



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

HMP Holme House

**for reporting Year
1st January 2018 to 31st December 2018**

**Published
June 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 Holme House for the period 01/01/2018 to 31/12/2018. IMB evidence comes from observations made on rota visits, scrutiny of records and data, attendance at various meetings, informal contact with staff and prisoners, prisoners' applications and monitoring of areas of concern.

- 2.1 This year has seen significant and steady improvements in the stability and performance of the prison, characterised by a regular and consistent regime leading to a greater certainty for both men and officers alike.
- 2.2 This has been achieved against a backdrop of continuing tight staffing resources which eased incrementally over the course of the year due to the recruitment of new officers. This has been countered, to some extent, by the loss of a similar number of experienced officers diluting the capacity, and experience of staff on the landings and limiting progress towards a more liberal regime.
- 2.3 Sickness of officers has continued at high levels, showing a downward trend only in the last two months of the year. This, coupled with the number of officers on restricted duties has also hampered progress in many aspects of prison life.
- 2.4 The prison has benefitted substantially from the additional £9 million investment under the Drug Recovery Prison (DRP) programme. Illicit drug taking has continued to play a significant part in the continued high levels of violence for some of the year, with a devastating effect on both staff and prisoners. This needs to be seen in the context of the many measures and actions outlined in section 4 of this report. The IMB therefore judges that the prison ends the year in a far better position than it started.
- 2.5 There are, however, still ongoing issues which require attention. The fabric of the buildings and the decency agenda still require addressing. Delays in renovation and lack of a timely response to minor works and repairs by the contracted provider, Amey, have had a detrimental effect on prisoners as has their management of stores. (Evidence at 7.1, 7.2, 7.3, and 7.4).

- 2.6 A welcome start has been made on the decency agenda in the latter part of the year. However, there is still a great deal of work to be done to bring living conditions to a fully acceptable standard and the IMB will be closely monitoring the new decency policy and the many initiatives in the pipeline to achieve this.
- 2.7 The waiting lists for prisoners needing to see a GP or dentist are significantly longer than those experienced in the local community (evidence 8.1).
- 2.8 Holme House can present a very challenging and volatile environment. The IMB feels that due to the determination and effort of those who work there and with a more consistent application of assurance checking considerable progress has been made towards laying the foundations for improved performance indicators and a more safe and stable environment for all who live and work there.

Main Judgements

Are prisoners treated fairly?

- 2.9 In the main prisoners are treated fairly. IMB members have seen excellent examples of staff going out of their way to help prisoners.
- Communication with prisoners is poor at times. (evidence at 5.7)
- Sentence planning and access to offender supervisors has been problematic for some prisoners. (evidence at 11.2)
- The waiting lists to see a GP or dentist are significantly longer than those in the community. (evidence at 8.1)
- Delays in reception at times, for a variety of reasons, have been unfair for some prisoners.

Are prisoners treated humanely?

- 2.10 In general prisoners are treated humanely. However, the IMB considers that lack of decency on some house blocks as regards heating, hot water and showers as well as lack of privacy in shared cells has been, and continues to be unacceptable.

Are prisoners prepared well for their release?

- 2.11 The increase in waiting times for Offender Assessment System reviews (OASys) has caused some prisoners concern (Paragraph 11.2).
- The IMB has noted the increase in family visits, which has helped some prisoners keep contact with their families.

Main Areas for Development

TO THE MINISTER

- 2.12 The Minister's response to the IMB report for year ended 31 December 2017 stated that the existing boilers would be replaced in the current capital maintenance programme which would improve the resilience of the heating and water supply. A contractor had been appointed with work expected to commence in September 2018. At the time of writing this report there has been no work undertaken which has again led to unacceptable problems within some house blocks.

Can the Minister say what has led to this delay and give an assurance that this work will be completed in the coming year and to what timescale?

- 2.13 The Minister's response also stated that a further Operationally Critical bid would be placed within the current financial year (2018/2019) for further funding to refurbish additional shower recess areas as part of an intended upgrade programme.

Given issues raised in this report about the poor state of the showers on a number of wings and house blocks, can the Minister say whether and when funds will be made available to effect this?

TO THE PRISON SERVICE

- 2.14 The contract to deliver repairs and maintenance, as well as stores, to HMP Holme House appears to the Board to be poorly delivered. This does have a detrimental effect on the prisoners and the IMB would like to know what is being done to improve the service provided by Amey.

TO NHS ENGLAND (North East and Cumbria)

- 2.15 The provision of healthcare as regards GP and dentist waiting times is unacceptable. Can the Commissioner ensure that clear measurable targets for these services are included in new contracts and also ensure that penalties are in place for non-compliance?

TO THE GOVERNOR and PRISON GROUP DIRECTOR

- 2.16 The IMB recognises the good practices that have been put in place to reduce drugs entering the prison, to improve the decency agenda and, in general, to deliver a stable environment for the men. Can the Governor assure the Board that these initiatives will be delivered, and the desired outcomes achieved during 2019?
- 2.17 Can the Governor advise the IMB what plans are in place to move to a more liberal regime/open door policy, to what timescales and what this might look like?
- 2.18 There is currently a deficit in the number of full-time education and work opportunities available. Can the Governor say what plans are in hand to increase this number?
- 2.19 The IMB is concerned about the lack of an effective and consistent prisoner induction process. Can the Governor advise what plans are in place to improve this?

TO THE PROVIDER (of Healthcare/Education/Maintenance etc)

- 2.20 Can Amey advise the IMB how they plan to improve the delivery of the repair and maintenance service to the prison?
- 2.21 Can Spectrum advise the IMB of their plans to reduce waiting lists for the GP?

IMPROVEMENTS

- 2.23 In 2017 the Prison received funding to become a Drug Recovery Prison (DRP) and during the reporting year significant strategies have been established to address the serious drug problems the prison had during the previous year. The impact of drugs on the delivery of a normal regime within the prison has reduced significantly.
- 2.24 The transformation into a smoke free prison went well and the IMB received no concerns from men about this.
- 2.25 Many initiatives have started to be rolled out including OMiC (Offender Management in Custody) and FMI (five-minute intervention). Also, the reception area has been refurbished to enable more privacy and to potentially speed up the process for new prisoners.
- 2.26 A number of cultural enrichment activities have been introduced, including participation in the local WW1 commemoration and making sunflowers from recycled plastic which were

displayed at a local event. Some of the sunflowers are now on display at the Tate Modern. A book of poems, titled 'When the Guns Fall Silent', written by prisoners commemorating WW1, has been published.

- 2.27 Over the year the weekly Safety Intervention Meetings (SIM) have been consistent and successful in dealing with specific troubled prisoners as have other interventions including CSIP (Challenge, Support and Intervention Planning) and Timewise.
- 2.28 Gardens and other land-based initiatives are doing well, with prisoners successfully gaining qualifications. The Horticulture Department has linked with a community development in Peterlee, providing them with signage and plants grown from seeds provided by the Council.
- 2.29 Family visits have been run on a monthly basis, often with a theme (e.g. Halloween), These included a couple of outdoor events which were greatly appreciated by the men and their families.

3 DESCRIPTION OF THE PRISON

- 3.1 Holme House is a Category C Training prison holding convicted adult male prisoners (21 and over) and a small number of young offenders (18-21 years old). It is part of the Tees and Wear Prison Group (TWPG) together with HMP Durham, HMP Kirklevington and HMYOI Deerbolt. The majority of sentenced men are from the Durham and Cleveland areas, with a small number from further afield.
- 3.2 Holme House was selected to become a Drug Recovery Prison (DRP) on a pilot basis over a three-year period from 2017-2020. This is a joint Department of Health and Ministry of Justice initiative. The programme is co-designed and delivered through a collaboration between HMPPS and NHS England.
- 3.3 The operational capacity (OPCAP) is 1210 with certified normal accommodation (CNA) of 1034. The average prison population has been close to 1200 for most of the year. Receptions average 250 per month against the original planning assumption of 50-60 per month when the prison transitioned to Category C.
- 3.4 At the end of the year there were 182 men (15.5%) serving sentences of less than two years, 321 (27.5%) serving two years to less than four years, and 664 (56.8%) serving sentences of four years or longer, including 94 (8%) serving life sentences, out of an adult male population of 1167.
- 3.5. The prison consists of seven house blocks, including one for sex offenders accommodating over 200 men. The prison has a large range of classrooms, industrial workshops, a well-equipped gym, an inpatient facility with 14 beds and a palliative care suite with two beds.
- 3.6 Services within the prison are provided by the following organisations:**
- Education, Learning and Skills: **Novus**
 - Healthcare: **G4S** covering nursing and support admin services and clinical drug and alcohol treatment (DART), **Spectrum** covering GP and Pharmacy, **Burgess and Hyder** covering dentistry, **Tees, Esk and Wear Valley Foundation Mental Health Trust [TEWV]** covering Mental Health and **Lifeline**.
 - **DART** (Drug and alcohol treatment); Clinical **G4S**. Non-clinical: **CGL**
 - Through the Gate (TTG) services (Including housing, financial advice and employment) are delivered by **Durham Tees Valley Community Rehabilitation Company [DTVCRC]**
 - The Visitors Centre and Family Support: **North East Prisons After Care Service (NEPACS)**
 - Works and Stores: **Amey**
 - The main voluntary provider of services: **Samaritans**
 - The library service is operated by **Stockton on Tees Borough Council**
 - Occupational therapy services are provided by **Stockton on Tees Borough Council**.

4 SAFETY

Drug Recovery Prison (DRP)

- 4.1. In 2017 Holme House was chosen to pilot the concept of a Drug Recovery Prison (DRP) with an additional investment of £9 million provided by the Ministry of Justice (MOJ) and NHS England between 2017 and 2020. The objective is to test a whole prison approach to tackling both the supply and demand for drugs in prison, and to create an environment where opportunities for recovery can flourish. Safety and security, care and wellbeing, decent surroundings and opportunities and support after release are all key elements in helping people to lead a drug free life both in custody and in the community. The DRP Delivery Plan consists of four components: safety and security, care and well-being, community and environmental development, and continuity of care.
- 4.2. There was until recently a DRP Project Board made up from a wide-ranging partnership of internal/external agencies (which has recently been reconfigured within a Recovery Strategy and Plan). In the plan there are three strands: building recovery by reducing demand, building recovery through reducing supply and building recovery through community development.
- 4.3. Wing based community care is delivered by a dedicated healthcare team made up of DART nurses, recovery coordinators, mental health nurses, CRC and peer support. It was piloted on house block 4 before being rolled out across house blocks 1, 2, 3 and 5 with the addition of a weekly community café and some initial evening activities. This was preceded by therapeutic and communal space reviews across all house blocks and the creation of both communal and group rooms coupled with the upgrading and refurbishment of treatment rooms and the installation of additional IT.
- 4.4. To further enhance the community model the men asked for wing-based laundry facilities on each house block. The project has funded washers and driers which are currently being installed, an initiative which has been greatly welcomed by the men, and which will provide more employment on house blocks and also hopefully remove some of the complaints arising from the current laundry arrangements.
- 4.5. The Community Café model which launched on house block 4 is a weekly event and provides the opportunity for men on the house block to attend to talk to different agencies and find out more about what they can offer to individuals or the community on the house block.
- 4.6. A speech and language therapist (SLT) is employed as part of DRP, working within the mental health team to work with men who want to improve their communication skills or have swallowing difficulties due to mental health or medical problems. Part of the work is about making information easier to understand and making Holme House a more positive place for effective communication.
- 4.7. One of the more innovative and successful elements of DRP is the establishment and work of the Connecting Communities Team (CCT) which works with men in custody nearing release, but more importantly continuing that support out in the community. Men are seen 12 weeks prior to their release and offered help from CCT with about an 80% take up. This might include such things as arranging bank accounts, organising appointments with the Jobcentre or working to re-establish family links.
- 4.8. When the men leave custody, they can be supported by their CCT worker for up to three months post-custody. However, the greatest benefit is in the first few days post-release when there are some excellent examples of high-level support and 'handholding' such as taking men to appointments, visiting food banks and, given that many men leave prison homeless due to a shortage of accommodation, going with them to their local council for emergency accommodation.

- 4.9 DRP staff have also made a significant contribution to the cultural enrichment of men in Holme House through activities during Black History month and during the Christmas period as well as facilitating and supporting improved consultation and communication with the men via meetings on house blocks feeding into the Democratic Council meetings.
- 4.10 The DRP programme and its attendant parts have offered immense benefits to men and staff across both the prison service and all partner agencies. Inevitably, however, many of the initiatives have yet to be firmly and consistently embedded and the next 12 months will focus on this as well as looking at other ways to meet the programme's objectives.
- 4.11. The IMB commends all of those involved in the programme to date for the many and positive changes they are bringing about for the men in Holme House and for those men who have enthusiastically embraced and participated in this journey.

Security

- 4.12 The Drug and Crime Reduction Unit (DCRU) was funded through the DRP project in 2017. The team consists of 12 officers responsible for all aspects of searching and intelligence gathering and came into full effect from 28th May 2018. The team was removed from the central detail and regime management planning (RMP) and has flexibility to plan out of hours operations, early/late night searches and days of action. A number of new technologies were trialed and purchased, e.g. full body I-Scan, mobile phone detectors and a staff search Portakabin. Entry routes for illicit substances are identified and action taken to block these routes.
- 4.13 Intelligence-led cell searching, targeted through Mercury Intelligence Reports, has produced significant finds. In 2017 there were on average 27 cell searches per month. In 2018 the monthly average was 87 per month and this has risen significantly since July (a 249% increase). The number of reportable finds has increased from an average of 20 finds per month in 2017 to 61 finds per month in 2018 (a 260% increase). There has also been a significant increase in drug detection and disruption (a 180% increase on 2017). From February onwards, each month has seen an increase in drug finds compared to 2017. April and May saw large peaks in drug finds following the introduction of the Magnetic Resonance Scanner in April which allows the team to immediately test and identify substances. This peak was primarily positive indications on suspect incoming mail which had been impregnated with liquid psychoactive substances and gamma hydroxybutyrate (PS/GBH). 2018 also saw an increase in weapons finds. There was a 20% decrease in mobile phone finds. This is linked to the introduction of in cell telephones and a marked increase in searches. The work of the DCRU has also had a direct impact on Mandatory Drug Test (MDT) results in 2018. The number of positive drug tests has decreased for PS and other drugs. This was also achieved by identifying, monitoring and relocating identified security nominal prisoners who are facilitating the supply of drugs (and other illicit items) into Holme House.
- 4.14 Any prisoner suspected of receiving a package during visits is taken to the I-Scan X-ray in reception for confirmation. There has been cooperation with Cleveland Police e.g. on the 14th December all vehicles entering the visitors' car park were searched. This also involved the North East Area Search Team and DCRU officers. One of the many positive outcomes of this action was that six visitors failed to turn up for their visits that day and related intelligence on those visitors was reviewed.
- 4.14 The wearing of body cameras by relevant staff has increased incrementally over the latter part of the year and is welcomed as a potential deterrent to acts of violence and also as a safeguard to officers in the event of such incidents.
- 4.15 The IMB welcomes the thorough approach taken by all security staff in monitoring and dealing with issues and situations in Holme House in 2018. They review and prioritise their security targets on a monthly basis and publish a monthly security newsletter which is made available to all staff. Their good practice has been recognised by an assurance visit by the executive team and an HMIP security audit conducted by the Inspectorate of Prison Communications Officer. In November 2018 the area, vehicle, goods and cell search risk assessment Annual

Review covered 18 “areas for consideration” of which 13 were low risk and 5 medium risk. The overall general rating was amber/green.

Safety

- 4.16 The number of prisoners with a history of self-harm has been consistent throughout 2018 with approximately 250 prisoners in an average prison population of 1200. However, since a peak in August, possibly linked to an increase in self-harming individuals received into the prison in May to June, there has been an overall decline in first time self-harmers, active self-harmers and severe self-harmers. This trend is also reflected in a decrease in the number of incidents of self-harm by individual prisoners and those prisoners on an ACCT. In 2018 there were 868 open ACCTs, a 6% increase over 2017. This remains an area of concern. The IMB has observed excellent examples of a caring and consistent approach to ACCT reviews.
- 4.17 There were 261 reported acts of violence in 2018, compared to 376 in 2017. Assaults on prisoners (including serious assaults) showed a downward trend in the second half of 2018. For example, in November there were 18 reported incidents, 11 fewer than in October. There were 2 serious assaults on prisoners, 1 fewer than in October. Overall in November there were 23 incidents of violence, 16 fewer than in October. The main reasons for these incidents are bullying (60%), retaliation (20%) and debt (20%). The last is becoming an increasing problem. There were 98 reported prisoner-on-prisoner assaults in 2018 which is an ongoing cause for concern. Assaults on staff are an ongoing concern, with 16 reported incidents in the year. However, there is evidence of a downward trend in the last quarter of the year.
- 4.18 There were seven deaths in custody in 2018, five of which were due to natural causes. This compares to five deaths in 2017 when four were due to natural causes. Inquests into the other two deaths are currently ongoing.
- 4.19 In the summer of 2018 a weekly Safety Intervention Meeting (SIM) was introduced, chaired by the Head of Safer Prisons and attended by a wide range of key officers and other agencies including mental health, regional psychology, probation, DART and programmes. Prisoners who are considered to pose a risk of harming others are given a Challenge, Support and Intervention Plan (CSIP). This gives selected prisoners an opportunity to take control in managing their behaviour. It has been recognised as best practice by the regional safer custody lead. HMP Kirklevington and HMP Durham representatives have attended a SIM meeting to observe good practice. The IMB has regularly attended these meetings and is impressed by the monitoring and interventions of this team approach.
- 4.20 Prisoners arriving in reception often have a long wait before they are seen by officers, healthcare staff and the first night officer. This problem is compounded by the late morning arrivals from HMP Durham and, for many months, the shortage of healthcare staff. There have been some recent improvements but the initial forecast of 50 to 80 arrivals per month was a significant underestimate and the actual number stands at about 250. The IMB still has concerns about the delivery of the welcome induction to new prisoners, particularly at the end of 2018.
- 4.21 The IMB feels that Holme House has become a less volatile and dangerous place for both prisoners and staff in 2018. Staff training has been focused on violence and drug prevention, e.g. all safer custody staff are fully trained in engaging in Timewise, a violence reduction programme. A prison-wide focus on staff training on Five Minute Intervention [FMI] and key worker training under Offender Management in Custody [OMiC] have also contributed to this.

PSI / DART

- 4.22 The DART Team has transitioned into a houseblock-based role delivering community/recovery cafes and clinical reviews along with other activities. They are working jointly with other teams with shared goals.
- 4.23 The DART team members attend GOOD and ACCT reviews and GP clinics.

4.24 During 2018 the team opened 2448 new episodes and supported 3095 different people. There were 456 positive completions during the year. However, at any one time a third of the men in the prison were taking methadone.

5 EQUALITY AND FAIRNESS

- 5.1 There continue to be steady submissions of Discrimination Incident Report Forms (DIRF's) reporting discrimination, although the figures fell by 60% in 2018 from 2017 (144 to 53). Complaints regarding disability fell by 75%, race by 66% and sexual orientation by 50%.
- 5.2 Equality champions did flag up concerns earlier in the year about a perceived lack of staff challenge to verbal abuse directed at transgender prisoners who were then part of the prison population.
- 5.3 Although, in general, the prison accommodates the religious needs of prisoners well, Muslim men on one house block had difficulty in having a shower before Friday prayers, attributing this to staff being unaware of the cultural requirement.
- 5.4 It has not been possible to establish a Traveller focus group due to men not wishing to come forward and be known as a Traveller. Safer Custody review this regularly.
- 5.5 The need to separate vulnerable men (sex offenders) from the general prison population leads to some inequality. For example, men in house block 7 (sex offenders' block) cannot undertake IT training because there are not enough men to run courses regularly. This may be seen as unfair. In such cases an explanation of the reasons might alleviate the sense of unfairness.
- 5.6 Holme House has an ageing population, with 86 men over 55 and 12 over 75, including one over 85. The provision of social care support in conjunction with Stockton on Tees council has been flagged up as good practice.
- 5.7 Most men are conversant with the complaints processes. There are regular delays in responses getting to men as the responses are e mailed to the custody manager on the house block, who may not get the responses to the complainant in a timely manner.
- 5.8 The visits hall is pleasant with a well-equipped supervised children's play area. During 2018 over 1,000 people attended family events held in the gym, which is a more relaxed family-friendly environment than the visits hall. During the summer these events were also held outdoors. Events included a WW1 remembrance, Christmas children's afternoon, a carol service and an awards ceremony for men who had completed the PADS (personal achievement and development) course.

6 SEGREGATION/CARE AND SEPARATION UNIT

- 6.1 The Board is not always informed of new arrivals in the Segregation Unit, but is usually informed of the use of special accommodation. The IMB continues to see examples of a very caring attitude towards vulnerable prisoners. IMB members have witnessed an extremely professional approach to some very disturbed or violent prisoners when the teamwork of the officers has minimised a potentially violent incident. However, segregation staff continue to face a very challenging environment which has prevailed for most of 2018 and which is exacerbated by the entrenched attitude of some very difficult and violent prisoners with few solutions for moving them on.
- 6.2 Segregation accommodation has been damaged on numerous occasions throughout the year, but it is usually seen as a priority for repairs when this happens, a situation necessitated by the high levels of occupancy. For example, on one day in November there were three prisoners in special accommodation, 8 observation panels were damaged and half of the segregation unit had no electricity. Some of the cells suffer from inadequate heating, the cells are very basic and the showers need refurbishing.
- 6.3 The IMB regularly attends the 14-day Good Order or Discipline (GOOD) reviews and is concerned that they sometimes lack continuity and consistency. Different duty governors conduct these reviews and sometimes have little background knowledge of the prisoners. There has been, at times, an inevitable difference in their approach to how the reviews are conducted. This can be frustrating for prisoners as they sometimes receive conflicting answers to their questions which can lead to confrontation. Despite an agreement on which agencies must attend these reviews, healthcare staff are sometimes absent or there are delays in their arrival, albeit this improved significantly towards the end of the year.
- 6.4 There has been a significant number of prisoners who have repeatedly refused to relocate to house blocks and who have requested transfers. Reintegration plans were introduced in the second half of 2018 but nearly all such prisoners have refused to engage as they see poor behaviour in segregation as a means of securing a transfer. It has been difficult to break this cycle. One reason for the lack of progress made regarding GOOD reviews and refusals to engage has been a number of changes in governors responsible for the segregation unit resulting in a lack of continuity. The IMB has regularly raised these issues.
- 6.5 Occupancy levels in the segregation unit have been high throughout the year but particularly in July, August and September when on average there were 22 prisoners. This situation is exacerbated by unlocks requiring more than one officer, sometimes three, due to the threats posed by some violent prisoners. However, there has only been one prisoner who has been in segregation for more than three months.
- 6.6 Four times in 2018 there have been serious backlogs in adjudications. At one point there were over 200 waiting to be heard, despite having two governors detailed to do adjudications quickly. Some cases had to be dismissed, which sends out the wrong signals to prisoners. Adjudications are regularly observed by board members. In 2018 there were 6,310 adjudications compared to 4,387 in 2017. However, part of this 44% increase is due to successful searches of the DCRU search team. There has been an upward trend throughout 2018 in referrals to the independent adjudicator.

7 ACCOMMODATION AND COMMUNICATION

- 7.1 The prison, in general, is suffering from lack of timely maintenance and renewal. In the older house blocks the boilers providing heating and hot water are in poor repair and many prisoners have complained to the IMB regarding being cold overnight. Although extra heaters have been provided to some, the number of electric sockets means that there may be a choice of TV or heating. This problem is in at least its second winter. It should be noted that the Minister's response to last year's IMB annual report included information about the renewal of heating boilers on some of the older house blocks, with the work scheduled to start in September 2018. This work has still not commenced and prisoners are reporting cold cells on house blocks 5 and 7 as well as in segregation. Some showers in house block 6 were out of order for 12 months.
- 7.2 The catering facilities are in need of refreshment and renewal, with about half of the bain-maries in the house block serveries being out of order. IMB members have seen food being kept warm under electric heating lamps. Almost half of the waste food gobblers on the house blocks are not working, and have not been for a considerable time, despite the IMB being told in early autumn that an instruction had been given to Amey to renew or repair them. This situation has resulted in waste food being moved around the prison to be disposed of, which is not satisfactory.
- 7.3 The Board has previously expressed concern about lack of privacy in shared cells. At December 2018 more than a quarter of the cells did not have privacy screens to the WC. The introduction of weekly decency checks began in December 2018 and it is hoped that this process will initiate an improvement. The IMB considers that it is unacceptable for shared cells to contain unscreened toilets as well as the absence of toilet lids.
- 7.4 The contract for repairs and maintenance is with Amey, which appears to be the cause of unacceptable delays in the execution of essential repairs. New facilities that have been provided are not plumbed in or installed in a timely manner. An example of this is the purchase of a new washer and tumble-drier for segregation. They were delivered in May 2018 and had not been installed by the end of the year.
- 7.5 There has been a significant improvement in the delivery of the regime this year compared with last year, when for a period a temporary regime was in place. A new regime is still being finalised although already the benefits for the prisoners can be observed, with evening association and other activities being introduced.
- 7.6 The IMB has observed over the year that levels of general cleanliness and good housekeeping have not been maintained. Some of this is because of poor maintenance but also lack of supervision of prison cleaners, a shortage of cleaning materials and irregular checks.

8 **HEALTHCARE (including mental health and social care)**

- 8.1 The IMB does not consider that the services provided to prisoners by Healthcare are equivalent to those that prisoners would receive in the community, and in some instances they are considerably worse, with unacceptably long waiting lists.
- 8.2 Although this figure has improved, there are still unacceptable delays and at the end of the year men had to wait five to six weeks to have a GP appointment, with review appointments having an eight-week waiting list. There is some provision for urgent appointments with the GP.
- 8.3 Dental appointments are worse, with the end of year figure of 280 men on the waiting list for an initial appointment, which will take 21 weeks, with an ongoing treatment waiting time of eight weeks and dental therapy nine weeks.
- 8.3 A shortage of nurses has dominated the ability of Healthcare to deliver a fully effective service to the prison. There has been an average shortage of 10 nurses out of a total complement of 27.5. Bank and agency nurses cover the shortfall. This has impacted on attendance at GOOD and ACCT reviews as well as late delivery of medication and poor or late attendance in reception, causing disruption to the prison regime.
- 8.4 Screening for bowel cancer, retinal screening, diabetic screening and healthy heart checks continue to be part of the routine.
- 8.5 There have been some improvements in inpatient care, as a concerted effort has been made to remove prisoners with serious mental health problems to another provision, resulting in most of the beds being occupied by social or clinical need prisoners. A dedicated team of prison officers has also been established within the inpatient accommodation. A palliative care suite is available and there is close working with Teesside Hospice Care Foundation and Macmillan nurses.
- 8.6 Medication is supposed to be delivered by pharmacy technicians. However, due to shortages of staff, nurses are deployed to this work, which adds to the shortages in other areas. Medications on two house blocks are combined due to the low number of men requiring not in-possession medication.
- 8.7 There has been a significant reduction in the percentage of men not turning up to appointments from last year (18% in 2017 down to 6% in 2018). This improvement can be attributed to the improvement in the delivery of the regime in the prison this year.
- 8.8 The IMB has observed problems with the health care complaint system, which is separate from the prison complaints system, is not well administered and does not appear to be monitored robustly, leading to long delays with responses. This is reflected in the high number of applications the IMB get relating to medical matters.

Mental Health

- 8.9 The mental health team is fully staffed with nurses, psychiatrists, a speech and language therapist, a resettlement officer and counsellors from MIND. A range of group therapies are available to all men, including stress management, 'Hearing Voice', team building and a well-being gym. Other therapies such as EMDR (eye movement desensitising reprocessing) are provided.
- 8.10 The mental health team manager won the national Cavell Staff Nursing award during 2018, being the first mental health prison nurse ever to do so.

9 EDUCATION AND OTHER ACTIVITIES

- 9.1 Activities during 2017 were severely curtailed by the absence of the prison staff needed to supervise. However, during 2018 educational provision has returned to a normal regime. Attendance and punctuality are often lower than the Novus target of 85%, with the average for the year 63%, and 67% for December.
- 9.2 The education provided is designed to meet the needs of the prisoners. All men are assessed on entry with regard to basic skills and offered appropriate courses, including those with identified special needs. Around 100 learners attended classes each week, which include ICT, English and maths from entry level to level 2. Other courses include business administration, customer service, hospitality and catering. Forty full time and 14 part time vocational workshop places are offered by Novus. Despite issues with attendance, success rates across the provision remain consistently high.
- 9.3 More purposeful activity places are still needed, although the proportion of men not involved at all has fallen below 20%. Allocation is fair and the allocation rates average just under 95% for places available in all purposeful activity.
- 9.4 The quality of taught sessions is good in the classroom education and vocational opportunities provided by Novus. Most tutors coach prisoners well and help them to overcome significant barriers to learning. Most prisoners make good progress. Tutors regularly check on prisoners' understanding and skill development during sessions and provide clear feedback to aid their improvement.
- 9.5 Prisoners can follow distance learning and Open University programmes are supported by Novus. However there has been a decrease in the number of learners following these programmes because of administrative issues.
- 9.6 The PE facilities are good, with a dedicated classroom, all weather outside football pitch and a gym. Gym induction takes place each day for new prisoners. Six orderlies support the eight PE staff. The pass rate for accredited PE qualifications is very high. Both L1 and L2 gym Instructor qualifications are offered along with an introduction to cross training and badminton. There are Emergency First Aid at Work courses for all PIWs (prisoner information workers) and mentors. Access to the gym is satisfactory for both mainstream and vulnerable prisoners.
- 9.7 Just over 40% of prisoners say that they use the gym at least three times every week. There are evening, weekend and Friday afternoon sessions for full time and part time workers. The facilities are used to their maximum capacity with available staff. Work with the healthcare department is very effective and has further developed with strong links to the mental health team and Age UK being forged.
- 9.8 The library is well managed and recognised as a welcoming environment. Two orderlies support a senior librarian and two part-time assistant librarians. Prisoners have access to the library in the morning, afternoons and one evening. Around a quarter of prisoners use the library regularly. The needs of prisoners are well met by the range of material available. This includes prisoners in segregation and healthcare. There has been a wide range of successful initiatives to encourage prisoners, for example the visiting author scheme and the Shannon Trust Turning Pages project.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

- 10.1 The prison has 472 full-time equivalent work places which means that some men can only work part-time. Vocational training is limited but appropriate for the population. Allocation to activities is equitable and delays have been largely eliminated. Generally, attendance at work is good. In 2018 movements to work improved and now happen more quickly and at an earlier time. As a result, punctuality has also improved.
- 10.2 Curriculum reviews have ensured that prisoners' needs are met and that skills required in resettlement plans are accurately reflected. Accredited qualifications are available in all areas but insufficient numbers take advantage of what is on offer. Typically only around 16% of prisoners are studying for qualifications whilst working. Most prisoners develop skills valued by employers including team working, using initiative, working independently and regard for safety. They also make good progress in developing the personal and social skills needed for work and resettlement.
- 10.3 The value of these skills is being recorded via the portfolio scheme, which allows men to show they have developed whilst in prison. Many prisoners take pride in their work. In the industrial workshops they routinely produce goods that match commercial standards and meet external deadlines.
- 10.4 The prison has very good links with several employers, for example AEB, constructing furniture for student accommodation. A contract with NIFCO (who supply car parts) has recently ended. A new contract with FINSA Home Limited has been agreed.
- 10.5 Industrial workshops allow prisoners to develop skills in food preparation, laundry, wood milling (seven days a week), joinery, gardening, waste management, warehouse distribution, bespoke and mass furniture production, garment manufacture and plastic assembly. Business Enterprise in Regimes has now been re-equipped to do IT Coding. Reprographics in the Engagement Centre produces items such as mugs and T-shirts. Orderly work is also available in the library, healthcare, house blocks, chapel, education and gym.

11 RESETTLEMENT PREPARATION

- 11.1 Resettlement services have begun a major change process during the year, which will continue into 2019. The significant factors have been the restructuring of the Offender Management Unit (OMU) and the introduction of the Offender Management in Custody (OMiC) programme. However, case management has continued to be an area of concern. This is borne out by the number of related applications received by the IMB through the year (115 of total 729)
- 11.2 The OASys system, which is essential for case management, had a backlog of 221 cases at the end of the year, despite the use of staff from other prisons within the Tees/Wear prisons group, with the aim of eliminating the backlog by 31 March 2019. A sustainable structure has been developed to ensure the right team is in place for the future.
- 11.3 The home detention curfew (HDC) department received national recognition for the speed of implementation of the new prison service instruction (PSI). Although 1443 men had an HDC date, during the year just under 400 men actually got HDC, the remainder failing for a variety of reasons.
- 11.4 Effort is being focussed on the progression of prisoners with indeterminate sentences for public protection (IPPs) involving offender managers and the psychology team.
- 11.5 The OMiC programme was launched on 1st April 2018 with the initial focus in Phase 1 being the introduction of the key worker programme. The process is being progressively rolled out across the all the house blocks with full implementation of Phase 1 scheduled for the end of March 2019. Initial indications are that this programme, once the necessary relationships are established, and the process embedded, should provide significant improvement to the prison stability/environment.
- 11.6 The delivery of the first night induction programme has lacked consistency and is an area of concern to the IMB. There has been a lack of good practice and there have been many occasions when men have had induction at the cell door. The loss of the input of the National Careers Service to the induction process following the termination of the contract was not replaced during 2018.
- 11.7 The delivery of the Kaizan, General Violence and Domestic Violence, Thinking Skills, Resolve and Healthy sex programmes are on track to meet the prison target at the year end.
- 11.8 The Durham/Tees Valley CRC (Through the Gate) has designed a model which incorporates the principles for rehabilitation services set out by the Government in "Transforming Rehabilitation". The team approached 746 men to provide resettlement services; 607 had an address on release, with 596 making use of the additional services including accommodation provision, finance/debt advice, employment, training and education provision, and for victims of domestic abuse.
- 11.9 A rehabilitation culture initiative has commenced, with the appointment of champions to promote the attitudes, beliefs and behaviours associated with a rehabilitative culture in their day to day lives and inspire this in others

Section – Work of Board

At the beginning of the year the Board consisted of 10 members. One member left midyear which left 7 experienced members and 2 newer members.

The Board carries out its role by each member attending one day per week and carrying out the day's work on a priority basis. Applications are dealt with, usually on a daily basis. The number of applications continues to be significant.

Each member has an ASI (Area of Special Interest) along with a specific house block. Members report on their ASIs midyear to the board meeting.

The Board meets once per month and the Governor receives a monthly report prior to the meeting which he attends and discusses and responds to the Board on matters of concern.

BOARD STATISTICS	
Recommended Complement of Board Members	18
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	9
Total number of visits to the Establishment	518
Total number of segregation reviews attended	155

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	24	39
B	Discipline including adjudications, IEP, sanctions	19	18
C	Equality	16	6
D	Purposeful Activity including education, work, training, library, regime, time out of cell	55	52
E 1	Letters, visits, phones, public protection restrictions	69	64
E 2	Finance including pay, private monies, spends	28	43
F	Food and kitchens	10	8
G	Health including physical, mental, social care	120	102
H 1	Property within this establishment	94	102
H 2	Property during transfer or in another establishment or location	52	62
H 3	Canteen, facility list, catalogue(s)	16	7
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	115	74
J	Staff/prisoner concerns including bullying	65	41
K	Transfers	46	86
	Total number of IMB applications	729	704