



Annual Report
of the
Independent Monitoring Board
at

HMP Whatton

for reporting Year
1 June 2018 - 31 May 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

This report presents the findings of the Independent Monitoring Board (IMB) at HMP Whatton for the period 1 June 2018 to 31 May 2019. Members of the Board have visited the prison at least twice a week, and the Board's findings are based on the monitoring of accommodation and facilities; observation of a range of activities; review of records and data; external audits; attendance at some prison meetings; formal and informal conversations with prisoners, staff and other agencies; and prisoners' applications.

Board members have had free and unconstrained access to all areas of the prison. While retaining its independence, the Board has had the full cooperation and support of the governor, the senior management team, and all prison officers and staff. This has been greatly appreciated. We are grateful for the support of the business hub personnel, who have supported us during the long-term absence of the Board clerk (maternity leave).

MAIN JUDGEMENTS

Are prisoners treated fairly?

In the experience of the Board, prisoners appear to be treated with respect and fairness. Through its observations and other monitoring, the Board has found no evidence of institutional discrimination or inequality. On the whole, complaints are dealt with adequately, although there is some frustration among prisoners as to how these are dealt with and the length of time it takes to resolve them.

The roll-out of the key worker scheme appears to have improved relationships between staff and prisoners. Although 28 additional staff were introduced for key working, the Board has some concerns that key workers are not available when scheduled to interact with their allocated prisoners.

There are still concerns about mixing a younger cohort with a large older cohort. While we recognise the calming influence of the older prisoners, they continue to tell us that they are vulnerable to bullying and coercion by the younger cohort.

Are prisoners treated humanely?

Prisoners are treated with humanity. However, the substandard accommodation in B wings continues to raise concerns. The Board is aware that the Governor and prison managers have repeatedly raised concerns about the quality of this accommodation but no funding for a replacement has been made available.

The Board is satisfied that prisoners receive healthcare treatment that is at least equivalent to that provided in the community, and that they can access these services in a reasonable time frame. However, the standard of the accommodation in the healthcare centre remains a concern.

Board members have, on several occasions, observed the use of force, and these incidents have not raised concerns.

Are prisoners prepared well for their release?

Mostly, prisoners are well prepared for release. However, some issues remain extant: accommodation on release and the employment of people convicted of sexual offences. In addition, there remains a shortage of category D places within the prison estate that will accept prisoners convicted of sexual offences. This results in prisoners being released directly from HMP Whatton (a category C prison) – 232 in 2018/19).

MAIN AREAS FOR DEVELOPMENT

TO THE MINISTER

As the Minister and Prison Service will be aware from the reports on other establishments, there has been a significant reduction in the quality, cost and speed of maintenance provision since the contract was taken away from the Prison Service and awarded to Amey. The Board feels that, although Amey may well hit their key performance indicators, this is not reflected in the service provided. Amey managers have, again, consistently failed to deliver the maintenance and repair contract in a timely manner, and the Board is aware of a large and increasing backlog of work, and of delays in procuring and receiving estimates, in subcontracting work, and in delivering it to the required standard in many areas of the prison. This contributes to the accelerating dilapidations described in this report (see section 7). These observations do not relate to the on-site Amey team, which is trying to do its best, and is equally frustrated by the delays caused through its own management structure. These issues relating to maintenance have been routinely stated in our annual reports but no action appears to have been taken. We would like to be assured that some progress is being made towards resolving them. Will the Minister investigate when we can expect progress with outstanding maintenance issues?

TO THE PRISON SERVICE

The Board continues to receive applications about the loss of prisoners' property, usually when being transferred from another prison. Responses to prisoners' complaints from other establishments are often late or not received at all. The Board will continue to monitor this situation. Can the Prison Service develop a reliable system of handling and tracking prisoners' property, in order to reduce these unacceptable losses and to minimise the number of compensation claims?

Once again, we have raised issues concerning the poor state of the pathways within the prison, and the health and safety issues associated with their maintenance. On several occasions, the prison has submitted bids for capital budgets to pay for these repairs, but each time the bid has been rejected. Will the Prison Service review their decisions not to fund the refurbishment of the pathways, taking into account the significant health and safety issues of not undertaking this work?

IMPROVEMENTS

The Board has seen a discernible improvement in the healthcare services and an improvement in staffing levels during this reporting period. Referrals are now submitted in a timely manner, and specialist appointments, including dental, podiatrist, optician and physiotherapy appointments, are arranged more quickly than might be expected in the local communities. Healthcare staff have worked hard to deliver a high-quality service.

Throughout the reporting year, a programme of recruiting new staff has been ongoing. As a result of this, there are large numbers of inexperienced officers within Whatton. Managers and

more experienced officers have supported the new officers well, in order to ensure that a stable regime brings improvements to staff morale and to conditions for the prisoners.

The new key worker scheme has been fully implemented throughout the prison and has received accreditation. Relationships between prisoners and staff have improved with the introduction of the scheme. However, at the time of introduction of the scheme, the Board had some concerns that key workers are not available when scheduled to interact with their allocated prisoners. The Board will continue to monitor this situation.

Body-worn cameras have been introduced in some vulnerable areas of the prison.

3. DESCRIPTION OF THE PRISON

- 3.1** HMP Whatton is located in Nottinghamshire and is a category C training prison for male prisoners convicted of sexual offences against adults and children. The certified normal accommodation is 740, the operational capacity is 841 and the average population in this reporting year was 830. Whatton is one of the largest specialist prisons in Europe to offer offending behaviour programmes to people with convictions for sexual offences. The establishment also offers a wide range of learning and skills programmes, as well as employment opportunities, such as manufacturing and gardening.
- 3.2** The prison's residential accommodation consists of 14 residential wings (A1–8; B1–3; and C1–3) and a care and separation unit (CSU) attached to the A3 residential unit. Accommodation comprises a mixture of single and double cells, and modern (equipped with ensuite toilet, washing and showering facilities) and older (equipped with an in-cell toilet but the prisoners living in these use shared shower facilities) cells. The accommodation on B wings remains, in the Board's view, unfit for purpose, and conditions there have been criticised previously by both the Board and Her Majesty's Inspectorate of Prisons (HMIP).
- 3.3** Accommodation for purposeful activity includes a sports hall (including three badminton courts and a cardiovascular exercise suite), gymnasium with weight-training facilities, manufacturing workshops, a large education unit and a large kitchen facility specifically for the use of prisoners undertaking the national vocational qualification in catering. The establishment also has a well-resourced library.
- 3.4** The healthcare unit is adequately equipped and includes an end-of-life suite and dementia care suite. However, the unit is too small for the number of prisoners who need to use it, and the Board continues to be disappointed that business plans submitted by the governor for the replacement or improvement of the healthcare facilities have not been progressed.
- 3.5** Outside the prison secure compound, there is a purpose-built visitor centre, which is currently managed under contract with the Prison Advice and Care Trust. During the reporting year, the centre processed 14,916 visitors.
- 3.6** The prison also had an external contract with Inspire for the supply of library literature which changed to People Plus on 1 May 2019 and is subcontracted to Suffolk Library Services. There are three externally commissioned services for the provision of healthcare (provided by Mitie Care and Custody (Health)), facilities management (provided by Amey) and learning and skills (managed by Milton Keynes College until 31 March 2019, and now by People Plus). The prison also has a contract with Age UK and the Carers Federation, and during the reporting year the prison has built links with Age UK, Circles UK, the Safer Living Foundation, Workers' Educational Association and other third-sector agencies, in order to improve the resettlement process for older prisoners and those with learning difficulties.

Evidence sections 4 – 11

4. SAFETY

Vulnerability

- 4.1** The Board's view of safety is formed from observations taken from our own monitoring, attendance at meetings, and speaking with people in the establishment. We also review relevant documentation, including assessment, care in custody and teamwork (ACCT) documents, and attend reviews whenever possible.
- 4.2** Safer custody meetings are held on a monthly basis, and it is usual for a Board member to attend. Representatives from the safer custody department lead the meeting, along with a regional safer custody representative and staff from other departments or organisations, such as the healthcare and mental health teams, the chaplaincy and the Samaritans. Two prisoner representatives who are coordinators for the Insiders and Listeners also attend for most of the meeting, and the importance of their input is recognised. The meetings are well organised, with minutes made available, and all attendees work together in the interests of maintaining and promoting a safe custodial environment for all within the prison.
- 4.3** There are currently 15 prisoner Insiders at HMP Whatton, providing peer mentoring to their fellow prisoners. The prison also has a number of trained prisoner Listeners, who are supported by a team of four people from the local branch office of the Samaritans. Prisoner Insiders and Listeners alike are easily identifiable by wearing unique coloured T-shirts, and by signage on the accommodation wings. The chaplaincy department also has an active role in pastoral care at the prison, as well as providing support during difficult occasions, such as bereavement, and they routinely visit prisoners who are subjects of ACCT documents.
- 4.4** During the reporting year, the prison has partially introduced the use of body-worn video cameras. The Board has received a brief on this, and the introduction of these cameras is considered to have some possible merits. As their implementation is recent, it is too soon to conclude if the use of these deterrent devices has made any impact on the safety of the custodial environment at Whatton.
- 4.5** Use of force remains infrequent, with only a few incidents each month. When force is used, it is often low-level restraint, and each incident is reviewed at regular meetings, attended by a Board member. The Board is satisfied that use of force events are appropriately justified and reported.
- 4.6** Throughout the reporting year, there has ordinarily been only a small number of IS91 prisoners (those held under immigration powers after completion of their sentence). Due to this low number, the Board has nothing to report on this.
- 4.7** During the reporting year, the safer custody department carried out a survey. The questionnaire was returned by 31.7% of prisoners, which was a higher response than in the previous reporting year. The majority of prisoners who did respond indicated that they felt safe or very safe within Whatton, and half indicated that they felt safer than in previous prisons. The Board considers that Whatton remains a safe prison by comparison with other, similar establishments, and during the course of our work the
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environment is positive more often than not. Board members have noted that there appears to have been a rise in the number of incidents of disruption, although the level remains relatively low. Some of this may be attributable to a change in the demography of the prison population, as there are now a number of younger prisoners, and during monitoring visits some older prisoners have complained to the Board of antisocial behaviour from this group affecting the placidity of the environment.

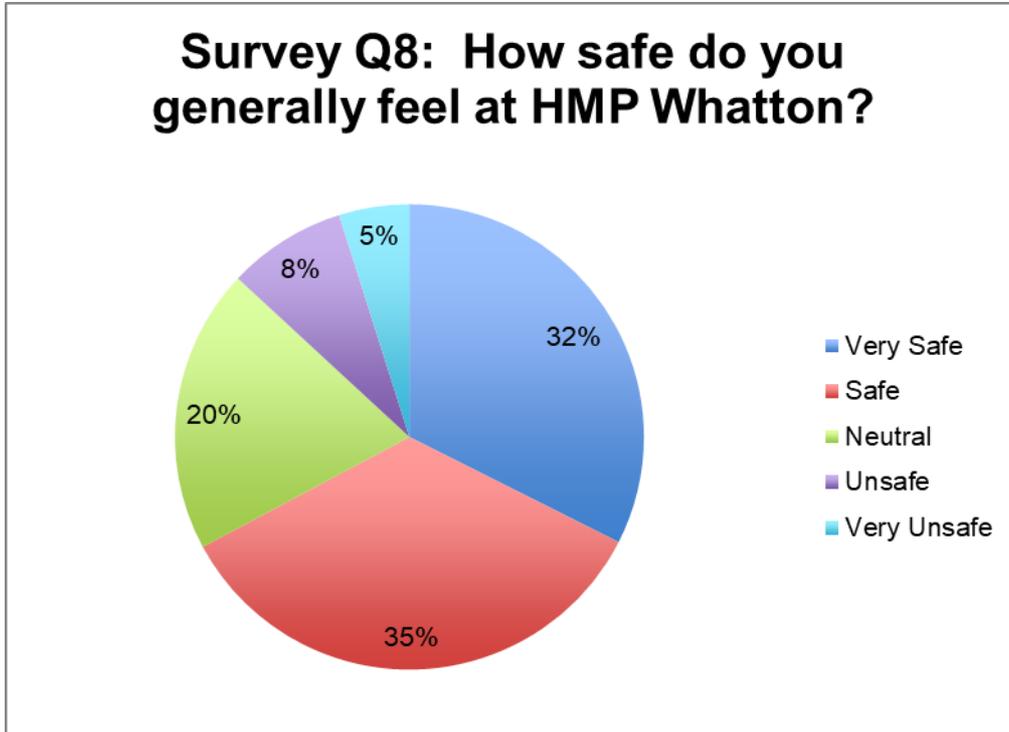


Figure 1 - Have safe do prisoners feel at HMP Whatton

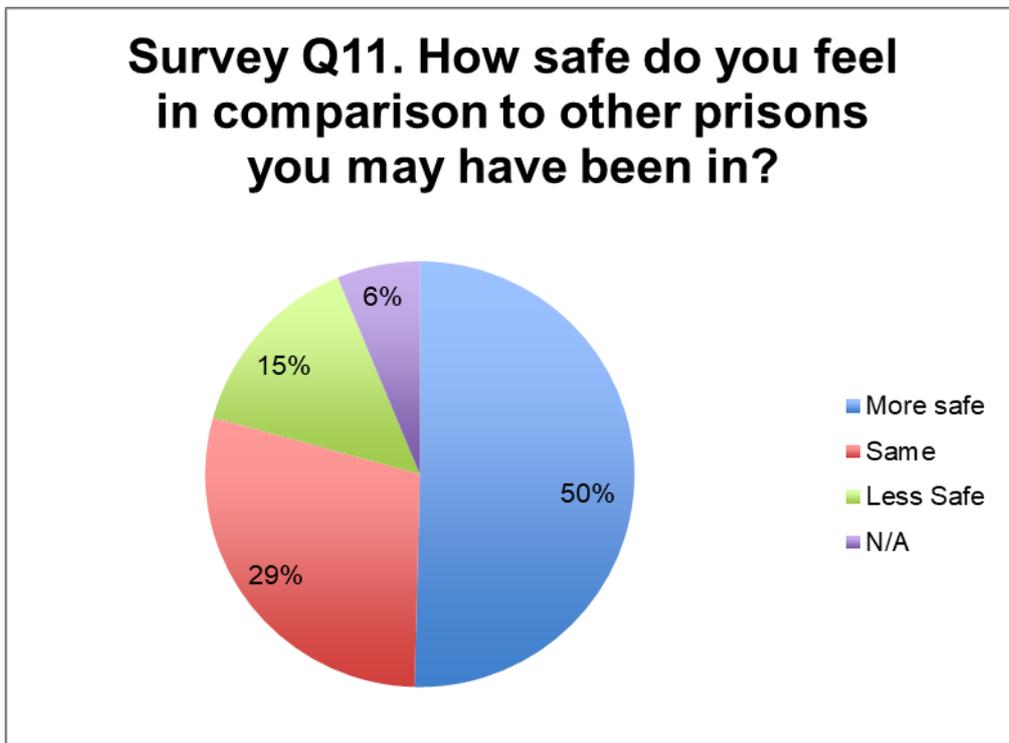


Figure 2 - How safe prisoners feel in comparison with other establishments

Recorded acts of violence and self-harm

4.8 There were 16 assaults on staff and 45 assaults on prisoners during the reporting year, one of which was classified as serious. During the latter part of the year, the number of assaults on staff rose slightly, while the number of assaults on prisoners has experienced occasional peaks.

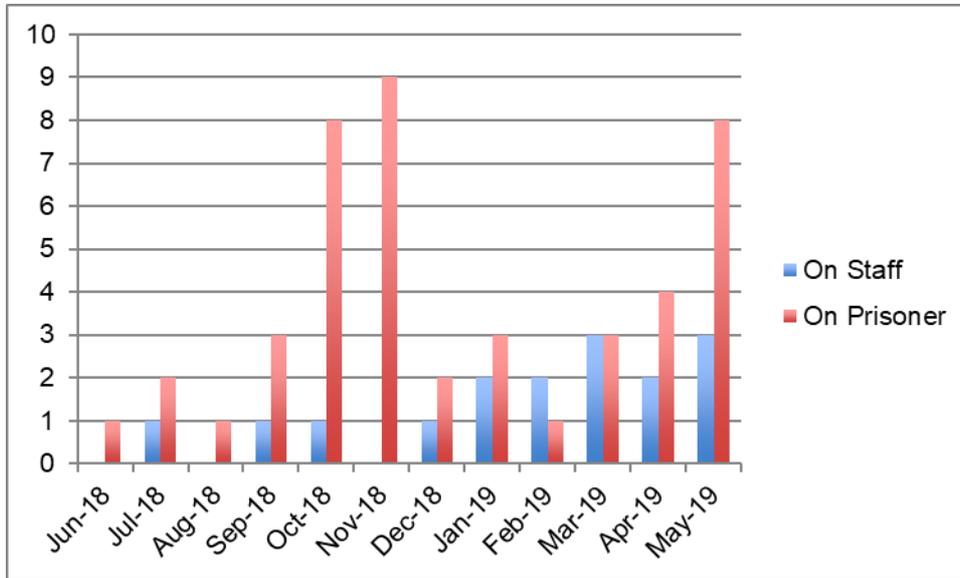


Figure 3 - Recorded Assaults During the Reporting Year

4.9 There has been a total of 284 self-harm incidents reported during the current reporting period. This is an increase from 223 in the previous reporting year.

4.10 The number of ACCT documents opened in the current reporting year was 287. This is an increase on the previous reporting year, where 243 documents were opened. ACCT documents are regularly reviewed by Board members and are ordinarily found populated with the necessary information and up-to-date meaningful entries.

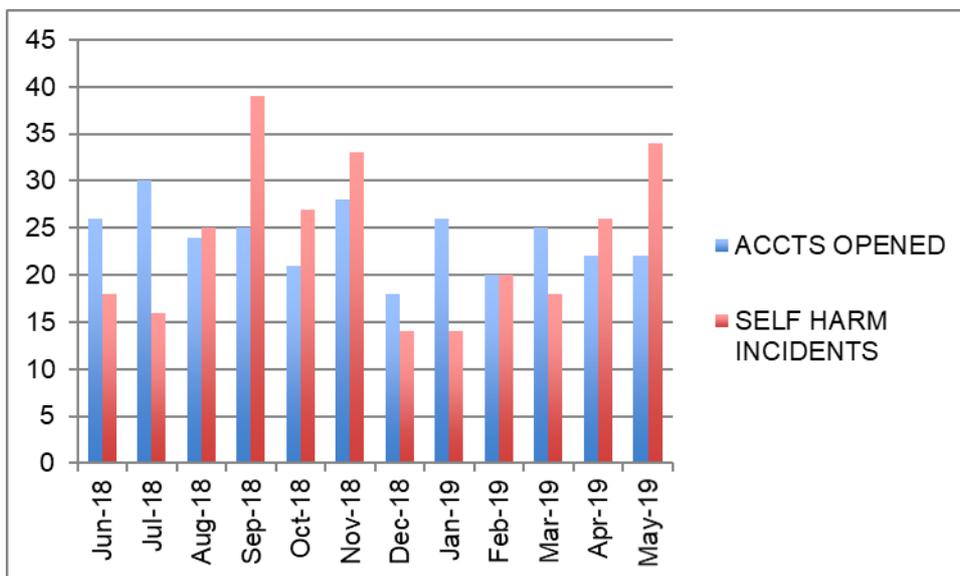


Figure 4 - Self Harm Incidents & ACCT Documents Opened During Reporting Year

4.11 The continued roll-out of suicide and self-harm prevention training has continued, with the prison reporting 80.2% of staff to have been trained by the end of the reporting year. Board members have attended these sessions in order to further our understanding in this important area for monitoring.

Reception

4.12 Board members routinely visit reception during monitoring visits, and have observed the arrival of new prisoners. Members also inspect the vehicles used to transfer the prisoners. The staff are both professional and polite to all prisoners, ensuring that matters are seen to in a positive manner. The reception area and holding cell display a lot of information on support services and contacts that may be useful for those arriving at Whatton.

4.13 We still receive a number of applications from prisoners regarding property, and in particular concerns about volumetric control and the limitations around the amount that can be carried by the escort contractor.

Drugs and substance abuse, and mobile phones

4.14 Mandatory drug testing is routinely carried out in the prison, along with cell searches and the use of drug detection dogs. A Rapiscan mail scanner is routinely used to scan incoming mail for drugs and has proved effective in reducing the volume of paper-infused illicit substances entering the prison. The Board continues to find that the prison management team works to prevent the circulation of illegal drugs, including prescription drugs, that are sold on within the establishment. Despite the use of the Rapiscan for mail and searching in visits, the availability of psychoactive substances on the wings, though limited, remains a concern.

4.15 Mobile phones are occasionally found within the prison. The Board is satisfied that the prison takes appropriate steps to detect and prevent these items from being used by prisoners, and such occurrences are occasional.

Deaths in custody

4.16 There have been six deaths in custody during the reporting period. Four inquests have been held, and the cause of death in all of these has been recorded as 'natural causes'. Two inquests are still waiting to be held. All deaths are reported to the police and to the Prisons and Probation Ombudsman (PPO). The Board was consulted by the PPO investigators and has received a copy of their reports. Family liaison officers continue to work with bereaved families in a way that is respectful, appropriate and sensitive to their needs. Within the prison, staff are mindful of the impact of deaths on other prisoners and provide compassionate support to them. The Board is satisfied that all deaths have been handled with an appropriate level of dignity and respect, and family liaison officers make appropriate contact for each circumstance.

5 EQUALITY AND FAIRNESS

- 5.1** The equality department is administered by two staff and a prisoner acting as the equality orderly. A governor holds the role of equality governor. Issues have arisen when the staff are redeployed to cover other areas within the prison. This can delay investigations of, for example, diversity incident report forms (DIRFs). The Whatton equality action team (WEAT) normally meets on a bimonthly basis and has a range of monitoring and reporting processes across the relevant protected characteristics, as defined by the Equality Act 2011. However, there have been occasions when the meetings have had to be cancelled because there has been nowhere suitable available to hold them. Board members are invited to attend these, together with prisoner representatives. The latter speak for deaf prisoners, Black, Asian and minority ethnic prisoners (BAME), foreign national prisoners, Gypsy/Romany/Traveller/Showman prisoners, gay, bisexual and transgender prisoners, older prisoners (>55) and younger prisoners (<30). An autism representative is expected to join future meetings. Each group has its own forum, open to all those with that characteristic, and holds various events. Board members have noted that the number of DIRFs submitted increases after one of these events, indicating that the attendees become more confident about reporting alleged discrimination.
- 5.2** The equality department receives approximately seven DIRFs each month. About one-third of these are proven, one-third unproven and the remainder withdrawn or requiring further investigation. A sample we looked at indicated that disability, and religion and belief are overrepresented. Action is taken when necessary. For example, DIRFs about halal and vegan food are pursued via the catering manager.
- 5.3** A Home Office Immigration Enforcement officer attends a foreign national prisoner forum for the 32 (or so) non-British nationals.
- 5.4** The older prisoners' activities and learning (OPAL) group, supported by Age UK, offers various activities, accruing to up to 2,768 hours and 1,035 attendances per month. In 2019, the Butler Trust awarded a commendation to an OPAL volunteer for the dedication shown in supporting military veterans in the prison, alongside the armed forces charity SSAFA, and in helping to lead the OPAL service.
- 5.5** Thirteen social care advocates cover the establishment, assisting 56 infirm residents. The prisoner advocates help with anything from wheelchair pushing to cell cleaning and filling out canteen sheets.
- 5.6** The National Autism Society accredited HMP Whatton in April 2019, after a three-day assessment and three years of work. An 'autism support knowledge profile' is begun on known autism cases on the day of admission. New residents without known autism are screened within five working days. An autism prisoner support group is fully established, and they have held a well-attended National Autism Awareness Day.
- 5.7** The BAME group comprises approximately 13% of the Whatton population. In the past, they have had the perception that they are excluded from trusted jobs. To make transparent what jobs are available and who fills them, monthly statistics are publicly posted in the library. Eighty-one percent of BAME prisoners are in either education, employment or programmes, compared with 74% of other ethnic groups. The WEAT is

striving towards meeting the recommendations of the Lammy Review¹, as they pertain to prisons.

- 5.8** Whatton hosts prisoners spanning 29 religion-related categories. In a sample month, 13 religious festivals were catered for.
- 5.9** An analysis of the proportions of prisoners on the basic, standard and enhanced levels of the incentives and earned privileges (IEP) scheme according to ethnic group showed no statistical difference. Three percent of residents were on the basic regime at the time of sampling.
- 5.10** The Board receives very few applications from prisoners relating to equality issues (only 3.5% of the total number of applications relate to issues of race, disability, diversity, or discrimination on the basis of being a foreign national); this is echoed by the general statistics monitored by the prison, with very few issues relating to equality.

¹ <https://www.gov.uk/government/publications/lammy-review-final-report>

6 SEGREGATION/CARE AND SEPARATION UNIT

- 6.1** The CSU is visited frequently by Board members, with visits occurring at least once per week or more. The CSU and its eight cells are generally clean and well kept. An exercise yard is provided, and a library trolley is furnished with a range of books and jigsaw puzzles. Prisoners are visited daily by healthcare and chaplaincy staff. The Board has no concerns regarding the standard of the accommodation in the CSU and has received no complaints from prisoners regarding their treatment there; from time to time, prisoners have praised the standard of care they are receiving while on the unit.
- 6.2** Cellular confinement following adjudication was awarded on 224 occasions during the reporting year, a small decrease of four from the previous year, although occupancy of the CSU remains fairly consistent at 14 to 28 days. Cellular confinement in excess of 42 days would be exceptional and subject to approval by the Deputy Director of Custody for the East Midlands.
- 6.3** The Board is informed by telephone of new arrivals into the CSU, and we are able to speak freely with prisoners when visiting the unit. Generally, officers are in the vicinity when we speak with prisoners, although a private room is available if required. There have been no instances of Board members being unable to speak directly with prisoners. There have been delays in speaking to prisoners when there have not been appropriate staff members to unlock the cell doors, but these are occasional and, on these occasions, we speak with the prisoner(s) through their door. From time to time, prisoners will be awarded cellular confinement on their wing. In these instances, Board members generally visit the individuals on the wing, where, similarly, there have been no issues in speaking with them.
- 6.3** ACCT documents and log sheets for prisoners being confined in the CSU are inspected and signed by Board members when visiting. These are generally well populated and up to date, with meaningful information. Defensible decision forms are also available.
- 6.4** There was a total of 726 proven adjudications within the reporting year, an increase of 37% against the 530 of the previous year. This increase may be partly attributed to the perceived increase in the number of disruptive prisoners, who are therefore less compliant with the prison regime. This is reflected by an increase in the number of serious incidents in comparison with that in recent years. The numbers of cases that were dismissed or 'not proceeded with' remained similar to those in previous years. Board members regularly attend a number of adjudications and have consistently found them to be conducted to a high standard, with prisoners often engaged in appropriate positive conversations.
- 6.5** Board members attend segregation board reviews where possible and are routinely invited to these. These reviews have been carried out fairly and appropriately, and there have been no instances where any Board member has thought any outcome to be inappropriate. An appropriate member of the mental health team is always found to be present, in line with the requirements.
- 6.6** In conclusion, the Board has no concerns regarding the function of the CSU within the prison. Frequent monitoring visits and speaking with prisoners and staff alike have determined this. The CSU is well run by professional staff and is a place where adjudications and reviews are conducted both fairly and appropriately.
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7. ACCOMMODATION (including communication)

Accommodation

- 7.1** Prison buildings, both residential and classrooms, workshops and offices, are functional and generally fit for purpose. Prisoners have mentioned to Board members that HMP Whatton compares favourably with other prisons. The accommodation wings are generally maintained in a clean and tidy condition by the wing cleaners. The residential accommodation comprises the A wings (constructed in 2006), B wings (constructed during the 1960s, when the prison was a detention centre housing young offenders) and the C wings (constructed in the following years: C1 in 2005; C2 in 2004; and C3 in 2008).
- 7.2** The standard of accommodation on the A wings is reasonable. Four of the eight wings have cells with an ensuite shower, washbasin and toilet. The remaining A wings have in-cell toilets and shared shower facilities. Although the A wings were constructed only 14 years ago, there are still latent defects to the brickwork, showers, fixtures and fittings. As we reported last year, Caledonian, the primary building contractor, has only agreed to repair the brickwork following the intervention of the Ministry of Justice. Responsibility for repairing the other defects lies with the Prison Service/Amey. However, at least two years have passed since acceptance by Caledonian and Amey that the repairs should be undertaken but still none of these defects have been repaired.
- 7.3** As we have reported yearly, the standard of accommodation on B wings remains a concern to the Board. The cells are tiny and well below the standard expected of a modern prison. The water pipework is deteriorating and regularly leaks. In his response to the 2017/18 IMB Annual Report, Rory Stewart MP, the then Minister of State for Justice, acknowledged the Board's continued concern about the heating system on the B wings. However, to date nothing has been done to rectify the situation. This is now an area of great concern.
- 7.4** The Board has reported many times previously that we support the recommendation from HMIP that cells on the B wings should be enlarged, to enable the toilet to be screened and separated from the sleeping and living area. This reporting period, the communal showers have been modified. C1 and C2 wings accommodate prisoners of all ages, and C3 accommodates older prisoners. C3 has a more relaxed atmosphere, and the Board receives many positive comments from C3 residents. As reported previously, C2 is a temporary wooden building that is dilapidated and should be replaced with a permanent replacement as soon as possible.
- 7.5** We are concerned that the general alarm system is ageing, and it should be replaced urgently. Similarly, the fire alarm system is regularly activated by false alarms. Clearly, there are maintenance issues that need to be addressed for the safety of prisoners and staff alike.
- 7.6** The roads and pathways around the prison remain in a bad state of repair, with the surfaces breaking up, thereby causing potential health and safety issues. Wheelchair users find movement around the prison difficult, and there have been incidents of such individuals falling out of their chairs because of the poor condition of pathways. Capital bids have been repeatedly submitted for remedial works but these have been rejected by the Ministry of Justice.

7.7 The day-to-day maintenance of the estate is under the national contract with Amey. The maintenance team is understaffed and sometimes struggles to keep up to date with routine maintenance while it is repairing the prison infrastructure. An increase in staff levels has been agreed, and recruitment is under way. Reactive maintenance tasks can remain outstanding for long periods owing to delays in receiving authorisation from Amey.

Property

7.8 As reported in the last Board report (and in reports from many other establishments), the issue of prisoners' property transferring with them is still a concern. There have been several complaints submitted to the Board regarding property that did not arrive with the prisoner on transfer. The Board is not confident that communication is good between establishments, with some prisons ignoring enquiries from our administration staff. There seems to be no continuity in ensuring that property follows a prisoner, and there is no robust audit trail. This is an unacceptable situation which causes distress and anger to prisoners.

Communication

7.9 In the main, staff-prisoner relationships are good, with staff being positive and supportive. The key worker scheme has helped improve relationships and communications. As a result, key workers now have a better knowledge of individual prisoners.

7.10 Prisoners are kept informed of changes to the prison regime and forthcoming events through regular notices to prisoners.

7.11 In the event of incidents, clear, accurate and timely messages are communicated to staff and prisoners alike.

8. HEALTHCARE (including mental health and social care)

- 8.1** Mitie Care and Custody (Health) took over the provision of healthcare services from Nottinghamshire Healthcare Foundation Trust on 1 April 2017. The healthcare centre is open from 7.30am to 6.30pm from Monday to Friday, and from 8am to 1.30pm on weekends and Bank Holidays. There is an out-of-hours telephone service, provided by The Gables (based in Newcastle). There are no inpatient beds, but there is a palliative care suite in the healthcare centre for end-of-life care. The Board attends and observes the healthcare contract performance review meetings.
- 8.2** In our last Annual Report, the Board raised concerns about the provision of healthcare services by Mitie Care and Custody (Health). Following the implementation of their remedial plan, we are pleased to report that we have seen significant improvements in the healthcare services and staffing levels during this reporting period. Referrals are now submitted in a timely manner, and specialist appointments, including dental, podiatrist, optician and physiotherapy appointments, are arranged more quickly than might be expected in the local communities. Healthcare staff have worked hard to deliver a high-quality service.
- 8.3** The out-of-hours service is commissioned by the local care commissioning group (CCG) and is still provided by The Gables. The Board continues to be concerned that the local NHS CCG has still not resolved the issue of providing an out-of-hours doctor to verify deaths at the prison. This situation has been extant since at least December 2018. An interim solution to the verification of death has been provided by the Nottinghamshire Emergency Medical Service, thereby enabling the body of the deceased to be moved to a mortuary in a timely and dignified manner. We understand that there is a Nottinghamshire-wide review of the out-of-hours service under way.
- 8.4** We remain concerned about the facilities available within the prison for the provision of healthcare services. So much so, that we opine that when the Care Quality Commission conducts an inspection, it may consider the facility 'not fit for purpose' and order its closure. The prison has repeatedly submitted plans for a new healthcare facility, but these applications have been routinely rejected. (Note: the CQC recently visited the prison and concurred with our observations that the facility is not fit for purpose.)
- 8.5** Mental health and intellectual and developmental disability (IDD) are fully staffed. Care programme approach targets are being met. An IDD psychologist has been employed. There are no waiting lists for case management. All new prisoners are screened for autism.
- 8.6** Substance and alcohol abuse levels remain low compared with those at other prisons. However, in respect of alcohol abuse, because of the treatment programmes offered to prisoners convicted of sexual offences, the Alcoholics Anonymous 12-step programme cannot be followed. Consequently, the healthcare provider is currently working with Clean Slate, a Nottingham city-based service that aims to reduce reoffending through the engagement and treatment of people who are addicted to drugs and alcohol. It is hoped to engage fully with this organisation shortly.

- 8.7** The reclassification of the medications gabapentin and pregabalin to class C controlled substances in April 2019 has resulted in a requirement for additional nurses and prison officers. Furthermore, the NHS mandatory requirements for dispensing these drugs to 16 or more people means that morning telephone triage has had to be moved to midday because the new mandatory requirements mean that more staff are needed. Nursing staff are currently working overtime in the evenings and at weekends to dispense these drugs. These controls have had a significant financial impact, and at the time of writing this report, neither the NHS nor the Prison Service was prepared to compensate for the additional costs. Additional funding for nursing staff has now been agreed by NHS England following a submission from Mitie Care and Custody (Health), and the recruitment process has been commenced.
- 8.8** The number of older prisoners held at HMP Whatton continues to be a challenge. In May 2019, 14% of the prison's population were aged over 65. Over 10% of the prisoners have been diagnosed with diabetes, 12% with asthma, 7% with chronic obstructive pulmonary disease, 2% with cancer, 2% have epilepsy and 34% are obese. Six prisoners have been diagnosed with dementia and up to 20 prisoners could have cognitive impairment. The cost of dispensing medication has risen during the reporting period. Some of this additional cost is the result of the pharmacy providers preparing medication dosette boxes.
- 8.9** The number of hospital escorts totalled 1,402 in the reporting year, and there were 89 bed watches. Given Whatton's ageing population, it can only be anticipated that these numbers for escorts and bed watches will increase. Bed watches provide challenges to staffing levels, given the need for officers to be out of the prison and at the hospital, often resulting in the implementation of the regime management plan, which sometimes leads to the closure of the library or gymnasiums.
- 8.10** Due to the complex patient group at Whatton, the older persons occupational therapy service and the older persons rehabilitation physiotherapist at the local hospital are essential to support the early, safe and timely discharge of patients back to the prison. This ensures that privacy and dignity are maintained, and that care is provided at home. This also has a financial impact, as the cost of escorts and bed watches can be reduced. Where required, additional support overnight is provided by agency staff.

9. EDUCATION AND OTHER ACTIVITIES

- 9.1** Education at HMP Whatton continues to be excellent, and prisoners say how much lessons and teaching have helped them rehabilitate. Improvements in self-esteem are confirmed by prisoners themselves, who say that the state system of education failed them, and that they now value the opportunities offered and the excellent teachers and tutors at Whatton.
- 9.2** Since 1 April 2019, a new provider, People Plus, has been awarded the education contract. It is, however, too soon to comment on any changes, but they are already offering a wider curriculum and evening opening of the library.
- 9.3** Prisoners are assessed on arrival at Whatton, and suitable courses and sentence plans are carefully produced to meet their needs and aspirations.
- 9.4** Lessons start and end on time, and prisoners are aware of this and arrive on time. Lessons are regularly observed by Board members, and students are keen to show and discuss what they have learnt and are very proud of their achievements. There are currently more places available than prisoners need, and courses are either full time or part time.
- 9.5** Learning plans are comprehensive and show the holistic journey of the learner.
- 9.6** The quality of teaching, in both skills and education, is excellent and prisoners benefit from this. They make good progress, and sentence plans influence and are modified to meet the changing needs of prisoners, after regular assessments by teachers and tutors.
- 9.7** As students are involved in their work, they attend regularly and praise the staff who teach and instruct them.
- 9.8** Prisoners with special needs are well catered for, with special awareness of deaf and autistic students, as reflected by the accreditation of the prison for deafness awareness in 2017 and also the award for autism awareness in February 2019.
- 9.9** There are many opportunities to learn for all prisoners, whether it be for independent living, starting up their own business or improving their basic literacy and numeracy skills.
- 9.10** For the more academically able, a wide range of higher education courses is available through Open University and distance learning opportunities, and these provide in-cell study.
- 9.11** The library plays an important part in the learning process and caters well for prisoners, providing materials and support for all courses offered. Prisoners who work in the library are trained to help other prisoners find the resources they need. The library is also used to showcase prisoners' artwork and provides space for socialisation and computer work linked to their courses.
- 9.12** The well-equipped gymnasium provides both training and recreational opportunities, and is very popular with prisoners, who are eager to take part in the wide range of sports and activities provided.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

- 10.1** It continues to be the case that, due to the nature of the offences committed by prisoners held at HMP Whatton, the options for employment on release are restricted. However, staff in the Activities Hub work tirelessly to ensure that a wide range of training opportunities and qualifications are made available. These are all valuable on release and include: multimedia (which runs the prison radio and offers printing services), woodwork (with contracts with public sector prison industries), recycling, horticulture, bricklaying, painting and decorating, tiling, forklift-truck driving and warehousing, textiles, upholstery, laundry and contract services.
- 10.2** Qualifications are now delivered via a new provider, People Plus, after a change of contractor from Milton Keynes College in April 2019. This new contract is currently working well, and there has been an increase in the progression available, with level 3 now on offer in art, business finance and computerised payroll. Qualifications are also available to prisoners through courses provided by the following awarding bodies:
- City and Guilds;
 - Guild of Cleaners and Launderers;
 - Waste Management Industry Training and Advisory Board;
 - Textiles Academy;
 - AIM Qualifications and Assessment Group.
- 10.3** Communication with prisoners about work is efficient and thorough. Security issues for particular roles are common, but the team works hard to find appropriate work for each individual as swiftly as possible. The new key worker scheme is helping to ensure that prisoners feel listened to. There is support available for men with autism (using the ASK profile), and this currently applies to 12 men.
- 10.4** Attendance at work remains good, and on target. Seventy-one percent of men attend workshops, with only 8% unemployed and 12% either retired or medically retired (the remainder being on programmes).
- 10.5** Staff from the Activities Hub, industries and education work closely together, making full use of the facilities and with an innovative approach to finding suitable work for prisoners, within the constraints of the prison budget. The relationship between activity staff and senior managers continues to be effective, and the overall service provided is excellent, and appreciated by most prisoners.

11. RESETTLEMENT PREPARATION

- 11.1** The prison's resettlement strategy is centred on offender management and risk reduction. Often, prisoners arrive at the prison without an up-to-date offender assessment system assessment but, once addressed, the quality of supervision, sentence planning and risk assessment is good.
- 11.2** At the time of preparing this report, the prison's annual reducing reoffending survey was about to be launched. Data collated from this survey will inform a review of the pathways to reducing reoffending (as they are annually), and areas for improvement will be identified in the establishment. The pathway actions are updated prior to each reducing reoffending meeting (these are held bimonthly), and these are usually attended by the Board.
- 11.3** Since 1 May 2019, HMP Whatton's resettlement package has been delivered by the reducing reoffending partnership, with the work being delivered by a community rehabilitation company (CRC) – namely, Derbyshire, Leicestershire, Nottinghamshire and Rutland CRC. This new initiative has been introduced into prisons which were initially not classed as 'resettlement prisons', in recognition that training prisons, such as Whatton, release a number of prisoners nationally each month. Post-course consolidation work occurs in many instances right up until the release date. Therefore, it is not always possible, or practical, to send prisoners to a resettlement prison three months before release.
- 11.4** Although a core delivery of finance, benefit and debt is being delivered, one element that is missing from the new resettlement specification is the ability to deliver intensive one-to-one advice on these issues. To address this, the intention is to place the specification onto the dynamic purchasing scheme for tender.

Category D awareness

- 11.5** It was identified that a number of prisoners were returning from open conditions, and that there was a need to prepare prisoners for what they might expect in an open establishment. To address this issue, a Preparation for Open Conditions course was set up and delivered on a quarterly basis, and prisoners identified to be moving to open conditions in the next few months were invited to attend. The course involved staff from the open prisons attending Whatton to deliver a presentation on what to expect in their respective establishments, and a Q&A session on subjects such as release on temporary licence (ROTL). The course was deemed a success and was the basis for the programmes team completing further research and eventually setting up the Category D Survival course, which has now amalgamated with the original Preparation for Open Conditions course.

Preparation for release

- 11.6** During the period April 2018 to April 2019, 233 prisoners were released from Whatton. Forty prisoners were of retirement age and 49 were classed as 'not available for work'.
- 11.7** Six months prior to a prisoner's release, his multi-agency public protection arrangements are reassessed by the multi-agency team. Furthermore, prisoners are offered a two-week course in preparation for their release. The course is presented in collaboration with the Geese Theatre, Department for Work and Pensions, National
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Probation Service, Resettlement Partners RRP, the offender management unit and, on occasions, ex-prisoners from Whatton. The course is offered in such a way that prisoners are invited to seek advice in their own areas of need to aid their resettlement. The course is well received by the prisoners.

- 11.8** A continuing area of concern is that some prisoners are only aware of the address to which they are being released the afternoon prior to the day of their discharge. Eight weeks prior to a prisoner's release date, the Offender Manager in the Community (The National Probation Service) reviews the terms of the prisoner's license conditions and seeks to find him suitable hostel accommodation. Occasionally, the communication to the prisoner is delayed resulting in the late notification. As a consequence of this, released prisoners cannot be offered a job through the Community Rehabilitation Company since they do not know in advance where the ex-offender will be living. Unfortunately, the prison OMU do not maintain data of when a prisoner is informed of his release address.
- 11.9** Medium risk prisoners are advised to contact their local council and ask for emergency accommodation upon release. Regrettably, this can sometimes result in a released person with a conviction for a sexual offence being housed for a short time in inappropriate (because of his conviction/license conditions) accommodation.

Annex A – The work of the IMB

The Board works well as a team, maintains good relationships with prisoners and staff, and monitors the establishment effectively. It attends staff- and prisoner-led meetings, where appropriate, throughout the prison. Administrative services for the Board are working effectively, with an experienced and capable member of staff who is well respected across the prison undertaking administrative duties. The Board had a recruitment campaign during the reporting year, and two new members were appointed. There is an active Board development officer, who encourages members to get involved with national, local and in-house training opportunities.

BOARD STATISTICS		
	2017/18	2018/19
Recommended complement of Board members	16	16
Number of Board members at the start of the reporting period	9	11
Number of Board members at the end of the reporting period	11	9
Total number of visits to the establishment	397	393
Total number of applications received	233	255

Annex B – Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	36	16
B	Discipline, including adjudications, IEP, sanctions	26	7
C	Equality	0	9
D	Purposeful activity, including education, work, training, library, regime, time out of cell	10	16
E 1	Letters, visits, telephones, public protection restrictions	15	27
E 2	Finance, including pay, private monies, spends	9	7
F	Food and kitchens	4	12
G	Health, including physical, mental, social care	10	30
H 1	Property within this establishment	21	12
H 2	Property during transfer or in another establishment or location	13	30
H 3	Canteen, facility list, catalogue(s)	15	5
I	Sentence management, including home detention curfew, ROTL, parole, release dates, recategorization	18	15
J	Staff/prisoner concerns, including bullying	31	30
K	Transfers	19	3
L	Miscellaneous	16	36
	Total number of IMB applications	233	255