



Annual Report
of the
Independent Monitoring Board
at

HMP Frankland

for reporting Year
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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

The general overview of the prison has revolved around a number of key issues:-

- Significant measures to address the issues of the misuse of illegal substances, 'Spice' in particular.
- The unforeseen exposure of practice weaknesses in Healthcare and subsequent measures introduced.
- The ongoing challenges of providing one of only two Separation Units, separate units for prisoners with radical views considered to be threats to national security, nationally.
- The concerns expressed over the use of Segregation and the challenges of progressing prisoners in a timely and safe manner.
- A small issue, in numerical terms, has been the management of transgender prisoners and specifically their safe transfer to an appropriate facility once their continued detention in a male prison and on normal location became neither lawful nor safe.

The Board has noted a striking improvement in its relationship with the senior management team and in particular the Governor since his appointment in April 2018. This has resulted in a much more open exchange of views, improved access to information and a reassuring level of trust and understanding of the IMB's statutory responsibilities.

Significant issues identified in last year's report continue to preoccupy the IMB either because the consequences have now become apparent or because of the disappointment at the slow rate of progress.

Firstly, the Separation Unit has generated a disproportionate number of applications to the IMB. The Unit is underused and staffed by a dedicated and well-trained staff group. However, its very existence remains controversial with prisoners either questioning the legitimacy of the Unit itself or the criteria used for their placement, matters outside the IMB remit. The IMB is aware that legal proceedings are pending and can therefore not comment on matters that are determined outside HMP Frankland nor is able to address the core issues raised by prisoners.

Secondly, the IMB is disappointed that the Offender Management in Custody (OMiC) initiative has yet to be implemented fully. We had welcomed this because we recognised the value and benefit to prisoners of the small Probation Team already based in the prison. Its significant expansion and the introduction of the Key Worker role were seen as an important and beneficial development for prisoners. We had also noted that many prisoners, including the few due to be released imminently, had had little or no contact with their community based Offender Managers. This situation therefore persists.

An issue identified by a significant number of applications and our own observations last year was that of dirty laundry, specifically soiled bed linen. This has been successfully addressed and is reflected in the significantly reduced number of applications on this issue.

Regrettably, delays in CTC (Counter Terrorist Check) clearance have persisted despite some improvement in the latter part of the reporting period. This has an impact on all those employed in the prison and continues to hamper recruitment. It has also had an impact on the IMB with two potential members withdrawing after waiting for clearance for more than 12 months.

The Board's view is that in general prisoners at Frankland are treated fairly. In isolated instances when this has been found not to be the case there is a genuine and prompt commitment to rectifying any shortcomings.

There is ample evidence that prisoners are treated humanely. The response to prisoners experiencing particular problems e.g. a family bereavement, serious ill health or other problems is invariably compassionate and caring. Observations of ACCTS provides such evidence.

Very few prisoners are released directly into the community, so preparation for immediate release is uncommon. In some isolated instances the diligence of Frankland staff has not been adequately reciprocated by community based MAPPA responsible authorities.

Questions for the Minister/HMPPS

IMB Frankland is concerned that there is a lack of clarity with regards to progression for Separation Unit prisoners (6.11). Prisoners experiencing an inevitably restrictive, and in their eyes, additionally punitive regime, should be offered clear pathways to progression.

Questions for HMPPS

IMB has been made aware that certain parts of the prison are inadequately covered by CCTV (4.2) and in some places not at all. Prisoners are aware of these blind spots which as a result are used to assault other prisoners with impunity. The Governor is fully aware, and concerned, about this matter. We understand that rectifying these deficiencies is a resourcing issue. The safety of prisoners and staff is of primary concern and the IMB would welcome measures to rectify this.

The Board has been concerned by the increased use of Segregation and the number of prisoners held in excess of 42 days with little obvious evidence of progression (6.5, 6.8, 6.9). The Board believes that efficient, defensible and appropriate use of segregation is made when Frankland prisoners' conduct warrants their detention, but it is disconcerting that those prisoners detained for the longest periods appear to be prisoners transferred from other establishments directly to Segregation or whose continued detention is because they are waiting for transfer to an institution appropriate to their mental health needs. The IMB would welcome some reassurances that these issues will be addressed in a coherent, clear way.

The needs of a small number of transgender prisoners have presented a challenge that has engaged the IMB in the reporting year (5.5). At the time of writing this report, the Board has been informed that measures have been initiated to address the specific needs of this group of prisoners.

The issue of missing property or the late arrival of prisoners' property following transfer to Frankland has been the subject of many applications (4.1). Having monitored practice on a number of occasions the Board's view is that this is not an issue that can be resolved within HMP Frankland and could be attributable to logistical arrangements throughout the LTHSE. The Board takes the view that this is a significant issue for long-term prisoners.

Questions for the Governor

The opportunity to engage in prayer at prescribed times during visits for Muslim prisoners with their visitors has been brought to the Board's attention by prisoners and family members visiting (5.8). The Board has been informed that providing the facility for prayers during visits is not a mandatory requirement. The Board takes the view that this is a reasonable request and if possible efforts should be made to facilitate religious observance in these circumstances.

In the previous year's Annual Report the Board welcomed the launch of the Rehabilitative Culture as a positive development that at its initial phase had been led by highly committed staff and engaged a number of enthusiastic prisoner 'Rehab Champions'. The Board has noted that reference to this initiative appears to be less evident. It would be of interest to know if this project has been formally shelved (11.4).

3 DESCRIPTION OF THE ESTABLISHMENT

HMP Frankland was the first purpose built dispersal prison and opened in 1983 on the outskirts of Durham City, providing a maximum security environment for adult convicted males serving sentences of over four years and remand Cat A prisoners. The prison has an operational capacity of 859 and employs 764 staff. An important factor is the prison's location, particularly as the most northerly High Security prison and the most distant for the majority of families, friends and professionals visiting prisoners. In addition, public transport links from the nearest railway station to the prison are poor.

The main prisoner accommodation consists of 10 units as follows:-

- Four original wings – A, B, C and D. Each can house up to 108 Vulnerable prisoners.
- Two wings, F and G, which opened in 1998. They can house up to 206 Ordinary location prisoners.
- The Westgate Unit (capacity 65) opened in 2004 for prisoners with severe personality disorders (SPD). It includes the Psychologically Informed Planned Environment (PIPE) (capacity 21) which opened in May 2012.
- J-wing which opened in 2009 and which can house up to 120 Ordinary location prisoners.
- A Separation Centre opened in the previous reporting year and the first in the UK prison system to exclusively hold prisoners with extremist ideological views.
- Frankland has a Segregation Unit/Management & Progression Unit (MPU) which has a capacity of 28 cells, including 2 currently designated as CSC (Close Supervision Centres).

The following agencies provide support to the prison:-

- Healthcare for prisoners is provided by G4S with a breakdown of subcontractors and MacMillan nurses.
- Learning & Skills development is provided by NOVUS.
- Security support is provided by Durham Police (two Police Liaison Officers).
- Prisoner escort services are provided by GEOAmev for all prisoners other than Cat A.
- Facilities maintenance, cleaning and other small works are provided by Amey plc.

The following voluntary organisations and volunteers help in the smooth running of the prison:-

- The North East Prison After Care Society (NEPACS) volunteers work alongside prison staff to assist in the day-to-day running of the Visitors' Centre and providing support to families.
- The Sunderland branch of the Samaritans provide training for prison Listeners and MIND counselling support for prisoners with mental health issues.
- Pastoral visitors and official visitors, co-ordinated by the Chaplaincy, are available to prisoners.

B Evidence sections 4 – 11

4 SAFETY

- 4.1 Frankland is part of the Long Term High Security Estate (LTHSE) and, as such, generally receives only prisoners transferred in from other prisons. All arrivals are screened, their clothes and property checked for prohibited items and they are seen by a nurse and given a meal, depending on arrival time. If there is a delay in property arriving or it can't be allocated that day, an overnight toiletries pack is given out. Accompanying information is noted regarding any particular issues and the prisoner is located in one of the dedicated induction wings. Occasionally, prisoners arrive and are placed in segregated conditions prior to risk assessments regarding relocation. Officers will make a phone call to relatives if it has not been possible to inform them of the move before it happened and before phone numbers are approved at Frankland. One issue for transferred prisoners is the delay in receiving their property if it is sent separately. This has taken up a great deal of IMB time. We are satisfied that the procedures for recording the arrival of property at Frankland are accurate and are of the view that resolving these issues lie outside the control of Frankland staff.
- 4.2 Separation of prisoners into Vulnerable and Normal location prisoners does much to reduce violence and bullying. Following very intensive risk assessments, some prisoners not convicted of sex offences are located on VP wings for their own safety. Safer Custody evaluate data for patterns, trends and reason for violence. These feed into SMART improvement objectives and the continuous development of counter measures. The location of violent incidents is also researched and it is considered that an increase in cameras in parts of the prison would assist in the reduction of violence. This is a matter of concern for the IMB. Prisoners appear to be aware of these 'blind spots' resulting in incidents of violence that are more difficult to address. It must be noted that amongst the LTHSE group of prisoners, Frankland's rate of violent incidents is low.
- 4.3 Staff are aware of the problems between the Vulnerable and Normal location prisoners and areas of potential conflict are managed well. Areas where integration occurs, typically meetings, such as the Prisoners' Consultative Committee, or Visits, within the same locations, are monitored. The strategy to protect high risk/high profile prisoners is in place and working well.
- 4.4 Staff are particularly alert to vulnerability issues and in the case of self-harming and suicide prevention, a proactive approach is adopted through the very effective use of the Assessment, Care in Custody and Teamwork (ACCT) process. Full risk assessments are carried out, with input from mental health and other relevant disciplines, and appropriate measures put in place to reduce that risk with a detailed ACCT log maintained and published and individual reviews carried out at regular intervals with a designated member of staff responsible for each case. Observations of the prisoner at risk are maintained at appropriate intervals, including constant watch for those assessed to be at the highest risk. The ACCT document is only closed once the issues on the care map have been addressed and the case review team assesses it is safe to do so. IMB members regularly monitor the number of ACCTs, particularly with segregated prisoners or those in Healthcare.
- 4.5 Reported self-harming incidents rose to 560 carried out by 83 prisoners compared with 403 carried out in the previous year. At the time of writing HMP Frankland has

adopted a new SASH (Suicide and Self-Harm) policy which aims to reduce incidents of self-harm and deaths in custody.

- 4.6 Listeners, who are trained by the Samaritans, are available day and night to prisoners experiencing personal crises, almost certainly deterring some men from self-harming. Samaritans phone lines are available at any time. Officers also assist in talking to the prisoners both generally and in line with the Five Minute Intervention Strategy.
- 4.7 Reasons for incidents of violence are recorded and the majority categorised as bullying/debt, disagreement/issues with prisoner or issues with staff/regime. However, it is also noted that drug misuse has contributed to some of the violent incidents and the increase in the rate of self-harming.
- 4.8 There has been a particular problem with 'Spice' which has affected both prisoners and staff. As part of the fight against drugs, the prison acquired new drug testing machines and all mail is now tested for drugs. This has resulted in a reduction of a variety of drugs getting into the prison. Since the introduction of this policy, there has been a reduction in positive MDT for psychoactive substances. This, along with feedback from DART (Drug Action and Rehabilitation Team) staff and intelligence from prisoners suggests that this new policy is having an overall positive effect on the prison. The prison is looking at both supply and demand reduction. Demand reduction is facilitated by DART interventions.
- 4.9 There has been an increase in the number of mobile phones found following searches (48 phones and 52 sim cards), but we are informed the numbers are low compared with some other prisons.
- 4.10 Intelligence led and random searches are helping identify banned items. The prison has always seen searches both at the portal and in the prison to be critical to helping maintain the order and safety of the prison. Changes in drugs and technology have to be matched by changes in the detection technology which will need to be resourced.
- 4.11 During the period of the last annual report there were two Deaths in Custody for which the Prison and Probation Ombudsman (PPO) has since issued reports. Both reports acknowledged that the prisoners had received a good standard of care but in one case the PPO held that there was excessive use of restraint, disproportionate to the risk the prisoner posed. Following this assessment, Frankland issued a Notice to Staff to all staff involved in undertaking and contributing to risk assessments, including Healthcare. The Notice details staff responsibilities when undertaking risk assessments for prisoners taken to hospital. It also reminds staff of the legal position on the use of restraints and that risk assessments must take full account of the health and condition of the prisoner at the time. This is an area the Board will continue to monitor.

5 EQUALITY AND FAIRNESS

- 5.1 The Board believes that the senior management team remain committed to the fair and equitable treatment of all prisoners.
- 5.2 The monthly Equality Action Team Meeting is chaired by the Head of Safer Prisons and is usually attended by the Deputy Governor. Prisoner representatives from each of the wings are encouraged to attend and raise equality issues. Their concerns are taken seriously. Overall, prison statistics are also reviewed at these meetings. There is a prima facie concern that the IEP (Incentives and Earned Privileges) scheme may not be currently operated fairly between white and ethnic minority prisoners – 64% of white prisoners are ‘Enhanced’, compared to only 52% of BME (Black and Minority Ethnic) prisoners. The Equalities team are committed to looking into this.
- 5.3 Discrimination Incident Reporting Forms (DIRFs) are available on all wings and are used by both prisoners and staff. Replies and follow-up actions are reviewed by the Deputy Governor who ensures quality of response. There were 181 DIRFs submitted in 2018 (129 in 2017). At the time of writing, no particular reasons had been identified for this increase. A member of the South Tyneside Regional Equality Forum has been engaged to review the DIRFs and responses but is currently awaiting CTC clearance. The IMB routinely monitors a proportion of DIRFs monthly. This has not raised any issues of concern. Similarly, the IMB monitors a randomly selected 5% of Complaints made by prisoners in order to ascertain the timeliness, fairness and consideration given to prisoners’ complaints. This sample consistently shows complaints are dealt with correctly. Impressively, in those instances where a prisoner’s complaint is justified, apologies are readily given and measures to rectify the problems identified taken.
- 5.4 More than a third of the population is over 50 and 35% have one or more registered disability. There are specially adapted cells and showers available. Smaller items such as walking frames, thermal underwear, wedge pillows and chair raisers are also provided on request. It is pleasing to note that a stair lift to enable prisoners with mobility issues to access library and education facilities has now been installed and is in use. There are regular activities for older prisoners. Weekly sessions run by Age UK are very popular. The prison also runs daily ‘B-Active’ sessions where older prisoners engage in sedentary work, for example producing poppies for the British Legion. Similarly, age-appropriate activities are held in the gym.
- 5.5 At the time of writing there are three transgender prisoners located in the prison. A fourth prisoner has recently received a gender recognition certificate and is currently located in the hospital wing for safety reasons. Transgender prisoners continue to benefit from additions to the Canteen and Facilities lists. Monthly cross-disciplinary meetings (including the prisoner concerned) are held to discuss the regime provided for this potentially vulnerable group. More recently, transgender prisoners have received support from the charity Transaware via quarterly group sessions and a telephone helpline. There are plans to hold one-to-one sessions when CTC clearance for the charity workers has been received. The IMB has been impressed by the sensitivity and compassion shown by prison staff towards this group but are concerned at the apparent lack of direction provided by HMPPS in providing appropriate accommodation when a gender recognition certificate has been received.
- 5.6 The Chaplaincy covers all religions practiced in the prison. Chaplains are involved in many aspects of prison life and have helped to facilitate a number of events and

celebrations. The kitchen is also involved in providing food for the various celebrations as well as providing for specific diets on a day-to-day basis. Of note, this year was a range of activities to celebrate Black History Month – including guest speakers, steel bands and a show put on by the prisoners.

- 5.7 The Visitors' Centre continues to be managed by NEPACS (North East Prison After Care Society). The physical environment is bright and welcoming with a children's play area and a 'youth room' for children and young adults aged 8 to 17. The latter is staffed by a dedicated youth worker. Feedback from visitors is invariably positive, praising both staff and NEPACS volunteers. Visitors' Voice meetings, where family members are able to raise issues of concern, continue to be held quarterly. These meetings are also attended by representatives from teams within the prison such as Kitchen and Healthcare. NEPACS also provide a family support worker who can act as a link between prisoners and their families. Unfortunately, delay in receiving CTC clearance has resulted in a delay in the support worker becoming fully effective.
- 5.8 The Visits area within the prison also includes a children's play area and a small shop (also run by NEPACS) where refreshments can be purchased. Games are provided to enable fathers to play with their children. Led by the Chaplaincy, 12 Family Days (including three 'adult only' days) were held in the year to November 2018. Food is provided by the kitchen and activities are provided by staff and volunteers. These days are very popular with both prisoners and their families. Incidences of passing prohibited items or inappropriate behavior are relatively uncommon but the Board understands that the dated CCTV monitoring system does not allow instantaneous retrieval of evidential data. One issue brought to the Board's attention is the inability of Muslim family members and the prisoner to pray together when the visit coincides with prayer times. We have been informed that this is due to resource implications and ideally should be rectified if possible.
- 5.9 The Population Management team arrange Accumulated Visits to other equivalent category prisons to enable prisoners to be visited by their families living in other parts of the country. This can work well but capacity issues in the LTHSE can mean long waiting times (sometimes as long as 18 months) and can cause frustration for some prisoners. In the absence of an appropriate facility in London or further south than HMP Full Sutton, Separation Unit prisoners are particularly disadvantaged in this respect.

6 SEGREGATION/CARE AND SEPARATION UNIT

- 6.1 The Unit (called the Management and Progression Unit – MPU) can hold up to 28 prisoners and has been at or near capacity for long periods of the year. There is an overall desire, within the High Security Estate, to reduce the number of Segregation cells within the prisons.
- 6.2 The Board are informed as soon as a new prisoner arrives with the reasons why. Members mostly attend the subsequent 72 hour sign up. All prisoners are seen and spoken to by a Board member at least once a week. The Board is also informed of any use of special accommodation, in and out, and the reasons for it plus use of restraints and dirty protests, both of which are relatively becoming more frequent.
- 6.3 In 2018 there were 17 dirty protests lasting from a couple of days to over two months. There were also 46 instances when special accommodation was used, plus 39 constant watches, with the Unit being full for most of the year. There were 40 assaults on staff, of which seven were serious and 33 non-serious which puts great pressure on the Officers who maintain and run the unit very well.
- 6.4 Segregated prisoners are also seen daily by a Governor, a Nurse where medication is required, a member of the Chaplaincy and a GP every other day. All prisoners receive a health screening within two hours of admission to the unit. Health checks are monitored and continued at the fortnightly reviews. Prisoners can have private conversations with Board members in a closed environment (the ‘Bubble’) with a glass partition. The Governor is introducing a specialist in the Unit to monitor Mental Health issues and has deployed a Nurse Station in the Unit full time.
- 6.5 The 14 day reviews to assess the prisoner’s current position and look for solutions to expedite his exit from the Unit are increasingly more efficient with the presence of Population Management, Probation and Psychology. In addition to Chaplaincy, Mental Health and IMB member, prisoners have the opportunity at the reviews to take their own contribution but around 50% decline to attend, particularly those with the most extended stays. The Board is concerned at the lack of prisoner engagement this statistic may reflect.
- 6.6 A sample of Adjudications are randomly but routinely attended by Board members. Procedures are prescriptive with sentence guidelines to ensure consistency and fairness for the prisoner and no Board member, many of whom sit in the local magistrates courts and hence very familiar with this activity, has had any concerns regarding conduct or disposals. This year the Board has received no complaints regarding the Adjudication process.
- 6.7 There are 18 cells now have the required electric and aerial connections to facilitate televisions, depending on how many prisoners are not on Basic regime.
- 6.8 There are still concerns regarding the MPU and members have observed, to varying degrees, this still has an adverse effect on morale in the unit. Periods of understaffing with the special accommodation and increased dirty protests. The Board is concerned the length of time prisoners are kept in the MPU; there are two prisoners who have been on the MPU for more than six months and three prisoners between three to six months. Having said that, the Board unanimously commends the staff who, whilst struggling to cope at times, have invariably managed to maintain the discipline and regime, working as a team in a pressurised environment. For many years, the Board

believed that the Officers in the main were keen to work in the unit but that is no longer the case. We have been informed that the specialist staff referred to in 6.4 should facilitate progression.

- 6.9 The progression culture is manifested in the decision not to transfer prisoners from the MPU directly to a Cat B prison, but only if necessary, within the High Security Estate. Once prisoners realise that they are unable to force moves through non-compliance and poor behaviour, it is hoped that they will see the way forward is by relocating appropriately in Frankland and engaging positively with their Sentence Plans, Personal Officer and Offender Supervisor. Whilst the Board fully supports the new incentives in this coming year, the Board feel that the direction must come centrally. This applies to a number of prisoners in MPU who have mental health issues whose continued detention there reflects a failure to secure more appropriate accommodation for them.
- 6.10 The Separation Unit, whilst housing a very small number of prisoners, has occupied a disproportionate amount of IMB time. The IMB has dealt with 14 applications from the Centre in the reporting period. Whilst staff have made significant efforts to provide a full regime, comparable to that offered to prisoners on other wings, this has not been taken up. Activities are provided within the restricted confines of the Centre which, as noted in last year's report, is somewhat claustrophobic. Staff have made an effort to make available access to the library, gym and assembly workshop, activities outside the unit, to prisoners. In general prisoners have refused to engage and it seems as though this is not a decision made individually. In some instances prisoners' requests for work activities are unrealistic and not accessible to prisoners in any wing.
- 6.11 Issues raised in applications invariably focus on challenging the legitimacy of the Centre and the reasons and criteria for selection. These are issues IMB cannot address and that appears to be understood. As with all prisoners, the IMB would like to see clear pathways for progression.
- 6.12 Accumulated Visits for Separation Centre prisoners is an issue that has been raised as the only available alternative to Frankland is HMP Full Sutton. This would not significantly ease the problem for families living in the south.

7 ACCOMMODATION AND COMMUNICATION

- 7.1 As outlined in last year's report, all cells are of single occupancy with the provision of a lavatory, wash basin and transparent backed TV. All the wings in HMP Frankland have recreational/association areas. All wings have bath/shower facilities. Some of the showers have been updated but some still have no privacy screens. Showers do however create a problem in that there is no provision for prisoners to place their soap whilst washing. A recess in the wall area would have been ideal but was not provided. There are no soap holders, an issue which the IMB and indeed staff have raised, and which can be a problem for prisoners with limited mobility.
- 7.2 Laundry facilities are available for those prisoners who prefer to do their own laundry. A prisoner on each wing is allocated the job of doing the laundry for the wing. The IMB regularly enquire whether the machines are in working order. Repairs do take some time to be carried out which is frustrating for the prisoner doing the laundry and the time it takes to return laundry to individual cells. When the prison had their own Works Department, repairs were completed much quicker than the present system. Some prisoners still prefer to have their laundry sent out of the prison. Last year we reported that laundry returning to the prison was not always clean although some improvement has been noted.
- 7.3 All wings have prisoners employed as cleaners and painters. Wing landings, showers and kitchens are always well maintained. The IMB see the cleaners and painters on a weekly basis. The men take pride in the work they do and should be commended for this.
- 7.4 All wings have their own kitchen which includes ovens, fridge/freezers and chest freezers. Some prisoners prefer to do all their own cooking and this is observed by the IMB.
- 7.5 Telephones on the wings are frequently in use when we visit. There has been and still is a problem with telephones on the Westgate Unit with prisoners being cut off when using the phone and this is currently being investigated by the Custodial Manager and the IMB. The problem on Westgate has been ongoing for over 12 months.
- 7.6 Prior to the smoking ban commencing and despite numerous concerns by the prisoners, it is pleasing to report that all of the prisoners who were extremely angry are now saying that they are happy to either have given up or are using electronic cigarettes; turnaround which was not expected.
- 7.7 Kitchen where prisoners' food is prepared is always clean and tidy. The Governor has enhanced the breakfasts at additional cost. The kitchen not only provides meals for the prisoners, it also prepares food for Family Days, religious festivals and staff training days. The kitchen always delivers the food on time and to an excellent standard. The IMB visit the kitchen weekly and during that visit taste several items on the menu and are impressed with the quality of the food prepared. The prisoners themselves take pride in their work in the kitchen and jobs here are sought after. The kitchen has its own washer/drier and some of the clothing is done on site, the remainder being sent out to HMP Holme House which, as indicated previously, has improved but there is still room for further improvement. One member of staff has left and shortages during the summer months do occur; however, temporary staff are brought in to accommodate holidays and sickness. There is always a good atmosphere between staff and prisoners in the kitchen and the IMB do not have any concerns.

- 7.8 The Van Gate allows authorised traffic entry into Frankland and is an area which is of concern to the IMB. It is regularly inspected and found to be covered in bird excrement. The area has been cleaned professionally by an outside firm of specialists. However, within a few weeks the area is in a poor state again. Officers, Gate staff, Dog Handlers and dogs regularly frequent this area and it is a concern that there is a health risk which needs constant attention and regularly cleaning.

8 HEALTHCARE (including mental health and social care)

- 8.1 Healthcare has experienced a challenging year following the departure of the Head of Healthcare and a Care Quality Commission (CQC) visit which awarded a warning notice in relation to the well led CQC domain. A new Head of Healthcare was recruited who is an experienced nurse leader and manager and immediately set a programme of work to resolve the issues identified at the visit.
- 8.2 Recruitment of nursing staff continue to cause issues which reflects the national problem. However, recently there has been an improvement in the vetting system and timescales of CTC clearance have improved. To be proactive in recruitment, Healthcare have employed a number of full-time agency staff which has increased the staffing complement.
- 8.3 The focus of clinical and professional improvement noted by the CQC was unmonitored fridge temperatures where drugs are stored, clinical supervision and staff training. Training is now evidenced and continually updated with IT tools to support this. This training combines face-to-face courses and on-line updates. Although the team have been through a particularly difficult year, the staff have engaged well and a tracking system of audits shows discernable improvement indicating a well-led service.
- 8.4 An environmental cleaning audit has been undertaken with Amey and awaiting final results which will assist improving standards.
- 8.5 There continues to be considerable challenges in Healthcare, caring for patients who have mental health conditions or non-medical issues who are lodged in Healthcare and could be returned to the wings but considered to be too disruptive. Reintegration plans are being developed to help these prisoners return to a more appropriate environment. This will help free the existing nine beds to care for unwell prisoners with physical and mental health conditions.
- 8.6 An emerging dimension of healthcare for the LTHSE is dealing with long term conditions such as dementia and a range of chronic diseases. Providing healthcare in prisons should match and deliver a full range of primary care services but not secondary care. Future development of services requires easy access to secondary care expertise to support both patients and staff. This certainly will need innovation and resource to meet this growing challenge.
- 8.7 Last year's annual report highlighted some out-patients' services with unacceptable waiting times. Work has taken place to manage this issue and there have been some additional sessions for Podiatry which has had a beneficial impact. Overall, waiting times have improved across the range of services offered. Part of the solution is to challenge prisoners to use the telephone lines to cancel appointments and reduce 'did not attend', so appointment lists can be managed effectively. If prisoners use the telephone lines correctly, they can seek advice on healthcare issues without necessarily needing a GP appointment. There appears to be a confidence in prisoners using this service and improvements continue.
- 8.8 The Patient Consultative Committee (PCC) for Healthcare has been regenerated by the Clinical Lead and has become a focussed meeting actively seeking prisoner engagement. Following the CQC visit, the prisoners have been asked to contribute to the service review so healthcare services are 'fit for purpose'. After initial hesitancy and some negativity, the meeting is going from strength to strength with a far more 'can

do' attitude and honest dialogue.

- 8.9 A long term problem within Healthcare is the unacceptable waiting times prisoners experience when attending out-patient appointments. At the time of writing, the Governor has approved two posts who are effectively 'Move Officers' who can move prisoners back to their wings in order to tackle this problem. Priority transfer will be given to prisoners who are going to education or work so they do not miss out on morning or afternoon activity. The effectiveness of this initiative will be monitored.
- 8.10 Service contract renewal is due in 2020. Work has commenced towards defining the bid process which will commence within the forthcoming six months.
- 8.11 The mental health team has increased by a half time staff member to three clinicians. The past year has seen challenges in the High Security Estate with prisoners transferred to HMP Frankland with existing or undiagnosed complex mental health issues requiring significant input. This is coupled with increased activity within the prison itself. To that end, the team should be congratulated on the skill, professionalism and support they provide.
- 8.12 The team are closely involved with the Management & Progression Unit who often house prisoners with severe mental health behaviours. The IMB has been informed of plans to address this issue.
- 8.13 Referrals to the mental health team continue to rise and new psychoactive substances are evidenced as one of the causes of some acute mental health episodes.
- 8.14 In response to supporting vulnerable prisoners with mental health issues, the team has seen an increase in the number of ACCTs activated that has placed a further demand on the team. As well as supporting prisoners, the team are supporting and teaching prison staff appropriate care required for the individual prisoner.
- 8.15 A growing health challenge for LTHSE is the care of older people and emerging mental health needs. The team are continuing to develop the older person's pathway but this will need investment. Issues in dealing with elderly prisoners with dementia highlight both environmental challenges as well as developing bespoke care packages. Training for prison staff needs consideration as part of this service development.
- 8.16 The mental health team are also focussed on improving mental health awareness amongst the prisoners themselves and one of the team is developing a training programme for prisoners to become mental health mentors who can signpost who are experiencing difficulties to access the most appropriate support.
- 8.17 In relation to mental health promotion and encouraging prisoners' 'self-care', there has been a prison wide distribution of new information posters and literature to help with this initiative.
- 8.18 Despite the increasing activity and complexity of prisoners with mental health conditions, this team provides a comprehensive, responsive and accessible service to those prisoners in need.

9 EDUCATION AND OTHER PURPOSEFUL ACTIVITY

- 9.1 Education at HMP Frankland provides the long term and stable population with significant opportunities, including provision for prisoners with rehabilitation aspirations. The curriculum provides basic and level 2 academic and vocational subject options.
- 9.2 NOVUS currently provides the education offer; however, this will change over to Milton Keynes College on 1st April 2019. This provides the prison with the opportunity to review the offer and make the curriculum changes deemed to be more appropriate for the future of education in HMP Frankland.
- 9.3 All new prisoners to HMP Frankland undergo an education induction. This assessment includes basic literacy and numeracy skills and enables the department to bespoke opportunities based on identified need. The induction programme also encourages prisoners to self-declare a learning difficulty.
- 9.4 Appropriate support for prisoners with identified learning difficulties is provided. Funding currently allows approximately 20,000 learning hours per annum. Funding for Level 3 courses is not currently available, despite an identified need. This is an issue that will be part of the planning with the new provider.
- 9.5 The curriculum is about to undergo change, plans are in place to modify and update the offer, including the provision of level 3 options. Functional skills in English and Maths to Level 2 are at the core and plans show that these will remain a priority for the future. Music, Art, Media, ICT, Business Administration and Enterprise also feature in the offer. A Level 2 NVQ is offered to learners in the kitchen and the craft workshop. In addition to this, currently there are 47 learners studying a variety of courses with the Open University, including Masters degree level. Distance learning is supported by two classroom based sessions, access to computers and opportunities to work with other learners.
- 9.6 A visit to a functional literacy skills lesson revealed enthusiastic learners and high-level feedback from the teacher to individual students.
- 9.7 The curriculum is reviewed annually, there is a clear understanding of changes required to improve the provision.
- 9.8 Prisoners who achieve success receive positive celebration opportunities, including presentations involving prison leadership, staff and family members.
- 9.9 Some prisoners expressed through a PCC meeting that the offer of GCSE courses which are not provided through distance learning would be welcome.
- 9.10 The Virtual Campus development is ongoing, with further training opportunities forthcoming. The linking of education more strategically into the employability and enterprise initiative, in an attempt to improve re-offending, aid the re-categorisation process and enhance employment prospects is also ongoing and developing. The three libraries provide learners with support and opportunities to use the facility. Library orderlies promote its use and support prisoners new to the experience. The Social Enterprise scheme provides real work opportunities and enables new skills to be developed. Prisoners take pride in producing high quality goods such as greeting cards, gift bags, gift boxes and tags and a wide range of wooden items. These are sold

in a variety of retail outlets. The concept of groups of prisoners (approx. 10) forming a 'business', leaning on individual pathways, enterprise skills and personal development targets is well established. This concept is applied to prisoners on Main and VP location. The co-ordination of this by prisoners is overseen by the Virtual Business Innovation Centre (VBIC). This is a good example of the Rehabilitative Culture introduced last year in HMP Frankland.

- 9.11 The show casing of educational development through the Employment and Training portfolio is valued by prisoners who enjoy being involved in the process, especially being able to identify their own needs and set targets (linked to OASys scores). This involves support from the tutor or support worker. This document can be taken to sentence reviews, with prisoners able to request staff comments if felt appropriate. The portfolio also assists in avoiding course repetition and improves efficiency. Some prisoners do not take up educational opportunities, preferring better paid options.
- 9.12 Attendance is monitored, unauthorised absence is low; however, authorised absence is high in some cases because of care appointments and an ageing prisoner population.
- 9.13 The recruitment of prisoner mentors is successful amongst the Main and VP location populations.
- 9.14 In-cell study is supported, with some outreach assistance available for prisoners unable to attend sessions of support.
- 9.15 The libraries are well used, well thought of and play a significant role in supporting educational provision in HMP Frankland. There are three libraries covering Main and VP location and Westgate. These are managed by Durham County Library Service, providing a trolley service for areas such as MPU and Healthcare. The resources are wide ranging and comprehensive, changes result in line with prisoner request and demand. Library staff are directly involved in a wide range of activities, including a reading mentoring scheme called 'Turning Pages' (Shannon Trust) and 'Reading Ahead'. Author workshops and creative writing events are organised and well received by prisoners. Library use is encouraged through social events, including quizzes, chess tournaments and reading groups.
- 9.16 Prisoner art work is on display throughout the prison and opportunities for singing and music are available. A volunteer led Fine Cell stitch craft session is provided for VP and Westgate locations. This is another example of enterprise and skill development, with prisoners involved demonstrating enthusiasm, skill development and enterprise awareness and development.
- 9.17 There are three gyms/sports halls supported by an artificial playing surface. Gym sessions are well received by prisoners. Information regarding opportunities is available on wings and organised by the Activities Hub. The facilities are well used at weekends and in the evenings. Visits to the gyms demonstrate prisoner collaboration, moving and sharing equipment. Some programmes have been developed for older prisoners working with Age UK. Education have also worked with gym staff to develop incorporating using the facilities to develop mathematical skills, develop problem solving skills and carrying out investigations.
- 9.18 Out of cell activities include: using the provision of communal games, cooking, use of the shower, phone calls and general association. Opportunities available are well used and promotion material is available on display in wings and association areas.

10 WORK, VOCATIONAL TRAINING AND EMPLOYMENT

- 10.1 All activities, including education, are allocated by the Activities Hub. The prison provides sufficient work and activity places to engage most of the prison population in training, education programmes and the gym. The flexible regime allows prisoners to engage in all activities.
- 10.2 A small number of prisoners work on the wings in: cleaning, painting, recycling and food related roles. Education supports the holders of these roles, through one-to-one support and training opportunities.
- 10.3 The workshops are well managed and most prisoners engaged there develop useful skills, through furniture manufacturing for a variety of outlets. The work ranges from a few repetitive processes to highly skilled work, which can lead to vocational qualifications. A recent development is the offer of Health and Safety qualifications across all workshops, and a repair and maintenance of machinery qualification in the Cut and Sew workshop.
- 10.4 An area of activity of significant benefit to older prisoners is B-Active, where a variety of activities including the making of 28,000 British Legion poppies provides meaningful, worthwhile work benefitting others.
- 10.5 All skills developed in the workshops are transferrable to outside employment. The prison continues to develop links with employers and companies who are prepared to provide orders and set commercial standard expectations.
- 10.6 The efficiency concern in the last IMB report regarding the ageing heating system resulting in workshop closure during periods of breakdown continues.
- 10.7 It is clear that Education (NOVUS) and Prison Learning and Skills continue to work closely together, providing a lot of joined up thinking. This provides the impetus for the development of a wider range of opportunities, enhancing the experience for prisoners from all locations. Information, leaflets and posters on the wings evidence the wide range of activities and opportunities available. These include:-
- Open University advisor visits.
 - PICTA (Prisons Information Technology Academy) presentations of certificates, with Governor involvement.
 - Celebration events for Open University success, including at Master Degree level; the publication of an anthology of work produced during a joint initiative involving prisoners with Newcastle University.
 - Music in Prison events, including performance by prisoners from music classes to other prisoners in the gym.
 - A recent Barbering class proved to be very successful, with prisoners involved displaying enthusiasm whilst developing commercial skills.
 - Plans are well advanced for a Deaf Awareness and Sign Language class in the near future.
- 10.8 One really high impact initiative is the Inside Out programme in partnership with Durham University. This initiative is on cohort 5. It is a 10 week course for Main location prisoners who receive joint lectures on site, alongside students from Durham

University. The course has a criminology theme and explores subjects such as drugs/alcohol, the purpose of prison and does it work. All learners receive credits from Durham University at a graduate ceremony. The programme has resulted in a 'Think Tank' made up of prisoners who are currently undergoing training for HMP Frankland to become an accredited training centre. The group are awaiting a training visit from two trainers from the USA as part of the accreditation process.

10.9 Learning and Skills development in HMP Frankland has a clear sense of direction and places a great deal of emphasis on planning and quality assurance. This includes:-

- A key focus on functional skills in Maths and English, through challenges such as the '3 out of 5' Maths challenge and the promotion of Literacy through the partnership with the Shannon Trust.
- Improvements to the Employment and Training portfolio, thorough monitoring, tracking and recording levels of progress in Maths and English.
- Instructors/Industry staff actively engaged in working with individual prisoners following needs analysis and appropriate target setting. This is monitored monthly.
- The training of eight prisoners in Information, Advice and Guidance (IAG) to provide skilled support to new prisoners during their induction.
- The new curriculum being developed for April 2019 will contain some L3 qualification opportunities.

10.10 Despite the provision of four sessions weekly for prisoners in the Separation Unit, their refusal to engage in the activities and programmes is resulting in a waste of resource.

10.11 The Quality Calendar allows the Learning and Skills Manager to systematically develop and improve the experience and provision on offer. This systematic approach is planned and contains a variety of strategies used to measure performance and impact:-

- Lesson observations/joint quality talks with education.
- Course reviews.
- Learner voice surveys.
- Learner focus groups.
- Curriculum review.
- Performance reviews.
- Agreed planning tools.
- Governance.
- Stakeholder events.
- Learning and Skills needs analysis.
- Virtual Campus reviews.
- Regional training events.
- Health checks.
- Employer engagement events.

10.12 Documentation showing the recording of these strategies and the changes made as a result is impressive.

10.13 Priorities going forward include:-

- Attendance
- Classroom environment.
- Embedding of English and Maths programmes.
- ILPs (Individual Learning Plan)
- Behaviour.
- British Values and Equality and Diversity.
- Learning support.
- Portfolios and marking to improve progress measurement.

LIBRARY

10.14 The role of Library Orderly is very comprehensive and includes a wide range of responsibilities, which clearly provide those involved with skills and competencies to professional standards. The entry requirements (Entry L3 in English & Maths) is the starting point, because there are expectations that further training and qualifications will be obtained.

10.15 The orderlies provide a weekly delivery service to MPU. Healthcare now receive a weekly library session, this has resulted in the trolley service being reviewed. Prisoners in MPU and Healthcare are aware of this opportunity to receive books.

10.16 The prison libraries have recently been involved in a partnership with Durham Book Festival; taking part in the 'Big Read' event and workshops arranged to review the chosen text.

10.17 A welcome initiative has been the introduction of a weekly Elderly/Disabled session for men in VP to attend the library. One prisoner confirmed that this has enabled him to attend the library for the first time in six years. On average, eight men use this facility on a weekly basis.

10.18 HMP Frankland library service was awarded a Silver Award from the Reading Agency in September 2018 for assisting 105 men complete their Reading Diaries.

10.19 Weekly quizzes are arranged by the library staff on both VP and Main locations. These are well attended and popular with prisoners. J-wing has an Astrology Club and has received visiting speakers in the field. Mood Boosting sessions are held monthly on both Main and VP locations.

10.20 One of the library staff has further developed the 'stories for children' initiative. She records chosen stories from fathers and the CD is sent to the families. (This is following relevant security checks).

11. RESETTLEMENT PREPARATION

- 11.1 Frankland has a significant population of long-tariff and life-sentenced prisoners who must learn to cope with the impact of a long sentence on their lives. For this reason, resettlement work at Frankland is primarily focussed on completion of Offender Behaviour Programmes, offering educational courses and providing skills through work opportunities (see Section 9). These programmes and the purposeful activities aim to reduce re-offending, provide prisoners with the opportunity to evidence a reduction in risk and prepare the men for progressive moves elsewhere.
- 11.2 Although Frankland is focussed on reducing offending behaviour, the evidence-based sentence progression of a prisoner downwards through the Categories (High Risk, A, B, C etc.) is what will enable them to move to a lower security prison and prepare for release.

Category Review Boards comprise each prisoner's Offender Supervisor, an Offender Manager and usually a Psychologist, who each bring relevant information on the individual and decide whether to recommend a re-categorisation to a lower risk level.

In the reporting year, the key progression figures concerning the re-categorisation of prisoners were:-

- 275 Category Reviews held.
- 34 Category A prisoners recommended for downgrade to B.
- 22 of these A to B re-categorisations were approved by the relevant central committee.
- 27 Category B prisoners were recommended for downgrade to C.
- 26 of these B to C re-categorisations were approved by the relevant central committee.

These figures demonstrate that Frankland is actively looking to progress prisoners; however, recommendations can only be made when the evidence of a risk reduction has been gathered.

- 11.3 Very few prisoners (9 in the reporting year) are released directly to the community; due to the low number of prisoners reaching the end of their sentence whilst at Frankland, each prisoner is dealt with on a case-by-case basis if they are still held there in the 12 months prior to release.

MAPPA procedures are rigorously applied and effectively managed and, in particular, for the small number of prisoners released from HMP Frankland.

The Board is aware that Frankland's OMU (Offender Management Unit) perceive a lack of reciprocal information from external responsible authorities. On at least one occasion this has come to the attention of the IMB.

In the reporting year:-

- 198 Sentence Planning Boards were held.
- 9 prisoners were discharged from custody.
- 5 of these prisoners were released following a Parole Board decision.
- 4 of these prisoners were on determinate sentences that came to an end.

Throughout the reporting year, NEPACS retained a salaried position for a Family

Worker who works with the OMU team and is able to contact families prior to a prisoner being released. At the time of writing this post is vacant.

- 11.4 Last year the Board welcomed the introduction of the Rehabilitative Culture, an initiative to engage prisoners in their own rehabilitation and progression. The Board has noted that this initiative seems less prominent and a number of staff have expressed the view that it is an initiative that may have stagnated. In parallel we have noted that the similarly welcome OMiC has not yet been fully implemented. At the time of writing, significant milestones have been reached. Whilst the process of appointing and training Key Workers is underway, there has been a delay in the appointment of Probation Officers. The Board has repeatedly noted on its rota visits that prisoners had had little or no contact with their Offender Manager and they seem to have limited grasp of their Sentence Planning process. This is an area the Board intends to monitor as a priority in the coming year.
- 11.5 The Westgate Unit within Frankland continues to offer a therapeutic environment within a clinical framework, offering stabilisation and treatment to some of the most complex individuals in the prison estate. Officers are specially trained and work closely with prisoners alongside the clinical teams and activity therapists to provide an all-round treatment plan.

In the reporting year, 62 referral requests were received (an increase from 38 the previous year) and 22 offenders were accepted into the unit. 43 men completed programmes including: Emotion Management, Motivation & Engagement, Mindfulness, Understanding Sexual Behaviour, Relationships & Intimacy, Understanding Personality, Enabling Change (Phases 1, 2 and 3).

Upon completion of treatment, offenders are transferred to an appropriate establishment according to their ongoing treatment needs and graduates from Westgate (4 in the reporting year) are tracked in order to monitor their progress. Progress is also monitored of the men who have disengaged from the treatment.

The PIPE Unit (Psychologically Informed Planned Environment) continues to offer a positive environment that is enabling, supportive and challenging to individuals consolidating their learning after competing high-intensity intervention programmes. The culture within this unit promotes personal responsibility and self-motivation whilst providing opportunities for the men to apply their newly-acquired skills.

C Section – Work of Board

It has been a difficult year for the Board despite the increase in membership by 1. The Board lost 2 experienced members who retired for health reasons and, more significantly the resignation of the Board Chair. This resulted in a need to train new members with a greater degree of urgency. The 12% increase in Board visits in the reporting year is a reflection of the increased demand on members. These developments resulted in existing experienced members taking on new and increased responsibilities. The Board has been greatly helped by an enthusiastic administrative support worker who is able to prioritise IMB business and develop new administrative systems to organise the Board's work.

Delays in the vetting process have meant that 2 potential members have withdrawn their interest after waiting over 12 months. There is therefore the need to launch a recruitment campaign in the near future. The Board's demographic profile remains stubbornly uniform and the recruitment of younger members, and if possible candidates that more accurately reflect the community and prisoner profile, notably BME representation, would be welcome.

Despite these difficulties the Board has been able to maintain a high profile, dealing with Applications, attending segregation reviews, observing Adjudications and carrying out rota duties covering every part of the prison and observing staff/prisoner consultative meetings. We have also made a point of supporting religious celebrations and contributing to the Induction Training Programme for all new staff and volunteers. Both staff and prisoners have been supportive and helpful during this period.

Relations with staff remain excellent and the Board is very grateful for the tangible support given by the new Governor. The Board welcomes the Governor's attendance at monthly Board Meetings and the regular provision of written reports. We are also encouraged that members' rota reports are read and, where appropriate, recommendations acted on promptly.

Relations with prisoners are generally very good. Most prisoners understand, and are occasionally frustrated by the limitations of the Board's ability to influence their individual circumstances but there is ample evidence to suggest that our independence and efforts are recognised. There have been no instances of aggression or hostility towards Board Members. There has been a very small number of complaints, mostly due to relatively minor misunderstandings. These have been addressed promptly and in almost every instance resolved to the satisfaction of all concerned.

BOARD STATISTICS	
Recommended Complement of Board Members	18
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	10
Total number of visits to the establishment	575
Total number of segregation reviews attended	26

D Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	3	0
B	Discipline including Adjudications, IEP, sanctions	6	9
C	Equality	1	4
D	Purposeful Activity including education, work, training, library, regime, time out of cell	2	3
E 1	Letters, visits, phones, public protection restrictions	23	17
E 2	Finance including pay, private monies, spends	5	5
F	Food and kitchens	8	3
G	Health including physical, mental, social care	15	15
H 1	Property within this establishment	26	7
H 2	Property during transfer or in another establishment or location	14	18
H 3	Canteen, Facility List, Catalogue(s)	5	8
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	3	17
J	Staff/prisoner concerns including bullying	60	39
K	Transfers	12	18
	Total number of IMB applications	183	212