Annual Report
of the
Independent Monitoring Board
at
HMP Usk and Prescoed
for reporting Year
1st April 2018 to 31st March 2019
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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

2.1 This report presents the findings of the Independent Monitoring Board at HMP Usk and Prescoed for the period 01/04/2018 to 31/03/2019. IMB evidence comes from:

- Regular contact with prisoners and staff.
- Subjective observations made on rota visits.
- Objective comparative reviews and analysis of prison Management Information (MI) and IMB records and rota reports.
- Analysis of IMB prisoner Applications (see Section D and our supplementary analysis)
- Review and analysis of Prison complaints system
- Quarterly Discrimination Incident Reporting Forms (DIRF) reviews
- Attendance at key meetings for example:
  - Equalities meetings (includes staff and men)
  - Quarterly Use of Force meetings
- Review of the HMP survey Measuring the Quality of Prison Life (MQPL) carried out at HMP Usk 13th to 16th August 2018
- Review of the reports from the Director PSP South Wales and Regional Team’s findings 19th September and 11th December 2018.

2.2 The Board’s analysis suggests that there are no significant or concerning issues at this prison. We consider HMP Usk/Prescoed to be well-run, with a culture and outcomes that continue to improve and are regularly reviewed by the Senior Management Team (SMT). This opinion mirrors the published view expressed by:

- HMIP following their inspection at the end of 2017.
- Our report of 2017/18.
- The MQPL (measuring the quality of prison life) surveys of 2018.
- The quarterly reports of the Director - Public Sector Prisons (PSP) Wales.

With one exception (see 7.2 re Lister) all three sites are normally well maintained and clean. Usk has some disadvantages incumbent on being an old prison, but in the Board’s view most of these are mitigated by the way the prison is run. The majority of men appear to attach value in being in Usk rather than elsewhere and in this instance the smaller size of the prison appears to facilitate productive relationships.

In our view the prison meets the four tests of a health prison as described by HMIP, namely: safety, respect, purposeful activity and rehabilitation.

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Main judgements

Are prisoners treated fairly?

2.3 In the observation of the Board, prisoners continue to be treated with respect and fairness. This is evidenced by:

- The small and reducing number of Applications received by the board. (See section D 13.1 and our Supplementary Comment re numbers)
- The small number of Complaints the prison system receives from prisoners.
- Analysis of Incentive and Earned Privileges (IEP) statistics. A typical review of IEP at Usk revealed no men on Basic, 116 on Standard and 158 on enhanced.
- Observation of staff/prisoner relationships during board members visits.
- Observations during meal times.
- Discussions with Listeners, Buddies, Equalities Representatives and individual prisoners.
• During the review period a member of the board attended the one and only GOOD review (Prison Rule 43) that took place. It was clear that all those involved (12 Staff members) were concerned for the best interest of the prisoner together with his future when released. He was treated with firmness but with undoubted humanity fairness, respect and consideration.

2.31. Of note is the fact that Usk now houses an increasing number of older prisoners. The board has seen significant work being undertaken in this reporting period to develop targeted infrastructure to cater for this cohort including the creation of a central drop-in centre staffed by Salvation Army and excellent social care partner relationships. This is likely to be fully implemented in the next reporting period and the board and keen to observe the benefits that this brings.

2.4 Are prisoners treated humanely?

**HMP Usk** is an old prison (see 3.2) however, it is the opinion of the board (and of the prisoners) that the way it is run, and the resultant culture, overcome this constraint. (see 7.1). The board can report that men are treated with humanity. Relationships between staff and men are generally, cordial, productive and contain humour. **HMP Prescoed** is a more modern site (see 3.3) managed with the same ethos, producing similar positive results. Recent illustrative examples include:

- **Staff/prisoner competitions** - including volleyball, football, sports days and rugby. These are participated in and spectated by both staff and men and appear to generate a real healthy sporting atmosphere.
- **There is well developed and meaningful provision for armed forces veterans.**
- **Equality forums and prisoner focus groups** are weekly events with prisoner representative representing the various protected characteristics.
- **Prisoners are utilised in the peer mentoring and are represented on both the prisons Health and Safety Governance structure.**

The prison is working towards whole site ‘enabling environment’ status with the assessment taking place in the next reporting period.

2.5 Are prisoners prepared well for their release?

**Prescoed. (270 men)** has approximately **100 men off-site on ROTL** (Release on Temporary Licence) **every working day.** (See 11.9) During the reporting period there were 22,679 episodes of ROTL, of these only 11 failed - giving a compliance rate of 99.95%. **Over 50% of these jobs are paid** (rather than voluntary) and include industries such as manufacturing and rail maintenance, occupations that can provide long-term profitable employment. In addition, Cilwrgi Prison Farm, linked to Prescoed, trains and employs an average of 26 men occupied in agricultural, warehousing and related activities.

**Usk.** In this reporting period Usk was not designated as a resettlement site but this designation changed as of 1 April 2019 and the board will closely monitor the transition in the next reporting period.

**Main Areas for Development**

2.6 TO THE MINISTER

2.61 In our last report the board noted that the Welsh Government was to redistribute funds, which in the past had been exclusively allocated for social care in prisons, across its 22 local authorities. We considered this a cause for concern. This year adequate resources have been provided; however, the board continues to have concerns regarding the political sustainability of such vital funding to resettlement prisons. Perhaps the secure estate would benefit from a return to ring-fenced funding for this provision.
2.62 In terms of rehabilitation, the board has concerns regarding the lack of employment opportunities on ROTL for sex offenders. Despite the efforts of officers at Prescoed many influential employers (including “The CLINK”) are unwilling to consider employing them (See 10.7 and 11.9.) Although this is attitude is ostensibly understandable, it is disappointing - and (in the case of The Clink) may be susceptible to Departmental (MoJ) influence.

2.7 TO THE PRISON SERVICE

The OMiC model appears to be working well and providing benefit in the closed prison environment at HMP Usk. We understand that the model was to have been introduced into the open estate. The board have been informed that a pilot for the Open Estate may run from Prescoed during the next reporting period and we look forward to monitoring its implementation.

As mentioned in last year’s report, Lester, a two-story prefabricated unit at HMP Prescoed, has been the subject of several renovations. Despite this, it remains somewhat dreary with unreliable plumbing and drainage systems. In comparison with the rest of the upgraded site, it appears to need complete replacement. (See 7.2).

2.8 TO THE GOVERNOR

The Governor is successfully initiating and completing improvements as detailed in this report (see 2.9). The board has been informed of others to come and in that light, we have nothing practical to add here. Having said that there are two review points we would like to raise:

- **2.81 The board is aware that whatever course of action a prison takes regarding the use of prisoner restraints in the hospital situation they will attract criticism.** However, members note that on two occasions the Ombudsman has expressed the view that the Governor and Head of Healthcare should ensure that staff undertaking risk assessments for prisoners taken to hospital fully understand the legal position and that risk assessments show clear justification for the use of restraints. (see 4.91)

- **2.82 Sex offender prisoners granted Cat D conditions and allocated to HMP Prescoed have to reside in HMP Usk for 3 months before moving to Prescoed whereas prisoners granted Cat D status and allocated to other prisons, for example HMP Leyhill, do not have to undergo the same regime.** This policy is perplexing to the board and demotivational for prisoners. The board understands that this policy has been reviewed but has local political sensitivities i.e. objections.

2.9 Improvements: these include:

- Continuing advancements at both Usk and Prescoed over the last reporting period in terms of “getting the basics right”. Both sites look clean and tidy and have generally responsive Facilities Management. Prisoners have responded to this culture and cells and communal areas are well maintained.

- **Stage 2 work placements have increased in number again this reporting period.** (See 11.9).

- Older prisoners’ provision (see 2.31 and 5.2 Age). This reporting year a palliative care policy has been developed and awaits final sign off from partners in Health and Social Care. A bespoke older prisoners’ facility has been designed and built and a national (Wales) strategy developed which is awaiting final agreement from the private sector prison in the region. Regular focus groups target this cohort and social care provision is good.

- Hwb at HMP Prescoed. This is a peer led advice and help centre providing support to other prisoners. Mentoring includes aid with filling in forms and coping with life on release.

- A regular Art Exhibition has been initiated in HMP Usk. Locals are invited.

- Welsh language provision has continued to develop and courses are run for staff and prisoners using peer tutors from within the prisoner group.

- Food. Often a contentious issue in prisons, but here the board has noted, the low number of applications regarding food (see Section D), a decrease in adverse comments (comment books
located in both Usk and Prescoed) and, more significantly, an increase in positive comments both written and verbal.

- PE and sports provision across both sites have been expanded with additional local investment in adding extra sessions. Outside agencies, such as the professional rugby team 'Gwent Dragons', run rugby courses at both prisons and the fire service facilitating team building work with the prisoners. The football team do well in the local lead and research has been undertaken with this team to realise the benefits of sport in rehabilitating prisoners (the also won the local league this season). There are regular sports games between the staff and prisoners in rugby, football and volleyball which generates a good sporting atmosphere and helps to break down barriers.

- Family visits at both Usk and Prescoed are regular and have increased in number.

- Provision for veterans has continued to improve with regular focus groups, facilitation of regular meetings supported by STOMP and specific events such as a 'sports day' for charities supporting this group.
3 DESCRIPTION OF THE PRISON

3.1 HMP Usk and Prescoed is situated on three sites in and around the town of Usk (S.E. Wales). These are managed by one Governing Governor with two senior management teams. The combined Certified Notional Accommodation (CNA) during the reporting period was 538.

- HMP Usk is a Category C prison.
- HMP Prescoed is a Category D Open Prison.
- HMP Cilwrgi Farm in Coed-y-Paen receives prisoners from Prescoed who work and receive training in agriculture, operating related machinery and warehousing.

A complex mix of Prisoners is supported by:

- Key Workers with an OMiC team in Usk.
- At HMP Prescoed (during the current reporting period) Personal Officers. This will update as OMiC is introduced into the Open Estate.
- A Resettlement Team.
- Caseworkers.
- The Psychology Department.
- A Substance Misuse team.
- The Chaplaincy.
- A Healthcare Department.

Healthcare offers a day care facility at Usk and Prescoed. Currently there are no beds for in-patients. HMP Usk and Prescoed have libraries and gymnasiums, and Prescoed also has a multi-faith Chapel.

3.2 HMP Usk first opened in 1844. Located within the town, its three main wings fan out from a central control point.

It now houses vulnerable prisoners, the majority of whom are sex offenders. The CNA during the reporting period was 278.

The regime is designed to prepare prisoners for safe release and reduce the risk of re-offending.

- The Sex Offenders Treatment Programme (SOTP) was available to all inmates until terminated (nationally) in March 2017. This has been replaced with the Horizon and Kaizen schemes.
- There is a thriving Education Department together with carpentry, bricklaying and plastering workshops.
- Objectives are to hold prisoners securely and safely, and to provide a well-ordered establishment where prisoners are treated humanely and with decency and respect.

3.3 HMP Prescoed is situated in open country some three miles outside the town on the site of a Young Offenders Institution which opened in 1939. It is now a Category D resettlement prison. The CNA during the reporting period was 260. The regime is designed to rehabilitate and educate through a structured sentence and resettlement plans and to promote the reduction in risk of prisoners re-offending when they return to their communities. Opportunities exist for education, training and work placements, with resources allocated for the resettlement of prisoners. The regime at Prescoed includes a range of industries and activities and has been successful in increasing the number and variety of work placements.
Evidence sections 4 – 11

4 SAFETY

4.1 Both establishments have relevant systems in place to provide a positive reception process. The introduction of the diagnostic tool ANVIL assists in assessment of risks posed by prisoners upon arrival and the induction process identifies literacy skills and vulnerabilities. HMP Usk with the Key Worker Scheme identifies interventions, monitors progress to enable a safer custody environment. Listeners and the Buddy scheme offer support and engagement and can lead to the mentors gaining qualifications which may, upon release (subject to approval) enable employment. HMP Prescoed underpins the induction process with PEER mentors. Both induction processes are assisted by CSIP intervention where appropriate.

4.2 Vigilance is used at both establishments to identify and respond to bullying. Observations are recorded punctually and action is taken to challenge perpetrators and support victims.

4.3 This year the opening of “Assessment Care in Custody Teamwork” (ACCT) documents remains low. Observations show that procedures are adhered to and reviews/records are maintained with accurate and timely comments.

4.4 Monthly Gwent MAPPA meetings have been attended by the Governor for Security and OM operations at HMP Usk. The process of MAPPA is either by means of teleconference or video-link. HMP Prescoed engages via teleconference or staff attend meetings locally. OASys documents are mainly in date upon arrival. Occasions when reviews have not been undertaken may relate to life sentenced prisoners taking time to move to the Cat D establishment.

4.5 Use of Force remains low at HMP Usk. At HMP Prescoed only procedural applications of restraints (i.e. ratchet handcuffs used within the establishment and rigid handcuffs used for transfer from one establishment to another) have been used if a prisoner is being returned to closed conditions.

4.6 HMP Usk records a low illegal drug use the main being the misuse of prescription drugs. HMP Prescoed offers a compact based drug testing scheme which prisoners sign up and agree to urine tests. Positive test results have been low and challenging breaches are pro-active. Prisoners found in possession of illicit contraband items collected from 'out of bounds' areas are returned to closed conditions.

4.7 There have been two deaths in custody during this reporting year both at HMP Usk.

4.8 A death occurred in hospital on 18th April 2018 the prisoner having been transferred to HMP Usk in February 2018. Prescriptions were provided for high blood pressure and cholesterol, overactive thyroid and arthritis. The prison GP reviewed the prisoner who undertook a blood test, the results of which were reviewed when the prisoner was not present. A recommendation for a GP review appointment was made but no follow up appointment was booked. In early April a prescription was given for antacid with no records giving the reason for this decision. The prisoner was not seen. On three occasions the following week the prisoner was seen by nursing staff who were made aware of vomiting, nausea and abdominal pain. No referral was made to a GP in spite of the prisoner making such a request.

4.9 Following a Court appearance, the prisoner’s weight was recorded as having reduced by 10 Kgs in two months. No action was taken. The following day the prisoner informed the prison manager of nausea and later complained of feeling sick with stomach pain. Weekend cover necessitated the prisoner attending Accident and Emergency (A and E) via taxi secured to officers by chain and handcuff. During the following days tests revealed a stomach ulcer and a plan was made for a biopsy. The escort risk assessment was reduced to escort chain only. A transfusion was given with the escort chain remaining in place with further transfusions given the following day. Contact with the Duty Governor authorised the immediate removal of the escort chain. The review of a surgeon assessed the prisoner might need admission to the high dependency unit or intensive care. An hour and a quarter later the prisoner had respiratory arrest and
subsequent cardiac arrest.

The prisoner’s next of kin had visited him in the hospital and following death they were contacted by a prison manager. A family liaison officer was appointed and visited the prisoner’s home within two and a half hours of the family being informed of his death. The prison offered to financially contribute towards the funeral expenses in line with national policy. Staff were debriefed and the care team offered support. Notices were posted informing prisoners of the death and prisoners were assessed to determine if they have been adversely affected by the death.

4.92 A death occurred on 20th September 2018 at HMP Usk. On arrival in November 2017 the prisoner had a history of hypertension and osteoarthritis and kept his own medication. Within three days of arrival a referral was made to the cardiology department. Following an ECG in mid-March 2018 the prisoner saw a cardiologist at the beginning of May and prepared a treatment plan to be forwarded to the prison which was enacted upon. Arrangements were made for a heart monitor to be fitted in mid-July and this was undertaken. Towards the end of August, the prisoner’s chest was reported as being clear and at the end of August chest pains had been relieved by the use of a GTN spray.

4.93 At 07.35 on 20th September 2018 the prisoner was found unresponsive in his cell. Emergency code blue was radioed and an ambulance was called. CPR was not commenced as signs indicated death had occurred sometime previously. At 07.45 paramedics arrived and the condition of the prisoner’s body indicated he had died during the night.

4.94 The post mortem examination stated death was as a result of coronary heart disease and coronary artery atheroma.

4.95 Following the death a family liaison officer was appointed. Next of kin were informed personally at 09.30 am. Condolences and support were offered to the family and the prison contributed to the cost of the funeral in line with national policy. Staff were debriefed and offered support. Notices were posted in the prison offering support and prisoners considered at risk of suicide and self-harm were assessed. Findings by the clinical review stated that the clinical care at HMP Usk was equivalent to that expected in the community. The Prisons and Probation Ombudsman made no recommendations.
5.1 Quarterly Equalities Meetings are attended by a Board Member. The prison continues to run a rolling programme of weekly forums to address protected characteristics as described in the Equalities Act. Observation suggests that disadvantages are recognised, discussed and addressed appropriately in this open forum. One example being the current drive to increase the number of older men and those with disabilities at the enhanced Incentive and Earned Privileges (IEP) level.

5.2 An indicative “snapshot” taken in Quarter One 2019) was discussed and agreed at a recent Equalities meeting and provided the following data for HMP Usk:

- A higher proportion of white prisoners than the national average. 93% of population compared to 74% nationally but with:
  - Relative parity between ethnic groups at each IEP level. (But see AGE and DISABILITY below).
  - Relative parity across ethnic groups regarding complaints.

- **Age**
  - Over the national average for those 60+. 14% compared to 6% nationally.
  - Over the national average for those 50+. 30% compared to 17% nationally.
  - 50+ are under represented at the enhanced IEP level. They make up only 23% of enhanced, but 43% of standard. This fact has been noted by the SMT and is being addressed to promote increased uptake.

- **Religion**
  - Higher proportion of atheist/agnostic/nil religion than nationally. 37% of Usk population compared to 31% nationally.
  - Lower proportion of Muslim prisoners than national average. 8% of the Usk population compared to 15% nationally.
  - Muslims comprise 13% of standard and 6% on enhanced.
  - Christians comprise 43% of the population. 52% of whom are on standard IEP level and 40% on enhanced.
  - Atheist/Agnostic/Nil Religion are 37% of our population. 27% are on standard, 40% on enhanced.

- **Sexual orientation**
  - 12% of the population are comfortable to declare as gay or bi-sexual, compared to 3% nationally. The prison appears to be a safe place to be openly gay and LGBTQ prisoners are acknowledged to provide a significant contribution to prison society.
  - There is parity across sexual demographic for IEP.

- **Disability**
  - 51% of our population have one or more disability.
  - Those with a disability are a third less likely to be enhanced, this disparity is acknowledged by the SMT and plans are in place to remedy it. We will be monitoring progress outcomes during the year.

- **Gender**
  - During the reporting period Usk had one transgender prisoner. They played a full part in the regime and appeared comfortable to appear in either gender.

5.3 The Incentives and Earned Privileges Board is held regularly dependent upon applications. An element of enhancement is assessed to ‘giving something back’. For example, the Buddies Scheme is delivered by younger participants whilst progress for older men can be achieved by participating in forums and using the facilities in the exercise yard (but see AGE above)
5.4 Visits by Board members to both establishments suggest that an awareness exists of how to complain about prison matters. In the event of an unsatisfactory conclusion, awareness exists of how to escalate such a complaint.

5.5 Both establishments have appropriate visiting areas to accommodate family visits which are welcoming and friendly.

5.6 HMP Usk has a monthly family day. HMP Prescoed holds bi-monthly family days, since it is not profiled to cater for family visits, this necessitating two officers being detailed from the establishment. If the weather permits these days are held out of doors on the playing fields. Feedback forms completed following the visits are positive with appreciation expressed for the refreshments provided.

5.7 The 2010 Equality Act established three duties in relation to discrimination and prisons are required to:

- Advance equality of opportunity
- Eliminate unlawful discrimination and victimisation
- Foster good relations between people who share protected characteristics and those who do not.

In this light the Chair conducts a quarterly sampling of Discrimination Incident Reporting Forms (DIRF) and during the reporting period the process and outcomes at HMP Usk and Prescoed appeared to be both accessible and fair.
6 SEGREGATION/CARE AND SEPARATION UNIT

There is no Segregation unit at HMP Usk/Prescoed

The board is not aware of any incidences of self-segregation during this reporting period. Neither have there been any men seeking to transfer for their own reasons.
7 ACCOMMODATION (including communication)

7.1 Usk. The cells and facilities here are of a type typical of a prison based around the structure of a 19th Century building and are accompanied by the maintenance and privacy issues incumbent on its age and design. Having acknowledged that, the board can report that these problems are mitigated by the way the prison is run. For example, the plumbing can be unreliable but problems are generally sorted within a time frame which the men accept. Board interaction with prisoners indicates that, in the main, the men are content to be in Usk and would prefer to be imprisoned there than elsewhere. The concern raised by the board and HMIP over many years that prisoners had to eat in their cells was addressed last year by the new Governor. Integrated group tables and chairs were installed on the wings to allow communal dining. This is a great improvement and they are now well used at meal times - and at other times for conversation and socialising. The environment, both on the wings and on site, appears continues to be clean, with updated paintwork and new photography in place.

7.2 Prescoed. Previously a number of the buildings here were in poor condition. The external appearance of these was drab. Over the last two years this has been successfully rectified but repairs (mainly plumbing) of the units is an ongoing requirement. Lester is the exception and despite renovation this represents poor quality. **Lester is a prefabricated unit designed to have a ten-year lifespan, it was installed over twenty years ago and is not aging well.**

During the last two reporting period efforts to improve both prisons’ general environment has been successful. The grounds and general presentation of the establishment has been upgraded through improved, regular maintenance – in line with the aspiration to “get the basics right”. New signage and large external display photographs and horticulture as the main themes.

7.3 Communication. In last year’s report the Board commented that communication between the IMB and the Governing Governor had improved hugely since the appointment of the current Governing Governor who, the Board noted, was open, transparent and keen to liaise with the both the Board and men. We are pleased to report that this positive and productive communication has continued. The Governing Governor attends Board meetings, provides monthly comprehensive updates for the Board, is open to answering questions and makes himself accessible to the Board outside meetings. The Board look forward to working with him in the future.

7.4 Members of the Board visit the prisons at least weekly and are in a good position to observe communications between staff and prisoners. The general observations of the Board Members are that interaction between the staff and prisoners is very good. **There are no concerns that staff treat prisoners with anything other than respect. Further, relations between staff and prisoners appear largely supportive and positive.** Staff, particularly Key Workers, clearly know individual prisoners well and in general communication appears to be clear and timely. The Board Members’ observations are supported by the lack of APPs in relation to communication issues.

7.5 The Board have no concerns to report in relation to ‘Canteen’. It does not appear to be an issue at either Usk or Prescoed. No concerns have been raised by prisoners about Canteen this year, it has not been the subject of any Apps and nothing adverse has been noted in observations by Board Members.

7.6 The **catering provision** at both Usk and Prescoed has, on the whole, been good. A variety of medical and religious requirements are being successfully catered for in both establishments. **The board regularly observe and taste** at serving times and are therefore able to conclude that the food provided is sufficient, nutritious and it is taken readily. During the year, the board has noted positive feedback about the food served (comment books are available in dining the areas of both HMP Usk and Prescoed and are monitored by the board). There are few negative comments.
8 HEALTHCARE (including mental health and social care)

8.1 The Aneurin Bevan University Health Board (ABUHB) provides all health services for both HMP Usk and HMP Prescoed. GP, dental, optical and physiotherapy services are outsourced.

8.2 Healthcare continues to provide a good service but is always busy. It works well with other departments and partners.

8.3 It continues to work with Monmouthshire Integrated Team and meet on a regular basis to identify any potential problems and refer them to the appropriate services. Healthcare training modules have been delivered on the Buddy programme and monthly meetings are held with Buddies and social care.

8.4 There has been progress in the “End of Life” palliative pathway but not as much as anticipated. This part of the service makes provision for health and social care, pain management and appropriate arrangements to provide for a dignified death.

8.5 Training opportunities for nurses and health support workers is ongoing and includes:

- One registered staff member in the process of completing a “Living with Long Term Conditions” module and another has registered, as part of her Masters in Advance Clinical Practice, for the “Independent Prescribing” module which starts in September. This will greatly improve the service when there is no GP available.

- Following a recent vacancy, a male registered nurse has been employed. He has particular interest in men's sexual health. This will enhance services for the men.

- Working closely with the University of South Wales, the registered nurses have undertaken mentorship updates and training. There have been students placed at both sites since March. This has been well received.

**Dental Services**

8.6 Time for Teeth Ltd provide the dental service and has a fixed term contract until 31 May 2023.

8.7 This service inherited a lengthy waiting list and has added sessions to help meet and maintain demand. There are now 3 sessions a week at Usk and 2 for the men from Prescoed who attend the dental suite within Usk.

**General Medical Services**

8.8 General medical services are provided by Malpas Brook Health Centre. There are 3 surgeries a week in Usk and 2 in Prescoed. The contract runs to 3 August 2020.

8.9 There is still a problem with diverted medication, although there have been fewer reports of this practice now paracetamol and ibuprofen are available with a token from the vending machines, outside the hours of healthcare provision. The reclassification of some analgesia, which is no longer allowed in possession at Usk, has also helped reduce the problem. Regular medication checks continue.

**Ophthalmology**

8.10 Pen Optical Ltd provides 2 sessions per month on both sites. The contract runs up until 30 June 2020.
8.11 There is currently no waiting list to see the optician.

Pharmacy

8.12 Raglan Pharmacy provide the service, week days 9.00am – 5.00pm, excluding Wednesday afternoons. The contract runs up until 31 July 2020.

There were 2 deaths in custody last year:

8.13 The first patient died on 25 April of an upper gastro intestinal bleed caused by a duodenal ulcer with a pulsatile vessel. On referral to the Prisons and Probation Ombudsman (PPO) the clinical reviewer made a number of recommendations, these have all been implemented.

8.14 The second patient died on 20 September of coronary heart disease and coronary artery atheroma. On referral to the PPO the clinical reviewer made no recommendations.

The Health, Social Care and Sport Committee Inquiry

8.15 There is a consultation underway looking into experiences of health and social care in the adult prison estate. We await the findings which we can then detail in our next report.
9 EDUCATION AND OTHER ACTIVITIES

9.1 Introduction
The prison has made good progress in a number of key areas since the 2017/2018 self-assessment report, which has had a positive impact on prisoners and staff morale:

- A new Band 6 teacher and a Band 3 administrative support person have been recruited.
- Welsh Government Key Performance Indicators/targets have been achieved.
- A new construction training facility at Prescoed was opened by the Executive Director (HMPPS) in March 2019.
- Pulse survey results from learners were very positive.
- Learner achievements have been consistently good at Usk and Prescoed.
- A very successful Arts Exhibition took place celebrating the Welsh Government Year of the Sea.
- OU student enrolment is at its highest level since the start of the provision.

9.2 Standards
Overall, standards are good. Prisoners continue to develop relevant transferable skills that build confidence and motivation, and could be used to secure employment and economic activity on release.

- Outcome data provided for the period March 2018 – April 2019 confirms that nearly all prisoners completing formal qualifications achieved their learning goals.
- Outcomes for learners undertaking GCSE qualifications across both prisons are excellent with 100% of completers (53/53 learners) achieving their qualifications.
- Outcome for learners undertaking vocational qualifications across both prisons are excellent, with 99% of completers (297/300 learners) achieving their qualifications.
- Outcomes for learners undertaking Essential Skills Wales qualifications are excellent with 100% of completers (242) achieving their qualifications.

At Usk, the average start achievement in the year was 107.5% and the average retention rate was 85.5%. The average attainment rate was 85.8% against a target of 80%, and the average success rate was 74.5% against a target of 70%. Some specific retention and attainment areas are slightly below target which is attributable to the long-term nature of the population.

At Prescoed the average start achievement in the year was 102.5%. The average retention rate was 95% against the target of 80%. The average attainment rate was 90% against a target of 80%, and the average success rate was 85.5% against a target of 70%.

In both prisons, those undertaking Open University provision study from a choice of courses up to degree level. They pursue a range of subjects to develop effective independent study and research skills which improve confidence and self-motivation.

Prisoners who engage in vocational activities learn new skills or apply existing skills in new contexts. Prisoners in the market garden and farm grow produce which is then used in the prison kitchens.

Nearly all learners in Essential Skills classes make appropriate progress in developing literacy skills and is a marked improvement on 2017/2018 where prisoners did not make sufficient progress in improving their skills.

The prison supports a bilingual mentor to develop a strategy to promote the Welsh language. However, the number of prisoners engaging in Welsh language remains variable and so it remains difficult to identify the impact of the strategy on teaching and learning practices, standards, and distance travelled.

9.3 Well-being and attitudes to learning
Prisoners and staff have strong, respectful working relationships, which encourages prisoners to participate in learning and skills activities.
Prisoners feel safe in their learning environments. They are aware of their rights and responsibilities, and have a good understanding of health and safety.

Many prisoners are aware of the importance of a positive healthy lifestyle and follow programmes to improve their health and well-being. They understand the need to exercise regularly and make healthy choices. Most have access to regular physical activity and some take part in worthwhile activities to promote healthy living. For example, learners maintain an allotment and grow vegetables which are then used in the prison kitchen.

9.4 Teaching and Learning Experience
A good range of education and vocational activities is available which assists in the rehabilitation process. Teachers and tutors are generally well qualified and have up-to-date subject knowledge, occupational experience and industry skills.

Generally, teachers plan taught sessions and track progress well. They use a good variety of activities and teaching styles to engage prisoners, particularly those learners who have difficulty in settling down in a classroom environment. Teachers and tutors set appropriate expectations for their learners and give them good levels of support. Individual learning plans are prepared for each learner; however quality assurance processes are not robust enough to ensure they are good enough to inform planning for learning.

All prisoners are encouraged to express themselves in a positive way and are treated fairly. Most have a basic understanding of equality and diversity and respect for others.

Classroom accommodation is well maintained and provides an appropriate learning environment. Vocational workshops are maintained to a good standard.

The most recent (2018) Learner Pulse Survey confirms that:

- 96% rated the staff at Prescoed as excellent or good. This was from return of 116/120 surveys, a return rate of 96.6
- 94% rated the staff at Usk as excellent or good. This was from a return of 101/110 surveys, a return rate of 91%

9.5 Care, support and guidance
There are appropriate arrangements in place for prisoners in Usk and Prescoed to learn about the importance of healthy lifestyles, including substance misuse, emotional health and behaviour change.

The prison works well with prisoners to reduce the risk of them re-offending and not being involved in education, employment or training (NEET) on release. Teachers and tutors ensure prisoners are able to identify their personal strengths and set relevant targets that link appropriately to sentence and rehabilitation plans.

Prisoners have good access to independent advice and guidance through the induction process, access to Careers Wales advisers and helpful ongoing mentoring support from staff which prepares prisoners well for rehabilitation, employment and resettlement.

Staff monitor prisoners’ attendance at individual sessions well and routinely follows up on reasons for their absence. Generally, attendance rates are above 90%.

Over 70 residents at Usk contributed to the Art Exhibition which was attended by a broad range of partner organisations including Welsh Government, Coleg Gwent, the Open University, the Peace Education Programme, Monmouthshire Council and Qualifications Wales. The men were also able to invite their family and friends to attend so they could view their handiwork.
Exhibits on display included a full-size replica of a fishing vessel, a harbour scene built from brick and numerous pieces of artwork which were on display in the gym-turned-gallery. There are currently 159 men gaining new skills or building on existing qualifications through the learning and skills provision at Usk.

9.6 Leadership and Management
The prison is making good progress in achieving the strategic vision and direction set by the Governor. He is supported well by senior managers and the learning and skills team, which has enabled the prison to implement several plans to strengthen the provision or broaden the curriculum to meet prisoner’s vocational and personal aspirations. This includes the construction training facility which is nearing completion at Prescoed.

Staff morale is currently high and is largely attributable to the positive outcomes and levels of support provided by the governor, the achievement of Welsh Government targets, the standard of learner achievements, and the results of the Pulse Survey.

There is sufficient provision to enable all learners of working age to participate in education, training and employment. For example:

- In Prescoed there are currently 12 HE placements, 20 various part time placements, and 10 placements in bricklaying

- In Usk there are 36 spaces available in Essential Skills provision, 20 in HE, 50 in construction, and 21 in industry.

This enables all prisoners of working age are able to participate in activities.
10.1 During the reporting year two additional members of staff have been recruited to support the work of the department. Staff moral appears high and there is a good relationship between staff and the men. This strength is the basis for the department reaching and exceeding Welsh Government performance targets. For example, a retention rate of 85.5% against a target of 80% at Usk and 95% against the same target at Prescoed.

10.2 There is a wide range of activities available across both establishments ranging from Bricklaying, plastering, Woodworking, Horticulture, Forestry, Kitchen work. A number of these activities lead to City and Guild qualifications. The department has been subject to external and internal assessment and has retained the status of an Awarding body.

10.3 In Addition to City and Guild qualifications there are opportunities to achieve academic qualification up to OU degree level. An award ceremony for OU degrees was recently held at the prison.

10.4 Cilwrgi Farm continues to support agricultural work and qualifications. The site constantly tries to maximise its facilities to widen their range of qualifications available.

10.5 A new construction work shop has been opened at Prescoed. At present it if offering a level 2 City and Guild qualification in bricklaying. There are plans to link the course offerings to meet the need of local employers e.g. Network Rail.

10.6 An art exhibition was held during the year at Usk with a theme of “The year of the Sea”. This involved contributions from all areas of the department and was very successful.

10.7 There is a discrepancy between the ability to secure post prison work for men being discharged between Usk and Prescoed. This is inevitable given the nature of the two establishments. However, it does not prevent the men obtaining qualifications at Usk, but the nature of their offences means that they are less well received than those with similar qualifications leaving Prescoed. This does not stop the staff offering anything other their best endeavours.
11.1 The IMB are kept informed of the overall performance in this area by gathering evidence from:
- Attendance at the Reducing Re-Offending bi-monthly meetings which covers both Usk and Prescoed prisons.
- Attendance at the monthly IMB meetings by the prison Governor/Senior managers.
- Review of Internal reports and quarterly Newsletters.
- Talking to both prison staff and Partners engaged in providing resettlement services e.g. Career Wales, Job Centre plus.
- IMB conversations with prisoners about their experiences during Rota visits to both Usk and Prescoed prisons.
- Comparative analysis of the Report produced by HM Chief Inspector of Prisons following the 2017 inspection and board visit reports.
- Talking to Family members of the prisoners during visits, e.g. the 12 Family days.

11.2 Bi-monthly meetings bring together a wide range of expertise both within and outside the prison. The board notes that the Resettlement team recognises that building good relationships with partners is vital for working towards successful reducing re-offending.

Progress and Performance in the following areas are discussed at those meetings:
- Accommodation
- Education, Training and Employment
- Drugs and Alcohol
- Finance, Benefit and Debt
- Children, Families and Significant Others.
- Policy Updates
- Reducing Reoffending Action Plan Review
- Attitude, Thinking and Behaviors

11.3 The board consider that the Resettlement Team continue to performed well. It is relevant to note that the team at HMP Usk were nominated for recognition in the Ministry of Justice (MOJ) awards.

- The National Assurance Process (NAP) Functional report for the last quarter of our reporting period show GREEN (achieving the required standards) for Reducing Reoffending.
- The New Enhanced Through the Gate service is fully up and running at Prescoed.
- A new Discharge board is being introduced to capture all the needs of the men entering the last 12 weeks on their sentence.

11.4 The prison staff are assisted in resettlement by their partners who are sited within the Agencies Hub at Prescoed. There is also a Community Placement Team office within the same grounds.

11.5 At HMP Usk a Through the Gate service is being delivered and a discharge policy is in place. Currently the team are engaging with partners such as Circles to ensure high risk offenders are being supported upon their release.

11.6 With the assistance of their Partners prisoners continue to be able to open Bank accounts with the Halifax and a Credit Union savings account. This was a problem noted in past reports.

11.7 Prior to release Job Centre Plus assist prisoners with the Universal Tax Credit forms and also with CVs. To reduce the risk of homelessness Shelter Cymru assist with the prisoners’ accommodation issues. At Usk prison a pre-release meeting now takes place with the partner agencies within 6 weeks of the prisoners’ release. The Board notes that during the current reporting period homelessness has not presented as an issue to the IMB at either HMP Usk or Prescoed. The SMT (Senior Management Team) regard this as a key issue and are collecting and interrogating data to monitor the situation. The Board has
regular access to this data. During the next reporting period (April 2019 to March 2020), accommodation post-release will be a topic for Board examination.

11.8 Development of resettlement services across both HMP Usk and Prescoed continues. The prisons now have support from various services coming into the establishments including:

- Career Wales.
- Job Centre plus.
- Circles of support.
- Christians against poverty.
- Gwalia housing, approved premises.
- Various veteran groups.
- Gower college.

11.9 The board observe that the Community Placement team continue to make a significant contribution towards the Rehabilitation and Resettlement programme. For example, during March 2019 they secured work for 100 men out in the Community. Of that figure 48 were Stage 1 (unpaid) placements which included 5 attending College/University. The other 52 were in paid employment (Stage2). There remains little work opportunity for sex offenders however the number in paid employment continues to grow and recently two stage 1 placements at Career Wales progressed to paid employment.

11.10 Prisoners are supported to maintain and develop relationships with Family and Friends. Evidential examples include:

- At Usk, due to the number of applications for Family days, they run AM and PM sessions to ensure that more prisoners have an opportunity to see their family and children. The introduction of therapy dogs on those days have been a success.
- A non-family day has been arranged for July. A number of external partners will be invited and the chaplaincy has been working to provide appropriate Prison visitors for foreign nationals.
- At Prescoed, Family days continue to be a success. On the 28th February 13 families attended.
- The board have noted that prison staff make a special effort for families particularly at Christmas and Easter time. A review of the feedback forms indicate that their efforts are appreciated by prisoners and family alike.

11.12 The board consider that outcomes indicate that Prison staff (with the assistance from their external Partners) continue to make a positive impact upon the prisoners’ lives.
<table>
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<th>Description</th>
<th>Value</th>
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<tbody>
<tr>
<td>Recommended Complement of Board Members</td>
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<tr>
<td>Number of Board members at the start of the reporting period</td>
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<tr>
<td>Number of Board members at the end of the reporting period</td>
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<tr>
<td>Total number of visits to the Establishment</td>
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<td>Total number of segregation reviews attended</td>
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<td>------</td>
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<tr>
<td>A</td>
<td>Accommodation including laundry, clothing, ablutions</td>
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<tr>
<td>B</td>
<td>Discipline including adjudications, IEP, sanctions</td>
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<tr>
<td>C</td>
<td>Equality</td>
</tr>
<tr>
<td>D</td>
<td>Purposeful Activity including education, work, training, library, regime, time out of cell</td>
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<td>E 1</td>
<td>Letters, visits, phones, public protection restrictions</td>
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<td>Finance including pay, private monies, spends</td>
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<td>H 2</td>
<td>Property during transfer or in another establishment or location</td>
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<td>Sentence management including HDC, ROTL, parole, release dates, re-categorisation</td>
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<td>J</td>
<td>Staff/prisoner concerns including bullying</td>
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<td>K</td>
<td>Transfers</td>
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</table>

**Total number of IMB applications**: 23, 25
13.1 Supplementary comment re Applications.

The Board has noted the continuing low number of Applications lodged by prisoners at HMP Usk and Prescoed and has considered whether this should be a cause for concern. The Board is aware at the extremes this could represent either:

- A positive indicator implying that prisoners are well managed and relationships between prisoners and staff are good. The suggested conclusion in that case being that prisoners do not feel the need to submit Applications.
- A negative indicator - prisoners are so disengaged with the prison regime; so fearful of possible consequences (for example being moved to another prison); or so disillusioned with the effectiveness of the Board that they do not bother to submit Applications.

The board has reviewed relevant factors including, but not limited to:

- The category of the prisons.
- The nature of relationships Board Members observe between prisoner-prisoner and prisoner-staff groups.
- Regular in-depth conversations with prisoners.
- Systematic review of SMT management information with focused observation on site.
- Regular review of DIRF reporting and outcomes.
- Regular board attendance at:
  - Equalities meetings
  - Use of Force meetings
- Consideration of the HMIP report of November 2017

Previously a minority of prisoners expressed the view that those who submitted Applications to the IMB were later shipped out, either as a punishment or in an attempt to sanitise statistics. In 2017/18 the Board conducted a 12-month review and found no correlation (in HMP Usk) between those submitting Applications and removals to other prisons or (in the case of HMP Prescoed), to a return to closed conditions. This finding has been documented and is regularly discussed with prisoners. The board are performing a similar review in 2019/20.

Taking the above elements into consideration the Board can find no evidence that the lack of Applications presents a negative sign. Currently the Board’s view is that in general prisoners are comfortable submitting Applications and would do so if they felt the need. The board will continue to keep this situation under active and regular review.