of the Violence Reduction Course because of a lack of suitable candidates will reduce the chances of prisoners being returned to mainstream residence. The two Rule 46 Designated Cells in the Seg that can house men from the CSC were occupied for much of the year, including by one man who consistently disrupted the Seg with noisy and dirty protests. One of the Rule 46 men in the Seg on 28 May 2018 had been there for 265 days.
- 6.9 In adjudications observed by the Board, presiding Governors have been attentive and ready to allow men the chance to present their cases. Pressure to avoid awarding cellular

confinement as punishment because of lack of space has had the incidental benefit of encouraging residential wings to take greater ownership of problem men.

7. ACCOMMODATION (including communication)

- 7.1 The Board are pleased to note that the prison is now fully staffed due to a very successful recruitment drive, as during the reporting year there were frequent restrictions to the regime because of a shortage of officers, exacerbated by officers on detached duties. Full wing lockdowns reached a high of 17 sessions (a session is one third of a day) per month in October 2017 but have since declined. The Close Supervision Unit, Segregation, Healthcare and Reception suffered disproportionate restrictions, particularly during the first half of the reporting year.
- 7.2 Significant problems remained during the year with the provision of basic needs: adequate clothing of the right size, bedding and cleaning materials. This was particularly prevalent for new arrivals, who frequently had to wait for an excessive length of time with just the clothing they arrived in. There was a regular shortage of cleaning materials, making it difficult to maintain a reasonable environment. Failure to meet such fundamental requirements can lead to frustration and a reaction out of proportion to the issue, as has been seen elsewhere.
- 7.3 As reported last year, maintenance services provide by Carillion were wholly inadequate. The failure of Carillion, and the transfer of Carillion contracts to Government Facility Services Ltd. had not by the end of the reporting year resulted in significant improvements to the fabric of the prison, which is showing its age. Showers are in poor decorative condition with peeling paint, rusting pipes, poor drainage, variable water temperatures and in some cases, broken tiles with jagged edges. Damaged windows in Segregation are badly in need of replacement, allowing prisoners to throw rubbish out and to transfer items between cells.
- 7.4 The Board are pleased to see new large-scale pictures and that a programme of painting has been started in both the main corridors and the wings, with prisoners doing much of the work. This is welcome both in terms of the meaningful employment it provides for prisoners and for the improved environment.
- 7.5 Spur kitchens are an important part of prisoners' lives with some 40 prisoners sharing each one. The Board welcome the replacement of ageing ovens, fridges and freezers, though this has not addressed limitations in capacity. There also remain long-standing equipment repair issues that have not been actioned.
- 7.6 We are pleased to see that a replacement programme has started for worn out wing gym equipment and games tables. The telephone booths on the wings would benefit from refurbishment with better chairs and a shelf for writing.
- 7.7 The central prison kitchen does well to meet the needs of a diverse population (see Equality and Fairness, page 9) and dietary variations, but it frequently suffers from broken equipment and badly needs a full refurbishment. The kitchen manager has taken the initiative to introduce a new and much more effective system for monitoring prisoners' comments on the food. We receive very few complaints about food.
- 7.8 Our observations suggest that communication between officers and prisoners is generally good, with prisoners clear about the regime times. Steps are being taken to speed up movement to work at the beginning of the morning and afternoon.

8. HEALTHCARE (including mental health and social care)

- 8.1 Initial improvements made by Northamptonshire Healthcare NHS Foundation Trust in the provision of healthcare have been compromised by a frequent shortage of staff. Despite these operational problems, the treatment is, with the exception of mental health, generally timely and of a high standard.
- 8.2 Shortages of nursing staff badly disrupt routine operations like the daily medication rounds, with the result that prisoners sometimes have to choose whether to miss medication or wait and risk being locked up when they should be at work or in education because they were too late to join general movement.
- 8.3 The 28 day target time for responding to complaints has regularly been exceeded. This has led to frustration and reduced prisoner confidence in the service. The Board have been unable to acquire specific data, but healthcare management have verbally acknowledged the problem, reinforced by prisoner feedback.
- 8.4 The waiting time for non-urgent GP appointments is well within that found outside the prison, with urgent care available rapidly through the GP or Nurse Practitioner.
- 8.5 Demand for mental health care is significant but there are few records following a series of staffing difficulties and a failure by temporary staff to record data efficiently. The new management team recognise the issues and have a clear plan to resolve them urgently. Waiting times for prisoner appointments were lengthened due to the shortage of mental health nurses, which also caused appointment cancellations, and an inability to follow up on issues such as those raised in Segregation Review Boards.
- 8.6 Referrals of men with very complex difficulties to secure mental hospitals are accompanied by very long waiting times. The demands on local staff and facilities are extreme and often distressing, making it difficult to maintain an appropriate level of care and causing visible deterioration in the prisoner's condition.
- 8.7 The Board welcome the introduction of proactive health care and preventative measures through the recent introduction of 'drop in' weekly health checks on main residential wings.
- 8.8 A Patient Engagement Group has been formed but the benefit has been limited as regular meetings were postponed for 5 months due to staff shortages and changes in personnel.
- 8.9 Social care is delivered by Cambridgeshire County Council. Social workers usually respond within one week of a prisoner's request for advice or assistance, and the Board have not identified any significant issues with the service.

9. EDUCATION AND OTHER ACTIVITIES

- 9.1 The Board regret that education is the first to be affected by staff shortages. As last year, only around 70% of planned teaching hours have been delivered. (In April the unit was closed for 45% of the time, three quarters of which was due to officer shortages.) Courses are seldom completed within their time limit and the interruption is demotivating for students and staff alike. Staffing instability also affects the provider, but to a much smaller extent, and the time taken for new appointees to get through security checks is a recurring issue.
- 9.2 Levels of achievement in Functional Skills (the practical application of literacy and maths) and English for Speakers of Other Languages (ESOL) have remained high at 98% in May 2018. Excluding D Wing, 80% of prisoners are in work or education. The remainder are retired, disabled or segregated (7%) or unemployed for some other reason (13%).
- 9.3 Good partnership working has enabled a number of innovative and imaginative developments over the past year, including the second run of a Learning Together programme organised by Cambridge University and involving students and prisoners. The celebration day at the end of the course to which family members are invited is an important and moving way of boosting family relationships. Benefits from partner organisations included script-writing and acting courses from Synergy, and Good Vibrations have offered music programmes.
- 9.4 A new Music Theory course has been popular, with opportunities for prisoners to learn a musical instrument. The Britten Sinfonia came into the prison 2 days a week for 4 weeks to give more proficient musicians the chance to play in an ensemble. The end of the programme was marked by an inspiring concert which included a duet between a prisoner and an officer.
- 9.5 Some progress has been made in introducing undergraduate learning, as recommended by Ofsted, with a small number of courses resulting in 30 or 120 credits which can in theory be put towards a degree. Disappointingly the Access to Higher Education programme has not taken off because of staffing issues. GCSE courses were previously dropped because of low take-up and difficulty completing courses due to transfers. However, their reintroduction is being considered.
- 9.6 We have previously reported that, based on our occasional observations, officers in the classroom area spend little time monitoring or controlling the movement of prisoners between classrooms. We have seen no changes.

10. WORK, VOCATIONAL TRAINING and EMPLOYMENT

- 10.1 Prisoners in Whitemoor are usually at an early stage of a long sentence; opportunities are a mixture of employment (such as cutting and packing scrap fabrics) and vocational training providing some qualifications, for example IT, laundry, cleaning and catering. The Board commend the Governor for promoting new meaningful options such as the Timpson's Max Spielman Academy for refurbishing photographs.
- 10.2 However, the continued delivery of employment opportunities can be challenging. As for Education, workshop closures due to officer shortage have been frequent. Additional Level 2 painting and plastering and catering courses were introduced with good achievement rates, but the course, which should take 10 weeks to complete, is currently taking 18-20 weeks owing to workshop closures. A new contract for packing room scent diffusers was put in place, but there was not always enough work for the prisoners as supplies ran out and were not replenished.
- 10.3 Cleaning and painting jobs are valued by prisoners and can make a real difference to the quality of the environment. The number of wing cleaning jobs was reduced, with a noticeable reduction in cleanliness, but wing painters were more active late in the reporting year. Our observations suggest that there could be better communication between the Activities Hub and wing staff when allocating jobs to help ensure that they are appropriate for individuals.
- 10.4 Staffing levels in the main gym preclude the introduction of lifestyle choice and health-related courses, which have been valued and well received in the past. The gym facilities are looking tired: flooring needs attention and there are delays in repairing lights and air conditioning in the fitness room. A promising plan to lease gym equipment with a dedicated maintenance contract has been blocked because Whitemoor is part of a national contract with Physique, an ineffective provider.

11 RESETTLEMENT PREPARATION

- 11.1 Very few prisoners are released directly from Whitemoor to the community; resettlement work is primarily focused on completion of Offending Behaviour Programmes, providing education and skills through work.
- 11.2 As last year, securing a transfer to another prison takes many months due to capacity in the receiving prisons. From 135 Cat A reviews, 15 prisoners were recommended for downgrade, of whom 8 were approved by the national Category A Review Team. Category B prisoners are regularly reviewed and risk-assessed to determine whether they are suitable for transfer outside the High Security Estate. 216 such reviews took place in the reporting year, of which 66 resulted in prisoners being transferred to Cat B and 5 to Cat C prisons. This compares with 304 and 86 transfers last year, a significant reduction.
- 11.3 The Board were pleased to note that the number of Sentence Planning Boards (546) returned to a figure similar to 2015-16 (537) after a considerable dip last year to 393.
- 11.4 There has been no progress in the provision of Offending Behaviour Programmes for prisoners convicted of drug trafficking offences, leaving such men unable to demonstrate that they are reducing their risk.
- 11.5 The new Psychologically Informed Planned Environment (PIPE) unit at Whitemoor was introduced in 2017. There are currently 12 participants, developing personal relationship skills alongside the other inmates on A Wing, the 'lodgers', who can opt to participate in some of the PIPE activities. Prisoner feedback and the Board's observations indicate that progress is being made, but slowly due to the time taken to identify suitable prisoners, and to develop purposeful activity.
- 11.6 Staffing in the Offender Management Unit suffered as uniformed officers were cross-deployed to support the regime and were also affected by ongoing staff vacancies. On average 30% of hours were lost, reducing the time Offender Supervisors can spend with prisoners, with an inevitable negative impact on prisoner outcomes. The Board were impressed by the consultation and preparation process for the new Key Worker arrangements, which we hope will deliver the planned improvements.
- 11.7 The Reducing Reoffending meeting has recently been re-convened after a period when it was not viewed as a priority. The Board are pleased to note increased focus on the Reducing Reoffending Strategy.
- 11.8 Good work is in place to support and facilitate family contact through Family Visit Days. However, these are limited to IEP Enhanced prisoners. Given that family relationships are acknowledged to be key in rehabilitation and reducing offending behaviour, this limitation may be missing an opportunity to positively impact on a wider range of prisoners. Visitors report that they are treated respectfully by officers and appreciate the welcome and support given by Ormiston volunteers in the Visitors' Centre. Creative thought is making visits welcoming and comfortable for all concerned, particularly children. Plans are in place to introduce a Visits Consultation Group.

C Section – Work of the Board

1. Board membership has continued to be limited with few responses to recruitment campaigns and candidates having a tendency to drop out at the last minute. However, half-way through the year we were joined by two new members who have carried a heavier load in the early months of their membership than should be expected. We are waiting for two further members to clear security checks.
2. We continue to find the National Monitoring Framework a useful guide for our work and the four members who have taken part in national training programmes this year have all commented on their quality and value. While the workload remains high for individual members, all respond and contribute extremely well.
3. The Board are grateful to prison staff at all levels for their help and cooperation. They have regularly given us the access and the information we have requested, never seeking to impede our work and usually offering courteous support.
4. There were 14 serious incidents in the reporting year, most of which were attended by the Board. (Some had been resolved before a Board member arrived).

BOARD STATISTICS	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	8
Number of Board members at the end of the reporting period <i>(note: one member is on maternity leave)</i>	8
Total number of visits to the Establishment	302
Total number of segregation reviews attended	48

D Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	18	30
B	Discipline including adjudications, IEP, sanctions	39	42
C	Equality	6	14
D	Purposeful Activity including education, work, training, library, regime, time out of cell	19	12
E 1	Letters, visits, phones, public protection restrictions	24	20
E 2	Finance including pay, private monies, spends	16	18
F	Food and kitchens	4	8
G	Health including physical, mental, social care	35	38
H 1	Property within this establishment	21	8
H 2	Property during transfer or in another establishment or location	47	39
H 3	Canteen, facility list, catalogue(s)	4	5
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	21	36
J	Staff/prisoner concerns including bullying	25	15
K	Transfers	17	25
	Total number of IMB applications	296	310