



Annual Report
of the
Independent Monitoring Board
at
HMP LEICESTER

1st February 2018 – 31st January 2019

Published May 2019



Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

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

The Board is specifically charged to:

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

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

2 EXECUTIVE SUMMARY

This report presents the findings of the Independent Monitoring Board at HMP Leicester for the period 1st February 2018 – 31st January 2019. Evidence has been drawn from observations made on regular rota visits, from informal contacts with prisoners and staff in all areas of the establishment, from dealing with prisoner applications, from incident monitoring, from scrutinising records and data, from targeted monitoring of particular areas and processes and from attendance at a range of meetings in the prison. The data in this report are locally collected.

In January 2018, after an unannounced inspection, Her Majesty's Inspectorate of Prisons (HMIP) rated HMP Leicester as having improved in all four healthy prison tests – Safety, Respect, Purposeful Activity and Rehabilitation and Release Planning. The IMB is pleased to report that good progress has continued in most areas and a number of the HMIP recommendations have already been implemented.

There were some considerable staffing challenges in 2018, when a number of very experienced staff, including the Governor, transferred to other establishments, alongside the arrival of new officers to support the Offender Management in Custody reforms (4:9). The Board particularly commends the Acting Deputy Governor for her hard work in maintaining continuity and service provision. A new Governor appointed in November has already proved energetic with a ready grip of what is needed to continue improving standards in the prison. The very good supportive, friendly and constructive interactions between staff and prisoners have remained a strength of the establishment. The 'Team Leicester' ethos has produced a cohesive and often cheerful group of staff.

The reconfiguration of accommodation (3) has improved safety for most of the Vulnerable Prisoners and has allowed more efficient use of space in the main wing. Staff have done their best to maintain decency in the accommodation, but the Board has become increasingly concerned about the accelerating pace of dilapidations now occurring, including leaking roofs, ill-fitting windows, defective floors, a failing boiler system and unreliable and broken kitchen equipment (7:1, 7:2, 8:5, 9:2). Amey has again failed to deliver the maintenance and repair contract.

The establishment dealt with some very challenging prisoners in 2018. Rates of self-harm (4:2) and violence (4:4) increased, but both were well managed, and order and control was good. A newly introduced Rapiscan (4:6) proved effective, and there was an impressive reduction in the supply and use of New Psychoactive Substances (4:7).

During 2018, good working partnerships have continued between the prison and the community (5, 9:4, 11), and there has been an excellent programme of cultural enrichment activities (9:4).

Fair treatment: IMB Leicester believes that prisoners are treated fairly and with respect. There is a predictable regime, time out of cell is reasonable (7:6) and prisoner consultation is good (7:2, 7:5). Equalities work was given a high priority this year (5). Allocation of activities is fairer (10). IMB applications were fewer (p.24), and the Board believes that this results in part from increased help to prisoners offered by Peer Advisers and by Officer Keyworkers assigned by the Offender Management in Custody process (4:9).

Humane treatment: the IMB considers that the poor condition of the accommodation is beginning to reduce standards of decency in the prison. The Board also judged that one prisoner awaiting a secure mental hospital bed suffered inhumane conditions (8:4).

Preparation for release: There are improved opportunities for purposeful activity with the opening of a new workshop (10). The Education capacity could be better used. Good work is being done by Healthcare, Substance Misuse Services, Education and Training, Chaplaincy, and the Community Rehabilitation Company, but the process could be better coordinated (11.6).

IMB believes that during 2018, staff have worked very hard to make improvements and have been well led and managed. This good work is however being undermined by the very poor state of the accommodation and by equipment failures, particularly in kitchens, and these are in danger of compromising both the safety and the decency of the establishment.

FOR THE ATTENTION OF THE MINISTER

1. Capital Investment

It is planned to invest a large sum of money over the next 18 months for necessary Health and Safety improvements to the establishment, with the installation of in-cell smoke detectors and landing smoke extractors.

IMB feels that a similar investment is urgently needed for the reparation of the leaking roofs, poorly fitting windows, defective floors, failing heating system and boiler, and old unreliable kitchen equipment (7:1, 7:2, 8:5, 9:2), which also threaten the stability, safety and decency of the establishment and could lead to unrest.

Would the Minister please review this situation?

2. The Performance of AMEY

The Board raised this in detail in last year's Annual Report.

Amey has again consistently failed to deliver the maintenance and repair contract, and the Board is aware of a large and increasing backlog of work, and of delays in procuring and receiving estimates, in sub-contracting work, and in delivering it to the required standard in many areas of the prison. This contributes to the accelerating dilapidations described in this report.

The Board presumes that the Minister and the Prison Service are well aware of these ongoing problems but would like to be assured that some progress is being made towards resolving them.

3. Secure Mental Accommodation

IMB is concerned that the delay in transfer to a secure hospital for severely mentally ill prisoners has been longer this year (8:4).

The Board raised this issue in the reporting year 2016 and received the following in reply from Sam Gyimah MP on 20th July 2017:

"There are more immediate system improvements planned by NHS England Health and Justice, including process mapping and the development of a common approach and understanding of admission criteria and referral processes. This will ensure that the current approaches to providing access for prisoners to secure mental health beds are maximized."

Is the Minister able to update the Board on any progress in this matter?

4. Timing of Resettlement Plans

Last year the Board raised concerns about the appropriateness of the resettlement planning required by the Basic Custody Screening Tool 2 (BCST2) on reception for those prisoners about to serve a long sentence. In your reply dated 7th June 2018 you alluded to a BCST quality assurance development review held in September 2015 which led to a project to design a new resettlement planning process replacing BCST, and you mentioned that pilot studies were being carried out.

The Board would appreciate an update on this topic.

FOR THE ATTENTION OF THE PRISON SERVICE

Lost Property

Loss of prisoner property on transfer between establishments continues to occur (7:7).

The Board raised the issue in last year's Annual Report, and received the following reply dated 7th June 2018:

"A national cost reduction project began in 2017, with workstreams focussing on improving the handling of claims and preventing the causes of litigation. This work is feeding into the prisoner's property review. We hope to publish the new framework in early 2019"

Is the new framework available yet?

3 DESCRIPTION OF THE PRISON

HMP Leicester is an adult male local prison recently designated as a split resettlement (55%) and reception (45%) prison. It serves the Magistrates and Crown Courts of Leicestershire, and caters for remand prisoners and those serving less than 12 months. Category C prisoners sentenced to between one and four years are transferred to HMP Ranby, and those over four years to HMP Stocken. 62% of prisoners are from Leicestershire, the remainder usually from the wider Midlands. The average population is 300, normally in shared cells, but with some single cell occupancy.

HMP Leicester is a Victorian prison built in 1874, behind the Gatehouse built in 1825, and it occupies a site of three acres close to Leicester city centre. A visits and administration block was added in 1990. The main residential unit is a long rectangular cell block with four galleried landings, including full integral sanitation and in-cell electricity. In February 2018 the accommodation was reconfigured to allow most of the Welford Unit (vulnerable prisoners) to be housed in a separate building with the Healthcare facility. There are separated wing areas for the Segregation Unit, the Lambert Unit (for disruptive prisoners), the Induction Unit (for newly received prisoners) and the Parsons Unit (for workers). Prisoners undergoing management for substance misuse are now fully integrated on the landings with mainstream prisoners. Other buildings on site include those housing Reception, Learning and Skills, Workshops, Gym, Kitchen, Chaplaincy and IMB offices, and Legal Visits. There are outdoor exercise areas.

Service providers:

Healthcare – from April 2018, Nottinghamshire Healthcare NHS Foundation Trust commissioned by NHS England (Midlands and East)

Dental care – Time for Teeth, commissioned by NHS England

Integrated Drug and Alcohol Treatment Services (IDTS) – Turning Point Leicester and Leicestershire

Education and Skills – Milton Keynes College

Library services – Leicestershire County Council

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

Escort contractor – GEOAmey

Catering suppliers – BIDVEST

Maintenance – Amey

Evidence sections 4 – 11

4 SAFETY

4:1 Safer Custody

This has a high profile in the establishment, with a 'whole prison' approach. A very effective Safety Intervention meeting is held weekly and attended by all departments to discuss incidents from the past week, prisoners in the Segregation and Lambert units, individuals at risk of self-harm or on violence management interventions, self-isolating prisoners, cell sharing risk assessment and safeguarding issues. There is good multidisciplinary discussion and a strategic plan for each individual. All members of staff are sent a 'Safer Custody Weekly Roundup' newsletter which highlights those prisoners being managed for violence or self-harm.

4:2 Self-harm and Suicide Prevention

There were high rates of self-harm during 2018. There were 383 incidents, compared to 279 in 2017. These mostly involved superficial cutting, and some prisoners were prolific in this behaviour. However, serious self-harm was inflicted by 27 men, compared to 19 in 2017, and there were some 'near misses', averted by the prompt actions of staff, with 4 prisoners admitted to hospital and 14 treated in the Accident and Emergency department. There were 22 episodes of Constant Supervision ('Suicide Watch') lasting on average five days and ranging from a few hours to 38 days. This was well handled by staff, and prisoners were usually appreciative.

There were no deaths in custody during 2018, but the Board regrets having to report one death in January 2019. All appropriate and legally required procedures have been followed and the determination of an Inquest is awaited.

Efforts have continued to improve the management of the Assessment Care in Custody Teamwork (ACCT) process, and there is very good liaison between the Safer Custody and the Healthcare team. 418 ACCT documents were opened in 2018 (361 in 2017). The number open at any one time again varied considerably during the year, ranging from 4 to 30, but was most often between 12 and 18 (10 and 16 in 2017). ACCT reviews are properly timetabled and attended by a Mental Health Nurse. During the year IMB attended a number of reviews and found them well conducted. All ACCT assessors received refresher training, and a six-module 'Suicide and Self-harm' training programme is mandatory for employed staff. The quality of ACCT documentation continues to be variable, and weekly assurance checks by managers continue, with advice fed back to supervising officers. Leicester is a pilot site for ACCT Version 6 documentation from February for four months.

Since May, Chaplaincy have provided a DistrACCTion Group, which offers an hour each week of 'low pressure' social time away from the main wing, for those on open ACCTs, self-isolating or perceived as coping less well, identified through the Safety Intervention meeting. This has been attended by about six prisoners each week, and is a welcome initiative.

The Board has also welcomed the installation of a new system to record cell bell response times, and the review of this data by managers is likely to improve safety.

4:3 Listeners

The Board is pleased to see continuing strong support for the Listeners, and appreciation for their work. The Samaritans provide training, visit weekly to offer them support, and with Listener representatives attend the monthly Safer Custody meeting. There are usually six to eight Listeners in post, with a duty rota and informal availability. Recording of contacts is in line with the Samaritans National Policy and typically involves 20 – 45 contacts (24 – 40 hours) a month.

Issues raised usually relate to mental health, self-harm and the family. Samaritans phones are also available for prisoners to use free of charge on request.

4:4 Violence

The establishment again had to deal with some very challenging behaviour. During 2018, violent incidents averaged 90 per month, mostly related to threatening behaviour (153 episodes) and damage to prison property (255 episodes), often by repeat offenders. Fire setting was less frequent with four episodes compared to 15 in 2017. The Fire Brigade attended on three occasions. Staff were confident in challenging poor behaviour and well supported by managers.

There were 104 prisoner-on-prisoner assaults, compared to 102 in 2017, and the number of fights was 50, compared to 42. These were usually related to family or 'outside' gang issues, or debt. Every effort was made to act on intelligence received and to separate or transfer out perpetrators, but despite this some prisoners received very serious injuries, with 3 requiring hospital admission and 11 attending the Accident and Emergency department. Referral to the Police was discussed with victims and support was offered. Staff were very good at maintaining order and control, although some received injuries in the process. The number of staff assaults fell to 79, from 112 in 2017, and all cases were referred to the Police or the Independent Adjudicator.

Data collection remains very good, and is used to track in real time the perpetrators and sites of violence together with other indicators so that flash points can be promptly investigated and action taken. The 'Challenge, Support and Intervention Plan' process has been used since November to identify and offer extra support to those prisoners whose behaviour poses a risk to others. Six to eight prisoners have a Plan in place at any one time.

4:5 The Lambert Unit

Up to 11 prisoners are housed in this small unit on the main wing, and they receive, in addition to a standard regime, a planned programme of interventions over an 8 – 12 week period with the aim of modifying their disruptive or violent behaviour. A senior psychologist oversees trained officers who undertake one-to-one sessions from the Time Wise Bite Sized Pilot Project. A formal evaluation has been performed by the University of Leicester, and the results are awaited, but there have been some notable individual successes and some of these prisoners have achieved educational qualifications.

4:6 Security

There was a strong focus on security during 2018. All staff were made aware of ongoing issues by means of a two monthly Security Bulletin, and use of the Intelligence Reporting System was vigorously encouraged. There have been regular intelligence led searches, and the Midlands Area Search team has increased the frequency of Lock Down searches.

The introduction of the Rapiscan on 29 May had a major impact on drug use. This equipment is used to detect and characterise drugs impregnated into paper. Incoming mail is tested and if positive is opened, with photocopies given to the prisoner, with an appropriate warning. During the first month of operation, 30 letters were positive, including letters purporting to be R39 (Legal) mail, opened under proper authority. The move of the Mandatory Drug Testing Room from the Welford Unit to reception has also been advantageous, allowing a quicker process and the ability to do more suspicion testing.

Unauthorised items, including drugs, tobacco, mobile phones and SIM cards continue to enter the prison by means of throwovers, of which a significant number have been intercepted, and through Visits, where an enthusiastic and vigilant surveillance team assisted by CCTV and dogs has detected a significant number of passes. Ten visitors were arrested by the Police during 2018.

4:7 Drugs and New Psychoactive Substances (NPS)

There was an impressive reduction during 2018 of the supply and use of NPS.

In the five month period between January and May, there were 155 episodes of 'under the influence', with a monthly average of 31 (range 16 – 42), comparable to 2017, when the average was 30 per month. One prisoner had an overnight stay in hospital, 3 attended the Accident and Emergency department, and 3 required paramedic assistance. 'In-possession' finds averaged 19 per month.

In the seven month period June to December, following the introduction of the Rapiscan, there were 122 episodes of 'under the influence', with a monthly average of 17 (range 9 – 52). Three prisoners attended the Accident and Emergency department, and one was assisted by paramedics. 'In-possession' finds averaged 10 per month.

The dangerous effects of substance misuse continue to be publicised to prisoners on Way Out TV, by Peer workers and Healthcare and at adjudications, and all cases are referred to Turning Point.

4:8 Substance Misuse Service (Integrated Drug and Alcohol Treatment Services, IDTS)

This highly regarded service is delivered by Turning Point who work closely with prison staff and Healthcare and are supported by GPs from 'Inclusion Healthcare'.

With the reconfiguration of accommodation in February, the prisoners from the 'Road to Recovery' Unit were successfully integrated onto the main wing. The service continues to deliver a client driven Cognitive Behaviour Programme, facilitated by a team member and delivered each working day by Peer mentors to 30 prisoners. The 12 who are on Alcohol withdrawal also receive support from Dear Albert, a local mutual aid organisation which provides fortnightly group sessions and ongoing help on release. At any time, about 60 prisoners are on clinical treatment, 40% of whom are on reducing regimes, and are supported by group and one-to-one sessions and in-cell work. In total at any time about 120 of the men are known to the service, assigned a named recovery worker and in receipt of an individualised care plan which continues on release.

The service is well regarded by prisoners, and was rated Excellent by HMIP in January 2018 and particularly commended for seamless 'Through the Gate' work and 'an unusually well-integrated and responsive pathway of care'. Turning Point Community services were rated Outstanding by the Care Quality Commission in November.

4:9 Offender Management in Custody

This national programme was successfully introduced during 2018. 104 officers have been trained as Keyworkers. Each has up to six prisoners allocated, and spends dedicated time each week on behalf of each of them, offering support and help. IMB has already noticed that prisoners, when discussing problems, are likely to say that their keyworker was 'already on the case', which in some cases removed the need for a formal application.

EQUALITY AND FAIRNESS

5:1 Processes

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

HMP Leicester holds a diverse population, and in October 2018 there were prisoners from 18 ethnic groups, 21 nationalities and 16 religious faiths. About 30% were from a Black, Asian or Minority Ethnic (BAME) background, and 10% were over the age of 50.

Equalities processes have been strengthened during 2018. The HMP Leicester Equalities and Diversity meeting has been held at 2 monthly intervals, and interrogation of Equalities data has become embedded in other establishment meetings, including those for Segregation Monitoring and Review (6:2), Adjudication Standardisation (6:3) and Use of Force (6:5).

The hard working and enthusiastic Equalities Officer has been central to this process, and during 2018 was able to devote about 65% of his time to the role. He has supervised a group of up to 8 Equality Peer representatives, who after training join a rota and make themselves available to promote tolerance and awareness of diversity and to investigate perceived unfairnesses. They meet the Equalities Officer fortnightly and attend the establishment meeting. The group has been energetic in offering advice to other prisoners, especially to Foreign National prisoners, and also in offering practical help through informal buddying where needed, and particularly have supported wheelchair users, and the disabled or elderly. Formal buddies have sometimes been appointed. They also discuss all the Discrimination Incident Report Forms and hear the outcome of investigations by staff.

5:2 Protected Characteristics

Links with community groups have continued in 2018. Gypsy, Roma and Traveller (GRT) forums have been held three monthly, supported by representatives from the Leicestershire Gypsy and Traveller Equality (GATE) Project. The meeting in June to celebrate GRT month included poster displays and invited speakers, and was attended by 80 prisoners and 20 staff, and was used to launch the GRT PIN account, in which private funding reduces the expenses of calls to mobile phones. Leicestershire Lesbian, Gay, Bisexual and Transgender (LGBT) Centre provided an LGBT awareness workshop for staff, and later in the year the Peer Workers and the Equality Officer met a representative of The Centre to discuss how to raise awareness in the establishment and the support available in the community.

Other Equality badged events, involving collaboration with Education, the Library and the Writer in Residence, included LGBT History month, Black History month, Holocaust Memorial Day and a Sikh celebration day. Inspirational invited speakers provided workshops for groups of prisoners, and addressed loneliness, conflict resolution and life experiences. Ricky Tomlinson shared stories with over 40 prisoners and recorded a discussion for National Prison Radio.

In August there was a visit from the Head of Prison Equality Services England and Wales and it was agreed that black and minority ethnic (BAME) Prisoner Focus Groups would be provided to assist in HMPPS work to follow up the Lammy Report.

5:3 Discrimination Incident Reporting Forms (DIRFS)

26 DIRFs were submitted during 2018. Of 18 investigated between April and October, 12 accused a member of staff of discrimination. Three of these were resolved by informal mediation and advice, one prisoner withdrew the accusation and the remainder were found not to involve protected characteristics. Six cases involved accusations against prisoners, two made by staff and four by other prisoners. Three cases were upheld, and the perpetrators were flagged for discrimination in their prison record, and one victim was given support.

5:4 Religion and Belief

The Chaplaincy team is well led, and provides cohesive multifaith support to all prisoners, embracing 21 participating faith groups. A member of the team sees Reception prisoners within 24 hours, all Segregation prisoners daily, and those on ACCTs weekly, in addition to providing the DistrACCTion Group (4:2).

Each faith has one hour of worship and one hour of study timetabled each week, and outside leaders are invited in for the smaller faith groups. The lead chaplain has worked hard to increase links with community groups, and is cooperating with a national charitable enterprise to compile a 'Welcome Directory' for prisoners, which lists faith groups willing to welcome ex-offenders and offer them advice and practical help, including mentoring, employment opportunities and accommodation. Chaplaincy has also become involved in the multi-agency 'Leicester's Homelessness Charter'.

5:5 Veterans in Custody

The Armed Forces Liaison Officer has also been energetic in developing community links. HMP Leicester has signed the Armed Forces Covenant and made contact with charitable organisations, including SSAFA, the Armed Forces Charity. Prisoners in the workshop produced a banner for the Remembrance Day parade honouring the fallen soldiers of Anstey, now displayed in Anstey Jubilee Hall, and the establishment was represented at the wreath laying ceremony at the Remembrance Day event in Leicester.

6 SEGREGATION/CARE AND SEPARATION UNIT

Figures in brackets relate to 2017

6:1 Accommodation

There are still regular occurrences of vandalism and flooding caused by disruptive and disturbed prisoners, and so the condition of the six cells varies. IMB has been concerned about the cold conditions, relating to the failing boiler and heating system. Individual cell electric heaters have improved conditions somewhat, but are another ready target for vandalism.

6:2 Prisoners

In 2018, 176 (194) periods of segregation were served by 123 (145) prisoners and the average length of stay was 10 days. Eight (13) were held for more than 42 days. The Board was particularly concerned about a severely mentally ill prisoner held for 62 days (8:4). 42 day paperwork is scrutinised by IMB and individual circumstances are taken into account in the decision whether to approve continued segregation. A small number of dirty protests were handled well. There have been regular meetings of the Segregation Management Review Group with effective interrogation of prisoner data, including equalities.

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

6:3 Adjudications

1667 (1815) charges were laid in 2018, and the number proved was 924 (989). IMB monitored 186 (193) adjudications and found them fairly conducted. IMB was present for 11 (7) of the visits of the Independent Adjudicator. The Judge continues to take a firm line and awarded a total of 2,060 (2,252) additional days, predominately for the possession of drugs, weapons and unauthorised items, including mobile phones, and for violent behaviour. The Adjudication Standardisation Meeting has been held three-monthly, with all data scrutinised for fairness.

6:4 Legal visits and video-link

This accommodation remains a valuable asset to the establishment and is appreciated by prisoners. In 2018 it was booked for 797 (1,235) court links and 1,820 (2,273) legal visits.

6:5 Use of Force

In 2018, force was used on 611 (471) occasions, of which 80 (89) were planned interventions. Often force was low level, to counter threatening behaviour, and in early 2018 was necessary to assist prisoners 'under the influence' to return safely to their cell. However, on over 80 occasions force was necessary to intervene in prisoner/staff or prisoner/prisoner assaults, and in 37 to curtail vandalism, often by 'repeat offenders'. The Safe Cell was used on 11 (42) occasions, usually for no more than four hours, to prevent self-harm or allow an aggressive prisoner to 'cool-down'. IMB is represented on the Use of Force committee, which meets at least two monthly for the detailed discussion of all cases, and three cases are reviewed at random each month including CCTV and body worn camera recordings so that the circumstances and appropriateness can be confirmed, and advice fed back to staff.

IMB has monitored both planned and unplanned episodes and found that force was used appropriately. IMB has also observed a number of incidents when the professionalism of staff defused a volatile situation without the need for force.

7 ACCOMMODATION (including communication)

7:1 Accommodation

IMB has been very concerned about the accelerating rate of dilapidations observed during 2018. Floors are becoming defective on the main wing and in the showers. All cells in the basement and some on the main wing have been very cold from November onwards because of a failing boiler and heating system which have been pronounced beyond repair. Ill fitting draughty windows added to the problem. Electric heaters had to be supplied for prisoners. It was also very cold in Healthcare for both staff and patients, and again electric heaters were required. Investment was very welcome during 2018 to allow a short term repair of the leaking roof in reception, and to improve rooms in the Legal Visits Suite which become unusable because of damp and mould, but IMB feels that a more substantial capital investment is required if the prison is to remain habitable and decent.

Staff did their best to make improvements, with the help of prisoner cleaning and painting parties, and the wings are cleaner and brighter than at any time in the past five years of IMB visits. Litter control was also much improved inside and outside the buildings, with very good work from the waste and recycling team.

7:2 Kitchen and Food

Again this year kitchen staff have had to cope with unreliable and failing kitchen equipment, some of it obsolete. In January 2019, one of the five ovens was condemned, one was failing and two had required repairs; of the three Bratt pans, one had been broken for six months and one was unreliable; two of the three waste disposal units had failed and the third was struggling; and one fridge was out of action. In addition, during the hot summer, the whole refrigeration system was stressed and prone to fail. A faulty repair of slippery flooring in the wash area was waiting for a remedial visit from contractors. On the positive side, some new equipment had been funded in 2018, including one oven, a dishwasher and three deep fat fryers.

The resilience of staff is tested daily, as they have to be ready to change the menu at short notice. Despite these difficulties, IMB has consistently found the food appetising and of good quality. Prisoners often tell IMB that the food is better than that offered in other prisons. There were no IMB applications relating to food. There is good consultation about menus via the six-monthly survey, the Prisoner Council and the suggestions book in the servery. IMB received positive comments about the menu choices offered during Black History month and over Christmas, and the arrangements for Ramadan were efficient and appreciated.

Again in 2018 the Environmental Health inspection rated the kitchen 4 out of 5, the highest possible in view of the antiquated structure of the establishment.

7:3 Induction Unit

The Induction programme was completely revised in June, with updated materials, and is delivered over a five-day timetable by peer workers and officers. A diary is kept by individuals to ensure that all elements are completed. IMB has occasionally observed delivery of the programme and found it well done and appropriate. The self-help material on coping with prison life is particularly useful. Although this is a subterranean unit, it has been brightened by art work, and prisoners say it is tolerable for a few days.

7:4 Welford Unit

This self-contained unit manages sex-offenders and vulnerable prisoners in safe separation from the main wing, and is managed by a dedicated group of staff. There is a healthcare room and meals are brought over from kitchens. Prisoners worked hard after the move in February to paint

and decorate the two-floor accommodation. The population tends to be older, and there is a shower suitable for a wheelchair user. The shabby and dilapidated exercise area has been transformed by the removal of old equipment, sand blasting and the provision of planters and greenery, part funded by donation. A Welford Unit prisoner acts as gardener.

Unfortunately the unit cannot accommodate all the vulnerable prisoners, up to 12 of whom are housed at any one time on a separate area in the Induction Unit, but who spend their day on the Welford Unit. This 'overflow' unfortunately puts pressure on spaces for Induction prisoners, who sometimes are moved on to the Main wing before completing their programme. The Board is becoming concerned about the lack of places nationally for the management of those convicted of sexual offences, who are held inappropriately in local prisons.

7:5 Communication

WAY Out TV remains available and offers a good range of educational and motivational material, as well as local information. Email a prisoner and prisoner voicemail are in place, and prisoners have been satisfied on the whole with phone access, although there have been some delays in PIN allocations. Prisoner consultation is good, through the Prisoner Council meeting held at regular intervals and through peer representatives.

7:6 Time out of cell

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

7:7 Property

Applications to the IMB regarding prisoner property lost on transfer between establishments numbered 10, compared to 17 in 2017. Nevertheless, the IMB remains concerned that property which does not accompany the prisoner is prone to 'disappear' in the system, without an effective paper trail and with neither the discharging nor the receiving prison willing to accept ownership of the problem. There are often disagreements between the prisoner and the establishments over the loss and its value, and evidence for the property claimed is sometimes missing. The IMB continues to believe that an electronic system for recording property would provide better communication between establishments, and could be more reliable than the 'Property Card' which sometimes is itself lost.

7:8 Visits

Prisoners continue to comment appreciatively to IMB and through the Prisoner Council on the refurbished Visits Hall (the 'Gateway'), with its airy and welcoming environment, and well used children's play area. It is staffed by a dedicated group of officers, and supported by volunteers from the Leicester Prison Visits Centre Charity. There is a café with a good range of refreshments made by prison workers. The journey from the refurbished waiting room to the Hall has been made more child friendly by a 'Follow the Fox' trail.

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

8 HEALTHCARE (including mental health and social care)

8:1 Healthcare provision

The transfer of services from Leicester Partnership NHS Trust to Nottinghamshire Healthcare NHS Foundation Trust was achieved smoothly, and experienced staff were retained, including nurse managers. The members of the Healthcare Team form a cohesive and well organised group, and are fully integrated into essential establishment meetings and reviews. They liaise effectively with IDTS and Safer Custody, and maintain contacts with community services to aid continuity of care for prisoners on release.

24 hour nursing and medical provision continues for both routine and urgent care, and staff are frequently to be observed engaging with prisoners on the landings. The GPs provide surgeries on 4 weekdays and an emergency session at the weekend, and these are supplemented by clinics provided by an Advanced Nurse Practitioner appointed in August. There is a good range of Outpatient clinics and waiting lists are not excessively long. A 'Well Man' check is offered to prisoners over 40 years of age. Smoking cessation support continues for prisoners and staff. The 'Did Not Attend' rate for clinics fell to below 20%, because of improved officer escort allocation, and the use of nurse escorts for nursing and pharmacy interventions.

The management of medication administration has improved. Pharmacy continue to review and dispense 'in possession' medication, and Turning Point practitioners took over the administration of twice daily IDTS medications from May. The queues at the medicine hatch at any time are therefore smaller and more orderly, allowing better confidentiality for prisoners and reducing 'flashpoints'.

8:2 Dental

In its last report, the IMB described the delays in installing a replacement dental chair. This was finally achieved at the end of April 2018 and adequate catch up sessions were held. At the end of 2018, the waiting list for routine appointments was four weeks, with reserved slots available for urgent cases.

8:3 Mental Health

50% of prisoners surveyed by HMIP self-reported mental illness, and the case load of those with moderate to severe illness is usually between 60 and 70. For most of 2018, there has been full staffing, with four Mental Health Nurses, one allocated daily to triage, one to ACCT reviews and one to case work. An appointed psychiatrist attends for a full day each week, providing continuity of care. A new clinic provided by a Psychological Wellbeing Practitioner offers support and coping strategies for low level anxiety and depression, and some prisoners are referred for Forensic Psychology interventions.

8:4 The Gatekeeping Process

This is the system by which prisoners with severe mental illness are transferred to secure psychiatric accommodation. Figures for 2017 are in brackets.

The Mental Health team is energetic, and there is excellent liaison with the Commissioners, facilitated by the shared Gatekeeping spreadsheet developed in HMP Leicester in 2016 and now adopted by NHS England. In 2018, the team identified 18 (21) severely mentally disturbed prisoners. 7 (8) were subsequently removed from the Gatekeeping process, 3 because their condition improved, and 4 because they were assessed by Secure Unit staff as not fitting their admission criteria. One prisoner with only 11 days left to serve was released with increased community support. 10 (7) proceeded to transfer, 6 (2) sentenced men, and 4 (5) remanded.

One prisoner accepted voluntary transfer and was managed on a routine waiting list and nine were transferred, usually under Section 47 or 48 of the Mental Health Act. For these nine, the average time interval between referral and first assessment by Secure Unit staff was 21 days (range 0 – 39) and was slightly improved from 2017 when the average was 22 days (range 0 - 67). However the time then spent in HMP Leicester awaiting transfer to a secure bed was longer, average 34 days (range 13 – 77 days), compared to 26 days (range 5 – 57 days) in 2017. For the 4 prisoners transferred ‘out of area’, the overall time from referral to transfer was 42 days (range 23 – 62), compared to 64 days (range 55 – 77) for the 5 Leicester cases.

The Board therefore remains concerned that although first assessments are timely, there are still long delays before transfer out, and a clear shortage of secure mental hospital accommodation. Although staff did their best, the Board has to regard one prisoner, who was very ill and had to be segregated for his own safety and that of staff, as enduring inhumane conditions for over three weeks before a suitable placement was available for him.

8:5 Fabric and healthcare accommodation

There has been some limited refurbishment, and the provision of a new couch and desk for the GP consulting room and a new TV for the waiting room, but there has been no significant capital investment. The IMB has been very concerned that no progress was made in 2018 to address the required replacement of the flooring in the corridor, and the long delayed deep clean which is required to meet infection control standards, and that the newly allocated medical room in the Welford Unit does not yet meet infection control standards. The Health Assessment Room in Reception has however been refurbished and re-equipped so that now two Healthcare or IDTs practitioners can work simultaneously, and this has reduced the waiting time for prisoners.

8:6 Prisoner satisfaction

Prisoner satisfaction has improved. Healthcare received 22 complaints during 2018, compared to 67 in 2017, and IMB applications also fell from 27 to eight. Four of these were from prisoners unhappy with decisions about medication, and none related to waiting lists. There was also less low-level grumbling, especially about dental services.

9 EDUCATION AND OTHER PURPOSEFUL ACTIVITY

9:1 Education

The provision of learning and skills activity was judged to be 'Good' by Ofsted in January 2018. There is an excellent working relationship between the prison and Milton Keynes College. Teaching staff are committed, enthusiastic and responsive to prisoners' needs and success rates are good. Education is the main purposeful activity within the prison, and there is sufficient capacity, with 80 places available for morning and afternoon sessions.

On first assessment, 80% of prisoners fall below level 2 English, and 91% below Level 2 Maths, and so the teaching emphasis is on improvement in these subjects before a prisoner can proceed to other courses or paid employment. The College continues to offer English for Speakers of Other Languages, Information Technology, and Art and a range of Vocational Training courses (10), at Level 1 and 2. Higher level courses are available through the Prison Education Trust, and two prisoners successfully applied for advanced study in Book Keeping and in Counselling Skills

Courses are delivered in units of about 20 hours study over four to six weeks, which suits the Leicester population, where prisoners usually stay between six weeks and six months, with 40% of sentenced prisoners staying for less than three months. Waiting lists are short and the curriculum can accommodate new initiatives. Welford Unit prisoners now have the same curriculum as the mainstream. There is capacity for about eight prisoners with learning difficulties and disabilities to receive learning support. The College employs seven Education Peer mentors to help students and promote the uptake of Education opportunities. The 'Virtual Campus' is available in the Education building.

Staff have again found it challenging to motivate men to enroll in the College. It is made clear that convicted men are expected to engage in work or education and refusers are usually allocated Basic IEP (Incentive and Earned Privilege) status. Attendance for remand prisoners is voluntary. During 2018 the prison struggled to consistently fill more than 50% of the education capacity, although this was starting to improve at the end of the year.

9:2 Gym

The three enthusiastic instructors continue to provide a very good service which is appreciated by prisoners. Most main wing prisoners attend twice a week, and they are also offered a session at the weekend. There are dedicated sessions for the Welford, Segregation and Lambert Unit prisoners. There is a good range of activities to suit all levels of fitness, and regimes for health needs and 'rehabilitation' are tailored to the individual. There is wheelchair access. Staff sessions and fitness training are also offered. Staff delivered the NVCO accredited course 'First Aid at Work' and are liaising with the YMCA about introducing an accredited Gym course.

Unfortunately during 2018 the poor condition of the building has compromised this pivotal service. The temporary repair to the leaking roof has not been completely successful and the window fittings are rotting. Recently defects have appeared in the floor of the downstairs gym, such that it is only safe to use the fixed weight machines. Mobile weight training and other activities have had to transfer to the classroom, which can accommodate fewer men per session and which compromises teaching. An estimate is awaited from a structural engineer. The gym needs capital investment to keep it functional, and IMB regards this as essential, because the gym is a major source of wellbeing for a large number of prisoners.

9:3 Library

About 60 prisoners a day use the Library, and there is a welcoming atmosphere. There is always 'something going on', with an invitation for prisoners to sign up and participate. The Shannon Trust Reading Plan continued to be supported during the year, and 34 recordings were made for

'Storybook Dads'. During the year, there were posters, exhibitions and invited speakers to mark events such as Black History Month, Holocaust Memorial Day, the Centenary of the end of the First World War, and the FIFA World Cup, including a Guess the Score competition, which 76 men entered.

9:4 Cultural Enrichment Activities

Enthusiastic collaboration between staff of all departments continues, and again prisoners were able to take part in a varied programme of cultural activities, most of them involving visitors from outside. IMB commends these activities, which are a welcome addition to purposeful activity at the establishment and which increase prisoner confidence, literacy, and sense of pride and wellbeing, and which help to alleviate boredom.

The Writer in Residence and the Senior Community Librarian were successful in attracting funding from the Arts Council and the UK Space Agency for a 'Sci-Arts' project entitled 'Space is the Place'. The first part of this involved workshops and a question and answer session with a panel of leading scientists, and resulted in four shows which were broadcast on National Prison Radio in May. Prisoners were also able to take part in 'Flash Fiction Futures', a project over three days involving drama and writing workshops, which again produced material for broadcast.

The library successfully bid for funds to host events as part of the Leicester 'Everybody's Reading' Festival. Invited performers celebrated the theme of 'Creative People from Working Class Backgrounds', and included Testament, the rapper and beat boxer, who gave workshops and 'pop-up' performances enjoyed by staff and prisoners alike. Prisoners also had the opportunity to attend performance poetry, Shakespeare workshops and other inspirational and entertaining events.

Music is encouraged. Prisoners participated in the Oxford Concert Party Project and in the De Montfort University (DMU) and Guildhall Music project. In the library there was a Virtual Reality performance of the Philharmonia Orchestra from the Royal Festival Hall. The Leicester University Gospel Choir and the Leicester University Big Band also gave performances in the establishment.

A three-year research project is underway entitled 'Potential Unlock Art in Prison – the Impact of Arts on Mental Health in a Custodial Setting'. This involves groups of prisoners, DMU, Healthcare, the CRC and Soft Touch Arts. Prisoner art work was again exhibited in the New Walks Museum and Art Gallery and in the nearby Soft Touch Arts Heritage Centre.

The second Talent Unlocked Festival was held from 5 – 15 November, and this again included an art exhibition, creative writing, and a variety of workshops and performances, with very good prisoner participation. The university gave very substantial help with the organisation and delivery of this event, and other community partners included the Koestler Trust, the University of Leicester, Soft Touch Arts, the Irene Taylor Trust, Music Junkie and Drum and Brass.

The collaboration with DMU has continued to prosper, and has also included a design project for Reception, a 'Greening' project for the inner wall areas, a Trail 'Follow the Fox' which improved the Visits experience for children, and the six-module course 'Justice and Society' as part of the 'Learning Together' project for DMU students and a group of HMP Leicester staff.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

There are work opportunities on the landings for painters, cleaners and barbers, and 'Orderly' posts are available on the wings and in other areas including Chaplaincy, the Library and the Gym. Although not designated as a training prison, the establishment does its best to help prisoners make a start on qualifications which can be continued on transfer and which will improve the prospect of employment on release.

Work is available for a small number of prisoners part-time in the laundry and cleaning services and the small recycling plant, and full-time in the kitchens, and these link to a range of accredited courses, usually at Level 1 or 2, including City and Guilds Cleaning, Hospitality and Catering, Business and Employment skills, the Royal Society of Public Health Food Hygiene, Catering and Retail and the WAMITAB environmental waste recycling course. The successful collaboration between kitchens and Milton Keynes College to deliver bakery courses continues, and is now recognised for the Level 1 and 2 NVQ in Baking and Food Hygiene. The rota includes the opportunity for certain prisoners to staff the Gateway Café in the Visits Centre, and to work for the NVQ in Customer service. A Redband prisoner is employed to maintain the garden and green spaces.

The 'Stitched up' Workshop has continued to offer 15 morning and afternoon places, and has produced a variety of textile related items. Prisoner attendance has been very good. IMB was pleased to see another opportunity for work offered at the beginning of 2019. A Handyman Workshop was piloted during 2018, and has now been established. A room has been refurbished and equipped, and an instructor experienced in building site work appointed. Prisoners will work towards NVQ and the Construction Skills Certification Scheme.

The process of allocating work places has become fairer and more transparent. Prisoners must submit a detailed application form, and this is considered by the newly established Activity and Allocation Board. A review of pay scales is underway.

11 RESETTLEMENT PREPARATION

Figures for 2017 are in brackets.

11:1 The Derbyshire, Leicestershire, Nottinghamshire and Rutland Community Rehabilitation Company (DLNR CRC)

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

Up to 6 (10) St Giles Peer mentors are employed, and are working towards Level 3 City and Guilds Qualifications in Information Advice and Guidance. They can continue training if they are transferred to HMP Sudbury and also in the community with approved work placements.

11:2 Finance and Debt

On reception, about 12 prisoners per month need immediate help with debt. During 2018, the full time Finance Officer each month contacted and negotiated with about 30 (35) creditors, and addressed £30,000 (£50,000) in debt. He helped about 13 (10) prisoners per month to open bank accounts, and continues to offer ongoing support for local prisoners after release through an advice workshop in the community. He delivers regular 'Money Management and Budgeting' courses to groups of prisoners on the wing. There are strong links with the Jobcentre Plus job coach, who advises about job applications and work experience as well as assisting with benefits claims.

11:3 Release Planning

The CRC has again been active in engaging with agencies and partners in the community and inviting them into the prison to meet clients at a variety of workshops and events. Resettlement fairs have been held at intervals, allowing groups of around 50 prisoners within 12 weeks of release to meet community partners including Leicestershire Cares, Voluntary Action Leicester, Charnwood Housing, Action Homeless, YMCA, Turning Point, The Prince's Trust, Amicus Trust and LCC Leicester Home Choice. Prisoners have appreciated the ability to access help directly, and these arrangements are more reliable. The programme of workshops for Restorative Justice, 'Making Amends', has continued.

11:4 Accommodation

This remains the greatest challenge for resettlement. On arrival about 30% of prisoners report problems with accommodation. Work is done on tenancy with the local authority and private landlords and contacts are made with charitable organisations, such as 'The Bridge' Housing and 'The Carpenter's Arms', both in Loughborough, and Leicester YMCA. Housing Options Leicester (LCC) have held prisoner workshops and given prisoners appointments for the day of release. The CRC Housing and Welfare officer provides ongoing support in the community. Despite these efforts, outcomes have been less good this year, with 82% (90%) of prisoners housed on release. Those prisoners who reoffend and return to prison frequently mention lack of accommodation as a contributory factor.

The establishment is working towards better liaison with LCC Housing Services because for these men, who have a planned release date, the housing need can be anticipated, rather than the prisoner having to declare himself homeless on the day of release. Links are also being developed

with the LCC 'Street Lifestyles Group Sleeping Services' as individuals are often also known to the police and housing services and need can be anticipated.

11:5 Work

About 5% (13%) of prisoners were released to a job or work placement. HMP Leicester has joined the Chamber of Commerce and in March invited members to an employment opportunities event in the Gateway, attended by a number of prisoners. Other employment fairs were held during the year, and included an event with the retail industry. There were also visits from Timpsons Academy, MacQuarie Rail and Barista Costa Coffee to discuss training and offer opportunities to eligible prisoners. A valuable link continues with Leicestershire Cares. This membership organisation of key local employers supports ex-offenders into employment or training as part of The Wire Project.

11:6 Rehabilitation

There is good work being done by all the establishment partners in the Reducing Reoffending partnership, which include Healthcare, Substance Misuse Services, Education and Training Chaplaincy, and the CRC, but the processes could be better co-ordinated. IMB welcomes the appointment of a Head of Reducing Reoffending to drive forward the process, re-establish regular Multidisciplinary Team meetings and prepare for the new Through the Gate system which is to be in place from April.

The Work of the IMB

Board members are made welcome in all areas of the prison and access to prisoners is readily and politely facilitated. Two members make rota visits each week and reports are prepared promptly and circulated immediately to the Governing Governor and members of the SMT. It is reassuring for the Board that concerns are generally already known to the establishment through staff and prisoner pathways, and solutions are sought if possible.

The Board publicises its work and availability to prisoners through an Information Board on the main wing, and through a locally produced video, and the IMB role is explained during the Induction process and by Peer mentors.

During 2018, one member attended the IMB Foundation Course, one the Board Leaders' Course, and one the IMB Annual Conference. Invited speakers gave presentations on the following topics: Fire Control; Corruption Prevention; the 'Timewise Bitesized' Intervention project for Lambert Unit prisoners; Rehabilitation and Release Planning 'Through the Gate'; the Rapiscan and the processing of incoming mail and suspected drug finds; a Project for Judicial reform in Trinidad; a visit to HMP Berwyn; and 'Developing Digital Strategies: becoming a SMART Prison.' Members attended one desktop and one live contingency exercise. Members of the Board visited IMB Stocken in September.

In August, the Board hosted a visit by Dame Anne Owers, IMB National Chair. The Chair was given the opportunity to speak privately to the Secretary of State for Justice when he visited the establishment in February and to the Director General of the Offender Reform and Commissioning Group who visited in March.

During the reporting period, four members left, and a new member transferred from another Board. A successful recruitment campaign was held in autumn and interviews were completed in January.

| BOARD STATISTICS 2018 (2017 in brackets) | |
|--|------------|
| Recommended Complement of Board Members | 15 |
| Number of Board members at the start of the reporting period | 15 (10) |
| Number of Board members at the end of the reporting period | 12 (15) |
| Total number of visits to the Establishment | 324 (354) |
| Total number of segregation reviews attended | N/A |

Applications to the IMB

IMB Application boxes were available in the Induction Unit, Welford Unit, Lambert Unit, Segregation Unit, Parsons Unit and on the second floor landing of the Main Wing.

| Code | Subject | 2018 | 2017 | 2016 |
|------|--|-----------|------------|------------|
| A | Accommodation (laundry, clothing, ablutions) | 5 | 8 | 9 |
| B | Discipline including adjudications, IEP, sanctions | 2 | 4 | 3 |
| C | Equality | 2 | 2 | 1 |
| D | Purposeful Activity including education, work, training, library, regime, time out of cell | 4 | 3 | 4 |
| E 1 | Letters, visits, phones, public protection restrictions | 8 | 4 | 20 |
| E 2 | Finance including pay, private monies, spends | 3 | 5 | 6 |
| F | Food and kitchens | 0 | 5 | 2 |
| G | Health including physical, mental, social care | 8 | 27 | 19 |
| H 1 | Property within this establishment | 5 | 7 | 5 |
| H 2 | Property during transfer or in another establishment or location | 10 | 17 | 9 |
| H 3 | Canteen, facility list, catalogue(s) | 2 | 4 | 3 |
| I | Sentence management including HDC, ROTL, parole, release dates, re-categorisation | 7 | 15 | 6 |
| J | Staff/prisoner concerns including bullying | 7 | 16 | 13 |
| K | Transfers | 4 | 6 | 5 |
| L | Miscellaneous | 2 | 12 | 12 |
| | Total number of IMB applications | 69 | 135 | 137 |

The current year total includes 33 applications where the Comp 1 process had not been completed first, or the matter had already been resolved.