



Annual Report
of the
Independent Monitoring Board
at

HMYOI Feltham

for reporting Year
1 November 2017 – 31 October 2018

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Monitoring fairness and respect for people in custody

TABLE OF CONTENTS

Introductory Sections

| Section | Topic | Page |
|----------------|-------------------------------------|-------------|
| 1 | Statutory Role | 4 |
| 2 | Executive Summary | 5 |
| 3 | Description of Establishment | 8 |

Evidence Sections A / B Sides

| | | |
|-----------|-----------------------------------------------------|-----------|
| 4 | Safety | 9 |
| 5 | Equality and Fairness | 13 |
| 6 | Segregation, Care and Separation | 17 |
| 7 | Accommodation | 20 |
| 8 | Healthcare | 25 |
| 9 | Education | 27 |
| 10 | Purposeful Activity, Training and Employment | 31 |
| 11 | Preparation for Release | 32 |

| | | |
|----------|--------------------------------|-----------|
| C | The Work of the IMB | 33 |
| D | Applications to the IMB | 34 |

A Sections 1 - 3

1 STATUTORY ROLE OF THE IMB

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

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- (2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) **report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.**

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison and also to the prison's records.

2 EXECUTIVE SUMMARY

2.1.1 Throughout this report the term **young person/people (YP)** has been used to refer to prisoners aged 15-18 on Feltham A. The term **young adult (YA)** has been used to refer to prisoners aged 18-21 on Feltham B. Where comments refer to both Feltham A and B, the term **young people/adults (YP/YA)** is used.

2.1.2 This report presents the findings of the Independent Monitoring Board (IMB) at HM Young Offenders' Institution (HMYOI) Feltham for the period 1st November 2017 to 31st October 2018. Over this period IMB members made 521 visits to Feltham. Evidence for this report comes from observations made on visits, scrutiny of records and of data, attendance at prison meetings, informal contact with prisoners and staff, and applications by prisoners to the IMB.

2.1.3 The Board wishes to commend the Feltham staff, at all levels, for another year of dedicated and committed work caring for some of the most challenging, complex and vulnerable young men in Britain.

2.2 MAIN JUDGEMENTS

2.2.1 **Interaction between staff and prisoners is generally positive with staff going out of their way to be supportive, sometimes in extremely difficult circumstances. The Board is happy to report that the vast majority of staff maintain a good balance of delivering discipline with respect and kindness. It is very common to see prisoners engaging with officers and other agencies in a relaxed and positive way.**

2.2.2 **Over the past year there were many changes within the Senior Management Team. The prison was without a Governing Governor and Deputy Governor between April and September 2018, which stalled some of the initiatives due to be set in train. The new Governor is now in post and is developing an ambitious strategy focused on a rehabilitative culture to include many more opportunities for purposeful activity as well as more therapeutic interventions for prisoners with complex needs.**

2.2.3 **The buildings and living accommodation continue to deteriorate, despite the best efforts of the maintenance team.**

2.2.4 **Levels of uniformed staffing increased greatly throughout the year, which eased the pressures on delivering the full daily regime. Many of the newer staff are just qualified which has brought its own problems.**

2.2.5 **Levels of violence increased again this year. It is clear from talking to prisoners and staff that many prisoner-on-prisoner assaults and multi-prisoner fights are 'organised' and happen as a result of gang activity on the outside.**

2.2.6 Acute mental health problems and associated behaviours presented by a few prisoners this year have been a cause for serious concern. Holding young prisoners in custody with such limited resources presents a range of problems for the prison, the prisoner and his family.

2.2.7 There is still too little time out of cell. Education and workshop cancellations continue to be frequent and there are no other options available for the prisoners to attend and very little in-cell activity of any value.

ARE PRISONERS TREATED FAIRLY?

- Levels of staffing on A-side improved significantly over the reporting year, which allowed for greater and more reliable access to a full regime. However, many of the newer staff are inexperienced or still in training and this has presented some new problems. [5.1.]
- Loss of personal property within the prison system continues to be a major issue for YAs and the situation worsened again this year. [5.2]

ARE PRISONERS TREATED HUMANELY?

- The prison environment is simply not suitable for young prisoners with very acute mental health issues. [8.2]
- Too many education and workshop sessions continue to be cancelled at short notice because of teacher/instructor absences or vacancies. The consequence for prisoners is more time spent behind their doors. [10.1]
- Accessing their full quota of statutory education remains a problem for many prisoners with behavioural issues. [9.1]
- There is still not sufficient access to outdoor activity, sport or exercise over and above the statutory daily allowance. [7.2]
- The dilapidated and spartan accommodation arrangements at Feltham is of increasing cause for concern. [7.1 – 7.7]

ARE PRISONERS PREPARED WELL FOR THEIR RELEASE?

- The quality and range of training and education for YPs is improving, but poor attendance levels are slowing progress in attainment. [9.1]
- The resettlement team do a good job and are supportive, but accommodation arrangements are often left so late that arranging education placements or job centre appointments is more difficult. [11.4]

MAIN AREAS FOR DEVELOPMENT

To the Minister –

- Urgent measures are required to make prison a safer place for all. What steps will the Justice Secretary, together with other ministerial colleagues, take to help resolve the problem of gang-related violence on UK streets which inexorably finds its way into YOIs and adult prisons?
- What will the Minister do to address the failing buildings and facilities of prisons such as HMYOI Feltham? The accommodation does not meet the most basic standards for a safe, humane and decent living and working environment for young prisoners or the staff who care for them.

To the Prison Service

- Young prisoners with acute mental health problems are absorbing enormous amounts of time and resources, and ultimately their recovery may be limited. Will HMPPS liaise urgently with the NHS to address the increasingly urgent need for more specialist secure placements for these complex young prisoners?
- What solution can be found for the enormous problem of personal property going missing within the courts and prison system? It is a nationwide issue that has wide-ranging and expensive consequences for both prisoners and the prison service.

3 DESCRIPTION OF THE ESTABLISHMENT

3.1 HMYOI Feltham is situated in West London, close to Heathrow Airport. The prison is made up of two parts: Feltham A which holds young people aged 15 to 18 years and Feltham B which holds young adults aged 18 to 21 years.

3.2 The establishment serves some London courts and holds young people/adults from a wide catchment area across the south of England.

3.3 The Certified Normal Accommodation (CNA) is 768. Due to the temporary closure of some units over the year the operational CNA is currently 560.

3.4 **Feltham A** holds young people who may be on remand, convicted or sentenced. The roll has remained static at approximately 150 for the fourth year running. Accommodation is predominantly in single occupancy rooms with integral sanitation facilities. There is one first night/induction unit and five further residential units currently in use.

3.5 The A-Side Enhanced Support Unit (ESU) cares for YPs with complex behavioural and emotional needs.

3.6 **Feltham B** holds young adults who are all sentenced prisoners. New arrivals are placed initially on the induction unit. There are a further six residential units currently in use, each with the capacity to accommodate up to 56 YAs. Cells are mainly single occupancy with a small number offering double occupancy. All cells have integral sanitation facilities.

3.7 The B-Side Care, Separation and Reintegration Unit (CSRU) cares for YAs who are attending adjudication, have been placed in segregation following adjudication or via the Good Order or Discipline (GOoD) process.

B Evidence sections 4 – 11

4 SAFETY

4.1 General

Incidences of violent behaviour, mostly fights and assaults between prisoners, take place almost every day and in every part of the prison. Levels of violence on both sides of the prison remain a real concern for the Board. As in previous years, both prisoners and officers have suffered injuries serious enough to necessitate immediate hospital treatment.

4.2 Minimising and Managing Physical Restraint (MMPR) Feltham A

4.2.1 In the 2016-17 report the IMB reported on the roll-out of the new MMPR techniques across the A-Side. That year there were 405 logged incidents where MMPR techniques were deployed. Many of these incidents involved both staff and prisoners being assaulted at the same time so were recorded as separate items. In the 2017-18 reporting year there were 443 logged incidents where MMPR techniques were deployed.

4.2.2

| 2017-18 | Assault on Staff | Prisoner on prisoner | Multi-perpetrator fights |
|---------|------------------|----------------------|--------------------------|
| YP | 99 | 175 | 148 |
| YA | 54 | 145 | 147 |

4.2.3 Given that the A-Side roll stayed at approximately 150 again this year, the figures continue to show a high level of violence. Staff have made improved efforts to keep up to date with the paperwork required for use of the MMPR technique.

4.4 GOoD/R49

4.4.1 Prisoners who are violent and present a real and immediate threat are separated from others for a period of segregation known as Good Order or Discipline (GOoD) under Rule 49, Young Offender Institution Rules. Others may be placed on GOoD for a short period in their own interest as a means of keeping them safe from others.

4.4.2 A- and B-side Behaviour Management Meetings (BMM) were introduced in December 2017. These meetings not only consider prisoners on GOoD, but others whose behaviour is being monitored in stages or is giving new cause for concern. The BMMs are scheduled at set times each week which helps the IMB to attend more frequently. Information and discussion from the BMMs form an integral part of reviews of those on R49, which are typically scheduled for 24/48 hours later.

4.4.3 The meetings are generally well attended by all relevant agencies, including education, healthcare and chaplaincy. Each prisoner on the list is discussed in detail. The Board has been very impressed by the in-depth knowledge that all staff have of

individuals but has had some concerns over how decisions made at the weekly BMMs are communicated to the prisoners themselves.

4.5 Gang related issues

4.5.1 Many YP/YAs arrive at Feltham claiming that they have such serious issues with gangs on the outside that it prevents them from mixing with certain prisoners already in custody. Some say they would feel unsafe living on the same residential unit or attending the same education classes. Others say that their gang-related loyalties are so great that they would not be able to stop themselves assaulting members from a rival gang, whether they know them or not. These YP/YAs are deemed as 'Keep Apart' and every possible effort is made by the prison to maintain safe separation between protagonists.

4.5.2 Catering for 'Keep Apart' presents an enormous problem for the prison as 'postcode' gang allegiances and enmities change very frequently. It is common for a YP, or a YA, to say he cannot be placed on particular residential units for 'keep apart' reasons. Some prisoners declare that there are no units at all in Feltham where they would feel safe because of gang-related issues brought in from outside. Addressing the issue of Keep Apart is a high priority for the new Governor and her SMT.

4.5.3 The Conflict Resolution (CR) team have worked hard this year to encourage many YP/YAs to meet and mediate with each other. This year experienced CR practitioners moved on to all A-side residential units to offer more targeted support to prisoners in order to help them resolve their conflicts while in custody.

4.5.4 The Safeguarding Group and Anti-Social Behaviour Team (ASBT) gather intelligence on gang issues and provide support to both staff and prisoners in an attempt to limit violent incidents and enable prisoners who have disputes on the outside to be kept apart as far as is practicable whilst in prison. Where possible the ASBT will require prisoners to work directly with the Conflict Resolution team so that "keep apart" measures may not be necessary.

4.6 Bullying

4.6.1 It is hard for the IMB to gather much information directly from individual prisoners about peer-on-peer bullying, although it is clear that staff are very much alert to the problem. Anti-bullying has been a focus for management on both sides of the prison this year. Identified bullies are discussed at the weekly A- and B-side BMMs and anti-bullying interventions are put in place.

4.6.3 This year saw a sharp increase in the number of applications made to the IMB concerning own safety (45, up from 16), including some allegations of staff bullying. After discussion with the prisoners, six of these applications were subsequently referred to the SMT or Equalities team for further investigation.

4.7 Drugs

4.7.1 In last year's report the Board identified the use of illegal drugs by prisoners at Feltham as a growing problem. Staff have had many successes this year in detecting and

curtailing the import of drugs and other illegal items into the prison. However, the use of synthetic cannabinoids (Spice) has increased and has become a cause for serious concern. Every effort is being made to identify how these substances are entering the establishment.

4.7.2 From September 2018 all incoming mail was photocopied, including photographs and greetings cards, and only the copies issued to the prisoners. This is a time limited trial to ascertain whether significant quantities of drugs are being sent into the prison via the mail, particularly through the impregnation of paper. The IMB received 11 applications from YAs following the launch of this initiative complaining about the poor quality of the photocopied images.

4.8 Contraband

The number of cell searches increased this year and are mostly intelligence led. Staff and visitors have also been subject to increased random searches and sniffer dogs are sometimes deployed to help detect any illegal substances being brought in. 26 visitors were discovered attempting to bring drugs other contraband into the prison.

4.8.1 There were no incidences of drugs or other contraband being brought in by drone.

4.9 Gambling

Gambling often creates debt which prisoners have no means to repay. Staff have reported to the IMB that some YP/YAs are running up debts to others, which in a few instances they are compelled to repay through performing an act of violence on a third prisoner with whom they have no obvious grievance.

4.10 Peer Support

Listeners and peer supporter schemes continued on both sides of the prison for the first part of the year although the scheme was suspended for some months when trained prisoners were released. New participants are in the process of being identified and assessed.

4.11 Self Harm and Assessments Care in Custody Teamwork (ACCT) documents

4.11.1 Incidences of self-harm by YPs rose sharply across the reporting year and the number of individuals self-harming more than doubled. Specific categories of self-harm presented by YPs ranged from quite minor scratches and bruises through to more extreme self-inflicted injuries, several requiring trips to hospital.

| 2017-18 | Self-Harm incidents | Prisoners involved | ACCTs opened | ACCTs closed |
|---------|---------------------|---------------------|--------------|--------------|
| YP | 100 | 61 (approx 40% pop) | 160 | 98 |
| YA | 127 | 76(approx 22% pop) | 111 | 84 |

| 2016-17 | Self-Harm incidents | Prisoners involved | ACCTs opened | ACCTs closed |
|----------------|----------------------------|----------------------------|---------------------|---------------------|
| YP | 35 | 29 (approx 19% pop) | 80 | 57 |
| YA | 124 | 83 (approx 23% pop) | 141 | 93 |

4.11.2 The number of ACCTs opened on behalf of YPs doubled compared to the previous reporting year, and a higher proportion of YPs remained on open ACCTs in order to be reviewed regularly. Both these sets of figures appear to show a worrying decline in the general mental health of young people in custody. However, they also reflect a more concerted effort by the prison, Healthcare and the Wellbeing team to accurately record and monitor all types and incidences of self-harming behaviour.

4.11.3 Incidences of self-harm, and the number of self-harming YAs stayed consistent with the previous year. The number of ACCTs opened on behalf of YAs dropped by 21%. The IMB received an increased number of applications this year from YAs expressing concern about their own mental health, often citing depression or anxiety, and in some cases stating the intention to self-harm. Unfair treatment or perceived bullying by staff were, in some cases, given by the YAs as triggers for these feelings.

4.11.4 The IMB continue to monitor the ongoing care of all YP/YAs on ACCTs as part of general duties, visiting the prisoners and attending their ACCT reviews as often as possible. Generally, the IMB is satisfied that procedures are followed well, with timely observations, care plans and post-closure plans in place. IMB members are prepared to challenge poor practice if necessary.

5 EQUALITY AND FAIRNESS

5.1 Staffing

5.1.1 Over the past year the prison saw a significant and welcome increase in the number of operational staff. This increase has eased some of the issues highlighted in 2016-17 report where it was clear that low levels of staffing made delivering even the most basic regime problematic. However, many of the new staff are relatively inexperienced, or are still undergoing training, and this has led to some inconsistencies in how prisoners are dealt with.

5.1.2 The IMB received a total of 76 applications from prisoners complaining of unfair treatment by staff. These complaints involved issues such as IEP awards, visits arrangements and interactions with members of staff.

5.2 Property

5.2.1 The number of applications to the IMB from prisoners about missing property increased significantly this year (88 apps in total) making up more than a quarter of the total number of applications received.

5.2.2 IMBs across the country feel very strongly that loss of personal property is a growing problem that can only be solved at a national level. Sadly, it is one that is too easily dismissed by the authorities, and the general public, as unimportant. The effect that losing personal property has on the emotional state of young prisoners should not be underestimated. Items of personal value, such as clothes, photographs and letters, make an enormous difference to a prisoner's experience of custody, and it is extremely frustrating for the prison. The IMB is so often the bearer of bad news to the owners after what is almost always a fruitless search.

5.2.3 The IMB has no doubt that much anger, anxiety and depression would be reduced if there was a more efficient way of keeping a prisoner and his property together, and when property is mislaid during transfer that there are more efficient ways to locate it or obtain compensation.

5.2.4 The IMB has found that property missing within the establishment (41 out of 88 apps) is often, although not always, resolved by enquiring at Reception.

5.2.5 Property mislaid during transfer from the courts or between other prisons (47 out of 88 apps) is almost impossible to locate.

5.2.6 The IMB always encourages prisoners to pursue the formal complaints process by sending Comp 1 and Comp 1a forms to the prison and explains the importance of following due process when asked to help prisoners apply to the Prison and Probation Ombudsman (PPO) for compensation.

5.3 A-Side Incentives and Earned Privileges (IEP) policy

5.3.1 The A-side IEP policy was completely overhauled in 2018 by the SMT and staff. New Bronze, Silver and Gold levels were introduced to replace the old Basic, Standard

and Enhanced levels. The policy is incentive-based rather than sanction-based, and its implementation has marked the beginning of a more wide-ranging review of the A-side regime by the prison.

5.3.2 The IEP passport allows YPs to collect 'merits' for good behaviour as well as be awarded 'demerits' for poor behaviour. There are more rewards available than previously for Gold-standard behaviour, such as extra association time, additional phone credits and confectionery.

5.3.3 Bronze level is now regarded as a temporary sanction for disruptive YPs which may be cancelled after an agreed period of sustained good behaviour and with clear targets. Most YPs on the residential units are now at Silver or Gold level.

5.4 Curlew Unit

5.4.1 In the early summer of 2018, after a few delays, Curlew unit rerolled as a 'Platinum Community', holding YPs from all units who had consistently shown good behaviour and respectful attitudes. All Curlew residents help keep the unit clean and tidy, engage in weekly group discussions about problems, and whenever possible dine out of their cells as a whole community.

5.4.2 If a YP does not behave well enough on Curlew he is told he will be relocated back to one of the other residential units, sometimes with agreed targets to achieve before he may return. In recent months it has taken longer to relocate poorly behaved YPs off Curlew and this has started to have an impact on the culture of the unit.

5.4.3 When working at its best Curlew unit is a cheerful and settled place, and generally a pleasure to visit. It is clear that the YPs have valued this chance to be part of an enhanced regime and it is encouraging that a second Platinum unit is planned for next year.

5.5 B-Side IEP policy

5.5.1 This IEP policy remained the same with all new prisoners starting on Entry level for two weeks. This is kept under review. To move up the scheme through Standard and on to Enhanced, prisoners need to show consistently good behaviour and to receive positive comments from other areas such as Workshops and Education.

5.5.2 If a YA receives two or more negative IEPs he is moved down on to Basic level. Some prisoners struggle to come off Basic level, particularly if losses are also awarded at adjudication.

5.6 Kingfisher unit

5.6.1 Red Bands, prisoners who are trusted with duties on the B-side, are all held on Kingfisher unit. It is a split unit which also acts as the induction unit for newly arrived YAs. The Red Band regime includes extra privileges such as gym visits, dining out whenever possible and eligibility to be considered for RoTL.

5.6.2 Blue Band status was introduced at the end of last year, where, like Red Bands, chosen prisoners are given extra duties but within a more limited area of the prison. This is working well.

5.7 Equality & Diversity Action Team

The prison's dedicated Equalities team continues to engage effectively with both staff and prisoners. Equality Action Team (EAT) Meetings are held monthly and are well attended by staff representing a breadth of services across the prison.

5.8 Discrimination Incident Report Forms (DIRFs)

5.8.1. Over the course of the reporting period 120 DIRFs were received by the prison. This marks a significant increase over the previous reporting year.

| | Total Number of DIRFs Submitted | Prisoner Complaint about Staff | Staff Complaint about Prisoner | Prisoner Complaint about Prisoner | Other |
|----------------|----------------------------------------|---------------------------------------|---------------------------------------|------------------------------------------|--------------|
| 2017-18 | 120 | 43 | 60 | 9 | 8 |
| 2016-17 | 89 | 26 | 50 | 7 | 6 |
| Change | 31 (35%) | 17 (65%) | 10 (20%) | 2 (30%) | 2(25%) |

5.8.2 The reason for the increase in the number of DIRFs is multifaceted, and partially due to the active work of the Equalities Team and its focus on equalities and fairness within the establishment. The Equalities Manager responds quickly and personally to all DIRFs.

5.8.3 Prisoners are aware that submitting the DIRF form will elicit a visit from an Equalities Team representative and they know they will receive a timely response to their concerns, even if the complaint is not upheld. However, some YP/YAs have incorrectly used DIRF forms to log general complaints, and some newer staff have also submitted DIRFs when it would have been more appropriate to submit Intelligence Reports or report racist language via NOMIS.

5.8.4 The Governor completes an assurance check on all investigated DIRFs, and the Zahid Mubarak Trust also runs an independent scrutiny panel.

5.9 Foreign Nationals

5.9.1 The monthly average of foreign national prisoners held at Feltham is 75, with an average of 57 YAs and 16 YPs.

5.9.2. YA/YPs declaring 39 different nationalities were resident at Feltham during the reporting period.

5.9.3. Over the course of the reporting period there were 20 YPs who were held beyond their sentence due to their immigration status, as they were awaiting either deportation or extradition.

5.10 Chaplaincy

5.10.1 Chaplaincy plays an important part in the daily life of prisoners across the establishment. Members of the Chaplaincy team make regular visits to all the residential units and daily visits to the segregated prisoners and patients on the mental health unit. The manager of the Chaplaincy team is always present at both the weekly Behaviour Management Meetings and he plays an effective part in monitoring the welfare of all prisoners placed on R49.

5.10.2 Friday prayers are held at the mosque at Feltham and are well attended. Eucharist services are held on Sundays in the RC and CE chapels.

5.10.3 Chaplaincy facilitates successful courses, such as the one run by the Sycamore Tree Project, for prisoners wishing to address their offending behaviour. An Alpha course on the basics of Christian faith was, once again, over-subscribed.

5.10.4 Prisoners wishing to observe Ramadan are fully supported by the prison and their daily regime is adjusted to take into consideration fasting and washing.

6 SEGREGATION, CARE AND SEPARATION

6.1 CSRU

6.1.1 The Care, Separation and Reintegration Unit (CSRU) is located on Ibis unit on the B-side, and during the reporting year still accommodated both YPs and YAs at the same time. As mentioned in several previous annual reports, the IMB has regarded the provision of a designated A Side CSRU as an urgent requirement to provide a safe, humane and decent environment for YPs held in segregation.

6.1.2 The layout of Ibis unit, with cells facing one other on a long corridor, means that prisoners shout and interact with each other through cell doors and windows, making for a very noisy, and sometimes intimidating, environment. The location of staff offices at one end only makes interaction between staff and prisoners more difficult. Staff work hard to have regular interaction with all prisoners on CSRU, including 30-minute observations during the day.

6.1.3 The age and design of the buildings is particularly evident on Ibis unit, where the environment is stark with limited facilities not conducive to promoting reintegration. Staff continue to make efforts to improve the environment and this year has seen the unit repainted, with flooring replaced in the corridor and new notice boards.

6.1.4 The outside exercise area on the CRSU is divided into three spaces best described only as cages, although this does allow for three prisoners to be outside at the same time. The whole CRSU exercise area is heavily contaminated by pigeon droppings, and despite regular cleaning continues to be of major concern on decency, safety and health grounds.

6.1.5 It is disappointing that the new daily regime mentioned in our last report has not been implemented and the planned timetabled interventions programme has been put on hold. There are no TVs available in the cells of the CRSU, but new wind-up radios are made available for prisoners, dependent on behaviour. Education packs are delivered to prisoners to work on in their cells. Books and magazines are brought to the CRSU by library staff on a regular basis. There are activity packs, containing colouring books, word-searches and crosswords, available on request.

6.1.6 There was a notable decrease in the number of YPs accommodated on Ibis in 2017/18, down from 365 to 283. As noted at 6.3 the location of YPs on CSRU would terminate on 10 December 2018.

6.1.7 There was a slight decrease in the number of YAs accommodated on CSRU in 2017/18, 538 compared with 542 in the previous year.

6.1.8 The Board was pleased to see only two YPs spending more than 21 days in segregation on CSRU in 2017/18, the same figure as last year, which then represented a substantial fall from previous years. This reflects the continuing concerted efforts of prison staff and management to see YPs returned to normal location as soon as possible.

6.1.9 The figure for YAs spending more than 21 days on the CSRU increased from six to 15 in 2017/18. This increase includes and reflects a number of self-isolating YAs remaining on or moved to CSRU for the proper management of their self-isolation and their preparation for re-integration on to other residential units.

6.1.10 The Board is pleased to note that GOoD reviews taking place on CSRU are now more often held at a scheduled day/time, making it more likely that both the IMB and Healthcare can attend. Despite these best efforts Healthcare is still absent on occasions.

6.1.11 The Board is satisfied that the necessary information is available at the GOoD reviews held on the CSRU, that prisoners usually attend their reviews, and are given the opportunity to make representations in writing or in person.

6.1.12 The Board is satisfied that relevant segregation paperwork is kept up to date and is always available to be scrutinised.

6.1.13 A member of the IMB is normally informed within 24 hours of YPs located onto the CSRU for GOoD and members are informed by telephone if special accommodation has been used.

6.1.14 Board members speak freely with all residents on Ibis several times a week, either through their doors or, depending on the time of visit, with the doors opened.

6.1.15 The Board has monitored the way cellular confinement and special accommodation have been used on Ibis unit. This has been satisfactory. There has once again been no use of mechanical restraint during this reporting year. There have been seven dirty protests, by six different individuals, which have been handled patiently and professionally by CSRU staff, with appropriate policies and procedures in place.

6.1.16 Prisoners with mental health issues are visited regularly by CMHT and psychology staff. A member of the IMB regularly attends the monthly Segregation Monitoring and Reporting Group (SMARG) meetings.

6.2 Segregation on residential units

6.2.1 This year has seen a continuation of the policy introduced last year whereby YAs who chose to self-isolate are not permitted to remain on normal residential location, and after a three-stage warning process are moved to the CSRU for period on GOoD. This approach has been successful in reducing the number of YAs choosing to self-isolate.

6.2.2 In anticipation of YPs no longer going to CSRU after 10 December 2018, this reporting year has seen the management of more YPs on GOoD on normal location, with unit staff able to work with them to return them to a normal regime as soon as practicable.

6.2.3 The number of occasions in 2017/18 where YPs were placed on GOoD whilst remaining on their residential unit, was 200 (representing 142 different YPs), with the

average time spent on GOoD on unit being 20 days. This average time includes, and will be affected by, a handful of complex YPs remaining on GOoD for extended periods of up to 80-100 days, including those on the recently opened Enhanced Support Unit (ESU) [6.3].

6.2.4 The number of occasions on which YPs remained on GOoD on unit for more than 21 consecutive days was 55 in 2017/18.

6.2.5 The Duty Governor and a representative from Healthcare make daily visits to all YPs on R49.

6.2.6 Mediation and/or support with gang related issues is offered to YPs and YAs and this is proving to be effective with prisoners who choose to self-isolate.

6.2.7 Details of all segregated YPs and YAs are collated daily by a designated GOoD team and are shared with all relevant agencies and the IMB. Every aspect of each segregated prisoner's care and behaviour is discussed at great length at the multidisciplinary Behaviour Management Meetings (BMM) held weekly for both sides of the prison. The IMB regularly attends both BMMs.

6.3 Enhanced Support Unit (ESU)

As anticipated in last year's report, Feltham has seen the opening of Phase One (Nov 2017) and the development of Phase Two of the ESU on Albatross unit which caters for the most troublesome and complex YPs, thus removing them from other residential units. The Board has been very impressed by the hard work and professional commitment made by ESU staff to these very difficult prisoners throughout the year.

7 ACCOMMODATION

7.1 Living and working conditions

7.1.1 Degraded, leaking and damaged roof structures cause many internal problems on the A and B side residential units and workshops. This in turn creates unwholesome or unhealthy conditions for prisoners and uncomfortable working environments for staff. Leaks from the walls and ceilings are commonplace following heavy or persistent rain, and often result in damp patches and mould growth. Two YAs complained to the IMB this year that the walls and ceilings of their cells were covered in mould and became wet when it rained. They were concerned that this was affecting their health. In both cases the prisoners were moved, and the cells put out of action.

7.1.2 The extremely cold spring and the unusually hot summer of 2018 confirmed the view of the IMB that the safe, humane and decent treatment of prisoners is being compromised by the conditions in which they must live. This is despite the very best efforts of the Works team and other staff to compensate for the gradual failure of the prison buildings and years of inadequate maintenance.

7.1.3 While the prison is generally run down and worn out, most A and B side residential units are well organised, and staff make great efforts to maintain a good standard of cleanliness, especially in the communal areas. Conversely it is true to say that a few residential units, particularly on the B side, are sometimes to be found with bin bags, litter, discarded food and dirty clothing on display.

7.2 Yards

7.2.1 The exercise areas on most residential units are hard-surfaced yards with no planting. There is a very limited amount of seating and outdoor gym equipment. Outdoor activity is particularly limited for YAs on the CRSU where facilities allow for prisoners to do no more than stand in a small, bare yard, which this year was partitioned into three smaller sections to permit more than one prisoner at a time to be outside.

7.2.2 HMYOI Feltham sits on a 92-acre site which is laid out to grass and mature trees. The IMB continues to hope that greater sporting or horticultural opportunities will be developed for all prisoners to make fuller use of this outdoor resource.

7.3 Works department

7.3.1 In January 2018 the prison's maintenance contractor, Carillion plc, went into administration. Feltham Works department took over the contract and this had an immediate positive effect as faults were addressed in a more responsive and effective manner. Works staffing improved with the arrival of three full time electricians and two mechanics.

7.3.2 Residential unit officers were able to report faults directly to the Works team in a much more timely way. Between January and November 2018, more than 7,000 basic maintenance jobs were reported to and addressed by the team. An extensive

programme of roof repairs was commissioned in the summer and is progressing on time.

7.3.3 Despite its best efforts the Works department struggles to deal with the wide range of problems that have accumulated over the years. Some maintenance issues persist for months or even years after they have been reported. In many cases, a temporary patch-up is all that can be done.

7.3.4 A comprehensive and fully funded programme of works is still urgently required to bring all areas of the prison to a proper standard.

7.3.5 The rodent problem of 2016-17 has, thankfully, been resolved and the IMB has seen no evidence of a return.

7.4 Ventilation.

7.4.1 Ventilation is a considerable problem all year round. The windows are old-fashioned painted steel structures and have been poorly maintained over the years. Many window vents in cells do not work properly such that the panels are stuck in the open or closed position.

7.4.2 During the 2018 heatwave, which lasted for more than six weeks, the temperature in some cells rose to unacceptable levels during the daytime. Staff did their best to alleviate the conditions by offering extra water and fans, but ventilation was almost non-existent. This was a serious cause for concern, particularly for prisoners who were confined to their cells for long periods during the day. The IMB was impressed by the resilience of the prisoners and the actions of the staff throughout this period.

7.4.3 The vents over the communal areas of the residential units, where prisoners take association time, are often broken, and during the extremely cold weather in the spring these areas were unpleasantly cold. Again, staff made extra clothing and blankets available for prisoners on request.

7.5 Condensation.

The build-up of condensation, especially in the winter, is a major cause for concern with some prisoners having to resort to the use of buckets in their cells to catch the drips. Every effort is made by staff to move prisoners to alternative accommodation, but this is not always possible. The Works department try to repair where they can, only for problems to often re-occur.

7.6 Showers and toilets.

7.6.1 The state of most showers, both on the A and B side, has not improved over the year, despite a prison-wide programme of deep cleaning begun in late 2017. On some units showers have not operated properly for many months despite repeated reporting of the faults. Drainage can be poor and on average there is at least one shower out of action on any residential unit. There is a general build-up of mould and rust in the shower rooms due to leaking roofs and lack of ventilation. Quantities of prisoners' wet

clothes left on the shower room floors do not help. General lighting could also be improved.

7.6.2 All but a very few prisoners still eat all their meals in their cells. All YP/YAs have in-cell toilets which they must keep clean themselves. These facilities are, for the most part, unpleasant and unhygienic, not least because there are so many different cell occupants throughout the year. The IMB received some complaints about blocked and smelly toilets on the B-side.

7.6.3 The toilets in the Visitors Centre and the A and B-side Education department have been the subject of complaints from staff, as the prison's general cleaning contract did not extend to these areas. Non-uniformed staff felt obliged to clean up after prisoners and others, and sometimes after deliberate flooding or blocking attempts.

7.7 Drainage.

The extensive drainage problems reported in 2016 have not reoccurred. However, the waste water and sewage disposal systems remain poor and toilets on some residential units are still vulnerable to 'back-up' during periods of very wet weather. This is unpleasant and disruptive to prisoners who must be moved out of their cells due to the health hazards.

7.8 Fire safety.

All fire hoses and extinguishers are in the process of being updated. A fine mist delivery system is replacing hand held extinguishers for use on fires started in cells. Fire safety inspections are conducted regularly across all parts of the prison.

7.9 TVs

7.9.1 Television plays a very important part in the lives of most prisoners at Feltham. For a few weeks in the summer several residential units were left without any signal following the breakdown of a main hub. This happened in the middle of the FIFA World Cup tournament, which provoked a good deal of complaint. The Works department should be congratulated for the temporary repairs they made to get signal to as many units as possible.

7.9.2 Since July all the TV hubs have been upgraded. Spare parts are now held on site so television repairs should take less time, making for a happier and more settled environment.

7.10 Laundry.

7.10.1 Personal clothes are laundered by the prisoners on the units. Over the year the IMB noted many reports of faulty or broken washers/dryers on the units and it was clear that in many cases months would pass before they were mended or replaced.

7.10.2 Prison issue kit is collected and sorted on site every week and outsourced for laundering to HMP Wandsworth. The laundry workshop at Feltham is inefficient and disorganised. Until recently it was not clear if, or how, the items were tallied to ensure

that the same quantity came back. Staff have reported insufficient clean underwear, gym kit or bed linen to distribute and they frequently have to 'borrow' from other units.

7.10.3 The IMB observed that for a matter of weeks during the hot weather YAs could not be issued with regular changes of underwear, towels and gym kit due to problems with the laundry. Staff were deeply concerned about the health and decency issues this presented.

7.11 Telephones

Telephones on units are normally in working order, although there are not enough kiosks. The system appears to operate fairly with boys on the whole respecting each other's time and staff monitoring access. Legal calls if requested are permitted outside the normal quota.

7.12 Canteen

7.12.1 The Board is satisfied that the weekly Canteen is delivered on time. There were four applications to the IMB concerning broken or opened packets within a prisoners' order, where prison policy requires that the whole batch is returned rather than just the damaged item. This issue was resolved with the supplier in late 2018.

7.12.2 The Canteen contractor publishes separate lists for the A and B-sides. It is quite clear from the most cursory look that the prices of even the most basic items are far higher than those available on the high street.

7.12.3 Staff report that Canteen is sometimes used as a bullying strategy where weaker prisoners are required to hand over their goods to others, often to satisfy a debt. This behaviour is always challenged when picked up.

7.13 Kitchens and food

7.13.1 The Board monitors the kitchen closely with regular visits by made by members. The kitchen is run extremely efficiently with a variety of different meals prepared to a good standard to accommodate various dietary requirements. Food is delivered hot and on time to the residential units.

7.13.2 All kitchen staff, including the YA orderlies, receive appropriate training and are properly attired.

7.13.3 Food preparation and hygiene standards are constantly monitored and maintained at a high level. Kitchen management are always looking for new ways to improve the menus and cultivate new ideas.

7.13.4 Food intolerances and allergies amongst YP/YAs are logged and well catered for.

7.13.5 Ramadan provision this year was excellent and fasting prisoners often expressed gratitude for the extra efforts made by kitchen staff to get hot, nutritious food to them in flasks.

7.14 Visits and the Visitors Centre

7.14.1 The Visitors' Centre (VC) is run by Spurgeons, a children's charity, and benefits from an enthusiastic and committed team who are keen to expand their role. The Spurgeons team has also taken over the running of family days which are always over-subscribed.

7.14.2 It is good to see that parenting courses are planned for young fathers on both sides of the prison. Play support is provided in the VCs in both the A and B visits halls.

7.14.3 The VC handles over 1000 family and social visits and more than 350 legal visits each month.

7.14.4 The IMB has observed that communication between the VC and staff within the prison does not always run smoothly. The prison has sometimes made decisions on issues such as dress code or personal ID but has not necessarily informed staff in the VC in sufficient time. This has led to anger and frustration from some visitors which the VC staff have had to deal with.

8 HEALTHCARE

8.1.1 General healthcare services continue to be provided by contractors Care UK and by an NHS provider for the Wellbeing team.

8.1.2 The staff include a GP, nurses, a pharmacist, a dentist, psychiatrists, psychologists, speech therapists and substance abuse specialists. Clinical staffing is at a generally good level although there has been a lot of turnover through the year, particularly with agency nurses where recruitment continues to be problematic.

8.2 Mental health unit

8.2.1 One residential unit (Wren) serves as an inpatient facility – primarily for mental health issues but occasionally for detox or medical issues. This year, for example, the unit was used to quarantine one YA diagnosed with tuberculosis. Specialist mental health staff are based on this unit.

8.2.2 The unpredictable and violent behaviour of a small number of mentally ill prisoners has been of considerable concern to the Board this year. There seems to be no overarching HMPPS or NHS strategy in place to deal with these deeply traumatised young men. Prison is clearly not a safe or therapeutic environment for mentally ill people, particularly juveniles. It can appear that a reluctance to ascribe ‘labels’ to YPs results in delays to appropriate mental health referrals.

8.2.3 The Board wholeheartedly commends the professional and dedicated treatment given to these complex prisoners by the security, psychology and healthcare staff on Wren unit. The Board also acknowledges the unique stresses placed on staff, and other prisoners, through the process of caring for and protecting them.

8.2.4 Wren unit is also used as a place of safety for prisoners who may have complex problems but who, after assessment, are not deemed to be mental health patients. Despite the exceptionally demanding nature of some of these prisoners, health professionals and prison officers work very hard to interact with them and provide the best care possible in a prison environment.

8.2.5 The Wellbeing Team (previously known as Community Mental Health Team) generally visits prisoners on their residential units. The Team reports that there is often a lack of suitable rooms, or insufficient prison staff, to allow them to meet privately in an appropriate setting.

8.2.6 The Wellbeing Team offers a range of information and training to new prison officer recruits about their work. They would like the opportunity to expand this to improve staff awareness of autism and complex mental health issues such as personality disorders.

8.3 Healthcare generally

8.3.1 During the reporting year, there were 42 complaints made to the prison regarding Healthcare issues. This compares with 29 in the previous year. These are

handled separately from other Comp 1 complaints, as they are referred directly to Healthcare. There is no record available of the nature of these complaints and the prison does not keep a record of how they are resolved. The IMB is concerned that this disjointed approach may lead to prisoners not being listened to.

8.3.2 The IMB receives very few applications regarding Healthcare but when issues, such as appointments not being offered, have been brought to members' attention, Healthcare has been quick to resolve them.

8.3.3 The board continues to note that although Healthcare representatives make a daily visit to every prisoner on the CRSU, they are often not present at GOoD reviews, despite efforts being made to timetable these reviews in advance. This is a cause for concern.

8.3.4 The national smoking ban came into force in April 2018. Smoking cessation courses were made available to all prisoners. Vaping is still permitted for YAs and items may be purchased from canteen sheets. The IMB received no complaints from prisoners about not being able to smoke. However, several officers reported they found the lack of smoking opportunities a problem.

9 EDUCATION

9.1 A-Side Education

9.1.1 There is a statutory requirement for all YPs to receive education while at Feltham and Education A continues to be provided by Prospects. The new Head has been in post since December 2017 and has had a significant positive impact on learners' behaviour and attitudes.

9.1.2 Timetabled education hours continue to be swallowed up by the slow and inefficient escort system, although some improvement was noted over the past year. The start of the school day is 9.00 a.m. YPs typically arrive at the school any time between 9.30 and 9.55 a.m.

9.1.3 The Head employs a zero-tolerance policy against disruptive behaviour by YPs which, in her view, may affect the learning of others or compromise the safety of teaching staff. At the beginning of the year YP attendance levels dropped as a result of the zero-tolerance policy, however since July 2018 attendance levels have started to rise again as the culture of the school changes and YPs and staff now understand what is, and what is not, acceptable behaviour.

9.1.4 The Board appreciates that the Head's focus on improving behaviour this year has meant that non-compliance with the new, higher expectations results in some YPs being sent back to their units for a sustained period of reflection. This can leave them without access to education or purposeful activity, sometimes for days at a time.

9.1.5 Once on their residential unit YPs placed on reflection may be unable to come out of their cell or mix with others for more than two hours a day if the prison regime does not allow for it. They may therefore, by default, be placed on R49. This is monitored closely by the Board and has noted that the numbers of YPs held on R49 following violent incidents in Education are reducing.

9.1.6 Up to a third of YPs have not attended Education regularly for disciplinary reasons defined by the prison. YPs are held back on their units after a fight, or an assault, because they are considered to pose a risk to others. The Head always analyses and challenges the reasons for YPs being held back.

9.1.7 Although Educational Outreach teachers do their best to engage YPs on reflection, the provision by Prospects is not yet sufficient to offer all YPs the number of hours of teaching and learning they are entitled to. This is a contractual issue which requires attention.

9.1.8 Special educational needs (SEN) affect 51% of all YPs at Feltham and 23% have an Education, Health and Care Plan (EHP) in place. Currently, 46% of YPs require a specialist Social, Emotional and Mental Health (SEMH) plan. YPs with SEMH have trouble in building and maintaining relationships with peers and adults; they can also struggle to engage with learning and to cope in the classroom without additional strategies and interventions.

9.1.9 13% of YPs in custody at Feltham have been identified as being on the autistic spectrum. The National Autistic Society (NACS) visited in late 2018 and reported that autistic learners at Feltham have a good level of engagement with education - better than that seen in many mainstream settings.

9.1.10 The education timetable has recently been restructured to ensure that individual teachers stay with a group of pupils for the duration of their learning sessions. This has had two beneficial consequences: the opportunity for teachers to build a greater rapport with pupils and a means for management to hold teachers to account for pupil progress.

9.1.11 The recruitment and retention of both teachers and support staff remains an issue for Prospects. On a typical day one third of all the teachers at Feltham may be temporary agency staff. This is very expensive, and the teaching is variable in its quality.

9.1.12 Significant barriers to the recruitment of external staff are the location of the prison, as well as the high cost and poor provision of public transport. Prospects is planning to organise a free shuttle bus from the nearest rail stations to help alleviate these problems.

9.1.13 It was hoped that the opening of the ESU and the switch on the A-side to a culture of rewarding positive behaviour would lead to a measurable reduction in incidents of violence in the Education department. However, some YPs are still coming

into Education with improvised weapons and deliberately starting fights. Despite this, the most recent survey indicated that 74% of learners felt safe in the classroom.

9.1.13 Seven YPs who will still be on roll in May 2019 have been entered for GCSE examinations.

9.1.16 Catering course facilities on Education A remain poor as the equipment and facilities need refurbishment. Prospects have offered to bear the costs.

9.1.17 The Advisory Governing Body continues to meet quarterly to receive reports from Prospects and helps give a strategic overview of educational provision for YPs.

9.2 B Side Education

9.2.1 Education for YAs continues to be provided by Novus. The board acknowledges the hard work, commitment and enthusiasm shown by the staff.

9.2.2 The Head has now been in post for nearly two years. She has put in place a system of performance management to improve the quality of teaching. Weaker members of staff have left. She has acted to support and develop the staff that have remained. A Teach First graduate has just been appointed to teach English.

9.2.3 The school is fully staffed, but it is difficult to cover absences as classrooms are locked and teachers need keys. Agency or short-term teachers without key training cannot cover.

9.2.4 A student support worker attends Behaviour Management Meetings and visits YAs who are not able to attend education due to disciplinary or keep-apart issues.

9.2.5 A dedicated tutor provides YAs on induction with information to help them choose courses. As much as is possible, YAs are allocated to courses that are relevant to or specified in their sentence plan. YAs yet to achieve Level 1 are automatically enrolled on English and Maths courses.

9.2.6 Functional skills outcomes have improved since last year. Maths is now above the national average in mainstream adult education.

9.2.7 The Board has observed YAs engaged in lessons and is impressed by the calmness of staff and their ability to create effective learning environments. Challenging behaviour, when it occurs, is managed in a timely and professional manner.

9.2.8 There has been a marked increase in the percentage of YAs successfully completing courses. The figure for 2017/18 (93%) is an improvement on 2016 /17 (88%) which was in turn an improvement on 2015 /16 (82%).

9.2.9 Using distance learning schemes, three students gained entry to university this year.

9.2.10 In collaboration with 'Bounce Back', Novus provides a scheme of painting and decorating work through which YAs can obtain their Construction Health and Safety (CHS) card. Three classes of 12 prisoners obtained their cards last academic year. The same schedule planned for this academic year.

9.2.11 Since the appointment of a new maths teacher, 77% of YPs achieved Level One in maths and 79% achieved Level Two.

9.2.12 The number of new courses started by YAs has almost doubled this year, from 1200 in 2017 to 2300 in 2018.

9.2.13 B-side education staff have reported to the IMB that they would like to work more effectively with other areas of the prison and to be given a higher profile for YAs at their induction.

9.2.14 In its last report, the Board raised the issue of poor attendance at education by YAs. It is pleasing to note that this year there has been a considerable improvement in attendance, up from 51% in November 2017 to 71% in October 2018. This is due to an increase in the number of prison officers facilitating escorts and a reduction in cancellations.

9.3 The Library

9.3.1 The Board acknowledges the hard work and commitment demonstrated by staff in the library. It is a pleasure to visit and observe prisoners enjoying the range of reading material on offer.

9.3.2 The Board is disappointed that this year the London Borough of Hounslow made cuts to library staff numbers and their pay. Despite this library staff continue to work hard to provide the best possible service for prisoners. It is frustrating that, due to staffing on the units, prisoners are not always allowed their allocated visits to the Library.

9.3.3 At the end of the reporting year the Library underwent a full refurbishment, with new furniture, study areas and reading material. It now provides an excellent additional resource for YA/YPs when the prison regime allows for full access.

10 WORK AND TRAINING

10.1 Purposeful activity

10.1.1 During the year YAs, under Workshop supervision, have carried out some work in the prison – for example the redecoration of the library – and deep cleaning of some facilities. In this way they have received useful training while doing more satisfying work, rather than all such training being workshop-based.

10.1.2 Workshops are often cancelled at short notice for staffing reasons. This leaves YAs back behind their doors without any alternative meaningful activities, sometimes for the rest of the day.

10.1.3 Despite the improvement in football and rugby provision there is still not sufficient access to outdoor activity or exercise over and above the statutory daily requirement.

10.1.4 The Duke of Edinburgh Award Scheme continues to be very popular, with 46 YPs signing up in the year and almost all YAs expressing initial interest. The majority of these prisoners only complete the few modules that are available within the prison, but some have been able to get ROTL and gone on to achieve the full awards - 38 Bronze and four Silver awards in total.

10.1.5 The London Fire Brigade held three one-day first-aid and safety courses for YPs and YAs. Up to sixteen prisoners take part on each course.

10.1.6 The football and rugby courses are held in two twelve-week modules with twenty prisoners on each. These courses are always heavily oversubscribed.

10.2 Training and Employment

10.2.1 The gym holds Gym Instructor courses to Levels 2 and 3. Prisoners who complete these courses are helped to obtain employment in the fitness industry when they leave.

10.2.2 The Airborne initiative involves five-day outward-bound residential courses on Dartmoor. A total of 27 YAs this year went on the Airborne courses accompanied by Feltham staff.

10.2.3 During the reporting year several new initiatives were launched, and others were being planned. A new coffee processing workshop, run by Inside Grounds, produces ground roasted coffee to be put on sale. Prisoners are trained in processing, packaging and quality control skills.

10.2.4 The Board has been pleased to see good progress on courses aimed at post-release welfare such as personal finance, debt control, independent living and parenting classes. Finance study courses are run through Westminster University.

10.2.5 City and Guild Qualifications are being reinstated which will allow prisoners to start their courses at Feltham and complete the training after they are released.

11 PREPARATION FOR RELEASE

11.1 An average of 17 YPs and 31 YAs are released every month. An average of nine prisoners are released on HDC each month.

11.2 After release 60% of YPs go to into permanent accommodation with family or friends. The rest are sent to approved accommodation.

11.3 After release 50% of YAs go to permanent accommodation. The rest go to approved accommodation arranged by De Paul, a housing provider or by Stonham Bass who arrange hostel placements.

11.4 Accommodation for YA/YPs tends to be arranged at the last minute with only one- or two-days' notice. This is due to the extremely limited availability of accommodation in the London area. During the reporting year accommodation was found for all prisoners released from Feltham.

C Section – Work of Board

| BOARD STATISTICS | |
|---------------------------------------------------------------------|------------|
| Recommended Complement of Board Members | 20 |
| Number of Board members at the start of the reporting period | 11 |
| Number of Board members at the end of the reporting period | 14 |
| Total number of visits to the Establishment | 521 |

D Section – Applications to the Board

| Code | Subject | Current reporting year A/B | 2016/17 | 2015/16 |
|-------------|---------------------------------------------------------------------------------------------------|-----------------------------------|----------------|----------------|
| A | Accommodation including laundry, clothing, ablutions | 20 | 10 | 16 |
| B | Discipline including adjudications, IEP, sanctions | 4 / 27 | 17 | 44 |
| C | Equality | 2 | 2 | 9 |
| D | Purposeful Activity including education, work, training, library, regime, time out of cell | 10 | 12 | 15 |
| E 1 | Letters, visits, phones, public protection restrictions | 29 | 8 | 16 |
| E 2 | Finance including pay, private monies, spends | 10 | 26 | 6 |
| F | Food and kitchens | 3 | 2 | 3 |
| G | Health including physical, mental, social care | 2 / 6 | 15 | 8 |
| H 1 | Property within this establishment | 2 / 39 | 20 | 19 |
| H 2 | Property during transfer or in another establishment or location | 1 / 46 | 31 | 48 |
| H 3 | Canteen, facility list, catalogue(s) | 6 | 11 | 8 |
| I | Sentence management including HDC, ROTL, parole, release dates, re-categorisation | 53 | 29 | 33 |
| J | Staff/prisoner concerns - including bullying and own safety | 1 / 44 | 16 | 25 |
| K | Transfers | 1 / 12 | 15 | 24 |
| | Total number of IMB applications | 11 / 307 | 214 | 274 |