



Annual Report
of the
Independent Monitoring Board
at

HMYOI Feltham

for reporting Year
1 November 2018 to 31 October 2019

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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE

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

2.1.1 Throughout this report, the term 'young people' has been used to refer to prisoners aged between 15 and 18 who are held in custody in Feltham A. The term 'young adult' has been used to refer to prisoners aged between 18 and 21 who are held in custody in Feltham B. Where comments refer to both Feltham A and B, the term 'prisoners' is used.

2.1.2 This report presents the findings of the Independent Monitoring Board (IMB) at HM Young Offender Institution (HMYOI) Feltham for the period 1 November 2018 to 31 October 2019. Over this period, Board members made 539 visits to Feltham. Evidence for this report comes from observations made on visits, scrutiny of records and data, attendance at prison meetings, informal contact with prisoners and staff, and applications by prisoners to the Board.

2.1.3 The Board wishes to commend the Feltham staff, at all levels, for another year of dedicated and committed work caring for some of the most challenging, complex and vulnerable young men in the country.

2.2 MAIN JUDGEMENTS

2.2.1 Having monitored an extremely difficult year in Feltham A, the Board is firmly of the view that, to maintain stability and improve the regime, the ratio of staff to young people should continue at its current healthy level. The top roll should also be permanently adjusted to the current 110. Many young people brought into custody have highly complex needs that should be addressed fully to achieve rehabilitation and preparation for release. Young people at Feltham must feel that they can engage meaningfully with, and trust, the adults caring for them. Officers and members of staff must feel safe when they come to work.

2.2.2 The new Governor started in post at the beginning of September 2018. She and the new senior management team (SMT) have developed an ambitious vision for Feltham, focusing on a rehabilitative and therapeutic culture. Central to this plan is for all prisoners to spend more time out of room doing more creative and purposeful activity, with additional interventions for those with the most complex needs. At the start of 2019, some fundamental changes were made to the regime in order to begin the rollout of this strategy. These changes brought with them several periods of instability, particularly in Feltham A. Parallel to these changes, the prison went through two Her Majesty's Inspectorate of Prisons (HMIP) inspections within six months, and an 'urgent notification' for Feltham A was issued.

2.2.3 The temporary stop to admissions to Feltham A following the urgent notification was welcomed by the prison. In the months afterwards, the Board was pleased to note an overall improvement in the running of the regime, the welfare of the young people and the morale of staff.

2.3 ARE PRISONERS TREATED FAIRLY?

2.3.1 The Board visits the establishment frequently and witnesses many interactions between staff and prisoners. These are generally positive, with staff going out of their way to be supportive, often in extremely demanding circumstances. The Board is happy to report that the vast majority of staff maintain a good balance of delivering discipline with respect and kindness. It is very common to see prisoners engaging with staff in a relaxed and positive way. When relationships break down, the problem tends to be poor communications rather than unfair treatment.

2.3.2 There have been more opportunities for prisoners to gain enhanced status through a clearer incentives and earned privileges (IEP) policy. The Board regularly monitors adjudications, assessment, care in custody and teamwork (ACCT) reviews [see section 4.5] and Rule 49 reviews [see section 4.6]. The Board also monitors the prison complaints system regularly and takes random samples of prisoners' complaints for quality assurance [see paragraph 4.11.2]. With a few exceptions, the Board has been generally satisfied with the responses and outcomes of these complaints, and that prisoners are given the opportunity to express their opinions, be they positive or negative.

2.3.3 Loss of personal property within the wider court and prison system continues to be a major issue for young adults across the prison estate [see section 13.3].

2.4 ARE PRISONERS TREATED HUMANELY?

2.4.1 Most staff at Feltham have a sympathetic understanding of the needs of young prisoners. On a few occasions in this reporting year, the Board has witnessed poor attitudes or hostile language by staff, and has immediately raised its concerns with

senior staff. The Governor places a firm emphasis on professionalism from all ranks of staff, and standards are rising.

2.4.2 In Feltham A, young people are now spending more time out of their room but, in the Board's view, it is still not enough [see paragraph 4.3.3]. The quantity, quality and consistency of purposeful activities available to young people, although improving, continues to be insufficient [see section 10].

2.4.3 In Feltham B, the cancellation of education and workshop sessions continues to be frequent, and the reasons given are various. There are not enough workshop places for all young adults to take part, and insufficient other options for purposeful activity during the day. In addition, there is very little in-room activity of any value.

2.4.4 The living accommodation and workshops continue to deteriorate across the site, particularly in Feltham B. Condensation, poor ventilation, mould and rainwater ingress have all been raised as decency concerns during this reporting year. A long-overdue roof repair programme has begun but there is still much to do.

2.5 ARE PRISONERS PREPARED WELL FOR THEIR RELEASE?

2.5.1 The range of education and training options for prisoners has improved during this reporting year. Educational outcomes are not always easy for the Board to evaluate; however, it is clear that variable attendance levels in both education departments continue to impede progress in attainment [see paragraphs 9.1.3, 9.1.4 and 9.2.3].

2.5.2 The resettlement teams generally do a good job and are supportive. However, accommodation and support arrangements made by external agencies are frequently left late, making other post-release arrangements more difficult. This inevitably creates barriers to reducing reoffending. [see paragraphs 11.2.2 and 11.3.3].

2.6 MAIN AREAS FOR DEVELOPMENT

To the Minister

2.6.1 Will the cap on admissions of young people to Feltham A be made permanent, and good levels of staffing be maintained?

To the Prison Service

2.6.2 Will sufficient resources be committed to ensuring that every prisoner at Feltham benefits daily from increased purposeful activity? [section 10]

2.6.3 Will the welcome capital investment in new facilities for Feltham A be continued, and will this be extended to Feltham B? [paragraph 7.4.2]

To the Governor

2.6.4 How will the prison guarantee full time attendance at Education or Workshops for all young people held on normal residential units on Feltham A?

2.6.5 How will the prison ensure that the offender management in custody (OMiC) keyworker scheme is properly and consistently embedded across Feltham B?

3 DESCRIPTION OF THE ESTABLISHMENT

3.1 HMYOI Feltham is situated in West London, close to Heathrow Airport. The prison is made up of two parts: Feltham A, which holds young people aged 15 to 18 years, and Feltham B, which holds young adults aged 18 to 21 years.

3.2 The establishment serves some London courts and holds young people and young adults from a wide catchment area across the south of England.

3.3 At the beginning of the reporting year, the certified normal accommodation (CNA) for Feltham as a whole was 768. Owing to the temporary closure of some units over the reporting year, the operational CNA was 560, including the top roll of 150 young people held in Feltham A. In July 2019, following the issue of an urgent notification by HMIP, the top roll on Feltham A was temporarily capped at 110.

3.4 **Feltham A** holds young people who may be on remand, convicted or sentenced. There is one first night/induction unit and there are five further residential units currently in use. All rooms are single occupancy, with in-room toilets and basins.

3.5 The enhanced support unit (ESU) cares for young people with complex behavioural and emotional needs.

3.6 Falcon unit provides separation and reintegration care and support for young people who have been placed on Rule 49 or are attending adjudications.

3.7 **Feltham B** holds young adults, all of whom are sentenced prisoners. There is one induction unit and there are a further six residential units currently in use. Rooms are mainly single occupancy, with a small number offering double occupancy. All have in-room toilets and basins.

3.8 The care, separation and reintegration unit (CSRU) cares for young adults who are attending adjudication or have been placed in segregation following adjudication or via the good order or discipline (GOOD) process.

4 SAFETY

4.1 Violence

4.1.1 High levels of violence, as well as self-harming behaviour, in both Feltham A and Feltham B, remained a real concern for the Board throughout the year. As also described in annual reports for the past five years, many officers and prisoners suffered injuries serious enough to necessitate immediate hospital treatment, and sometimes long recovery periods. The HMIP inspection of Feltham A in January 2019 confirmed the Board's view that safety for all at the prison was an increasingly serious problem.

4.2 Feltham A

4.2.1 During February and March 2019, the Board reported escalating levels of violence and disruptive behaviour in Feltham A. This included almost daily incidents at height, serious assaults on staff, fights between prisoners and a sharp increase in acts, or threats, of self-harm, all of which led to a general feeling of disquiet throughout Feltham A.

4.2.2 In March, the average time out of room for young people was less than three hours a day. The Board found it difficult to obtain reliable information from units at this time, as record keeping was variable, and often poor. It was clear from speaking to young people that they were unhappy about not getting out of their rooms or engaging in purposeful activity for any meaningful length of time.

Self-harm

4.2.3 In the first half of the reporting year, there was an increase in self-harming in Feltham A. The monthly figures for self-harm may involve the same young people self-harming on several occasions. Injuries range from minor self-inflicted scratches to more serious acts of self-harm, including cutting and the fashioning of ligatures. In November 2018, there were 20 recorded cases of self-harm by young people. By February 2019, this had risen to 59 cases. By May 2019, the figure was 66. However, the improvements in the regime and care of young people following the stop on admissions showed a clear drop in recorded incidences of self-harm, from 30 in June, to 20 in October 2019.

4.2.4 A number of young people arrive at the prison with an already established history of self-harm, sometimes on an open ACCT, and they are encouraged to tell staff when they are feeling stressed.

4.2.5 In the early part of the reporting year, staff became increasingly concerned that a number of young people who had been placed on the basic regime were threatening to self-harm in order to persuade staff to reinstate their full regime. The high-risk nature of this behaviour was extremely distressing for all involved, and highlights the difficulty that staff often have in making accurate risk assessments. The IMB was impressed with the professional way that these young people were cared for in very challenging situations. However, there was little doubt that the stress of the restricted regime and very limited daily activity contributed to this behaviour.

Regime

4.2.6 Education and workshop sessions were regularly cancelled, often with little or no notice to the residential units, and this led to inconsistencies in the delivery of the basic regime. Young people expressed their personal frustration and anger by being disrespectful to staff, and through disruptive behaviour and acts of violence. As matters worsened, staff and young people alike said that they were fearful for their safety, with some young people making improvised weapons to protect themselves.

4.2.7 A major incident of concerted indiscipline occurred on a single residential unit in April 2019, which resulted in 13 officers being taken to hospital for treatment. The whole of Feltham A was placed on a very restricted regime for just under a week while stability was restored. The Board closely monitored the delivery of basic entitlements, such as showers, exercise, and telephone calls.

4.2.8 Further entitlements were gradually reinstated but significant limitations to the core timetable remained in place for three months following the incident. This was known as the progressive regime. Attendance at education classes and workshops fell further until the full regime was back in place in July 2019.

Staff

4.2.9 Just after the incident in April, the Prison Officers' Association held an emergency full staff meeting. Many officers declared at that meeting that they did not feel safe at work, and a large proportion of these were women. They recognised, however, that the Governor and SMT were trying to bring about radical and far-reaching changes to the culture of the whole prison, and that this change would not come without problems. The staff voted not to take industrial action. The Governor commended them for their professionalism and resilience.

4.2.10 By May, the number of staff absent on sick leave had risen to a record high. With many other officers on restricted duty, morale was low as unit staff struggled to deliver even the most basic daily regime to all the young people in their care. The number of 'keep apart's, single unlocks and young people held on Rule 49 on the units combined to overload the timetable, and many of the newer, inexperienced officers told the Board that they felt overwhelmed. Time out of room for most young people was still below three hours a day, and the Board raised serious concerns with the Governor on a number of occasions.

4.2.11 In June 2019, admissions to Feltham A were halted and the roll was temporarily capped at 110.

4.2.12 HMIP conducted a second inspection in July 2019, this time across both sides of the prison. The Chief Inspector issued an urgent notification to the Justice Minister about Feltham A which automatically triggered a range of interventions and action plans.

4.3 Progress

4.3.1 The Board received a summary of the urgent notification action plan and continued to monitor key areas such as safer custody, education, repairs and refurbishment, ACCTs, use of force, and safeguarding. Some areas improved more quickly than others. It was initially disappointing to see issues such as movements to and from education classes and workshops still taking far too long, which impacted heavily on other areas of daily life.

4.3.2 By September 2019, the Board was pleased to see signs of improvement in the care and welfare of young people in Feltham A. It was clear from monitoring notes that relationships between young people and staff had started to improve. A programme of refurbishment and deep cleaning started immediately. The residential units were better cared for and the number of complaints made by young people to the prison fell. Time out of room had increased to an average of seven hours a day on most units. Attendance at education classes and workshops improved and fewer sessions were cancelled.

4.3.3 Residential community meetings were introduced in Feltham A, where young people were encouraged to engage in positive discussions with staff and other agencies about their care and regime. Regular 'dine out of room' sessions for lunch and evening meals were introduced.

4.3.4 By the end of October 2019, the average time out of room for young people had stabilised at between six and seven hours a day and better record-keeping was helpful for monitoring. Feltham A residential units appeared more organised and settled. Attendance at education classes was improving. Staff at all levels were investing positive energy into the job. They, and most of the young people in their care, seemed calmer and happier.

4.4 Feltham B

4.4.1 Assaults on staff by young adults fell this year to 33 (down from 54), a real and encouraging improvement. There was an increase in the number of prisoner-on-prisoner assaults (204, up from 145), alongside 492 fights between one or more prisoners across the year. Much of the violence between young adults continues to be gang related.

4.4.2 A team of mediation-trained staff, together with the chaplaincy, work hard with young adults to resolve conflicts and help them feel safe. Nonetheless, 29 applications were made this year to the Board, asking for help to transfer between units or out of Feltham altogether. While some of these requests were for family reasons, more than half the applicants cited fears for their own safety. Transfer of prisoners between establishments is a complex, multi-agency process, and many requests to move young prisoners either take an inordinate amount of time or are refused by the receiving prison.

4.4.3 The weekly multidisciplinary safety interventions meetings, regularly monitored by the Board, review the support for, and work with, young adults at risk from others, as well as those who may be the cause of such risks.

4.4.4 The period of concerted indiscipline, and subsequent limited regime, in Feltham A in April and May 2019 inevitably had knock-on effects on the Feltham B regime, which became more limited as staff were deployed to assist in Feltham A. On the whole, Feltham B unit staff and young adults coped well. All young adults were authorised extra telephone credit by the Governor as a token of appreciation of their maturity during such a difficult period.

4.4.5 In contrast to the inspection reports for Feltham A, HMIP was mostly satisfied with the care provided to young adults in Feltham B, and staff were commended for their work.

4.5 Assessment, care in custody and teamwork documents

4.5.1 An ACCT document is a multidisciplinary document opened in response to concerns that a prisoner may be at risk of self-harm or suicide. The prisoner is checked regularly and encouraged to talk openly with key staff about problems and feelings. Chaplaincy and psychology staff engage with the prisoner daily.

4.5.2 Staff are encouraged to open an ACCT document immediately if they have any concerns about the risk of self-harm by a prisoner. The number of ACCTs opened in Feltham A remained reasonably consistent throughout the first part of the reporting year, with an average of 20 a month. The exception was May 2019, when it peaked at 31. This fell to a low of nine ACCTs opened in September 2019.

4.5.3 The number of ACCTs open at any one time involves a relatively small number of prisoners, although some prisoners may have a series of ACCTs opened and closed over a matter of months as they struggle to cope. Since the summer of 2019, there has been a more robust management of the ACCT process, and a clearer message delivered to prisoners placed on basic regime or those who have lost their privileges that they will not get their confiscated items or privileges back by threatening to self-harm [see paragraph 4.2.4].

4.5.4 The Board routinely monitors the updating of open ACCT documents and visits prisoners on an ACCT as part of rota duties. It is, for the most part, satisfied that these most vulnerable prisoners are well cared for, and there has been a welcome improvement in the quality and range of ACCT record-keeping.

4.6 Separation and Rule 49

4.6.1 Prisoners who are violent and present a real and immediate threat are separated from others for a period under Rule 49 (YOI Rules), also known as good order or discipline (GOOD). Others may be placed on Rule 49 for a short period in their own interest as a means of keeping them safe from others. Under R49 prisoners do not interact as usual with other prisoners until they have been reviewed but they may have limited association time with staff or another R49 prisoner who has been risk assessed.

4.6.2 **Feltham A:** From November 2018, young people in Feltham A were no longer admitted to the CSRU, which is located in Feltham B, for segregation or adjudication.

Instead, they were held under single unlock conditions on their home units, with reviews and interventions taking place in situ. This measure continued until the opening of Falcon unit in April 2019 [see section 4.8].

4.6.3 The lack of any type of designated separation facility in Feltham A created a new type of problem for the prison, as it became increasingly difficult for staff to offer a full regime to the other young people on their units, as well as to those held in their rooms on Rule 49. Daily visits and Rule 49 reviews for young people were conducted 'on walkabout' by the duty governor and other agencies. However, despite best intentions, the timings of these reviews were unreliable, and healthcare representatives were often absent. The Board did its best to monitor the treatment of young people on Rule 49 in the normal way, but attending these 'mobile reviews' often proved very difficult. As a result of the frustrations expressed by all involved in this Rule 49 review process, the Board raised concerns about fairness of the review process with the governor on several occasions.

4.6.4 In April 2019, a much more efficient system was introduced for monitoring all young people placed on Rule 49. Up-to-date and accurate lists, with detailed action plans, are circulated via secure email on a daily basis by a designated manager. This has made it much easier for all agencies, including healthcare staff and the Board, to attend reviews on Falcon unit reliably and punctually.

4.6.5 **Feltham B:** The Board continued to monitor the welfare and care of young adults held on the CSRU on an almost daily basis. Compared with previous years, the number of young adults held in segregation for extended periods was significantly reduced. However, the problem still remained of a small number of residents who refused to leave the CSRU at all. These young adults usually cited their own safety as the principal reason for not wanting to relocate to residential units, and often requested transfers out to other establishments. There is not much that the prison can do in these circumstances, except facilitate a move.

4.6.6 Up-to-date lists of all young adults on Rule 49, and all review dates, are now circulated by secure email twice weekly. The Board regularly attends Rule 49 reviews on the CSRU, and finds them well run and age appropriate.

4.7 Enhanced support unit

4.7.1 The ESU was finally opened in November 2018, with the admission of two young people. The unit caters for young people with the most complex needs, and the ultimate aim is to reintegrate them on to normal residence. Young people are invited, not compelled, through a multidisciplinary referral process, to relocate on to the ESU, and it may take several weeks to get them to agree to the move. The top roll this year has generally been between three and five young people at any one time. The regime on the unit is carefully structured, to allow for interventions and interaction with other young people and staff.

4.7.2 Time out of room on the ESU was very low in May 2019, averaging only two hours a day. However, this improved consistently across the summer, until it stood at over seven hours a day at the end of October.

4.7.3 The Board has raised concerns throughout the year that the number of outreach education hours provided on the ESU has been extremely low, and not approaching the average offered to other young people attending the education department. Young people held on the unit have complained to the Board that they have little to do, and have sometimes asked for help in obtaining work packs themselves.

4.8 Falcon unit

4.8.1 The newly refurbished Falcon unit opened in Feltham A in early April 2019 for adjudications and Rule 49 review meetings. Young people involved in violent incidents were temporarily relocated onto Falcon unit for a cool-down period in a safer room, before being returned to their home unit some hours later. Falcon staff received specialist training in conflict resolution and support techniques for young people exhibiting extreme behaviour. There were no facilities at that point for overnight accommodation.

4.8.2 In July 2019, Falcon unit was authorised for overnight accommodation, to hold a small number of young people relocated from their units for the most violent or disruptive behaviour. The Board cautiously welcomed this move as a positive measure which would allow time for these young people to calm down and reflect, and for unit staff and other young people to recover from violent incidents.

4.8.3 The care, separation and reintegration regime on Falcon unit is therapeutic, and the Board has been impressed by the kindness and patience shown to extremely vulnerable, and often very angry, young people.

4.8.4 Time out of room data for Falcon unit is not easy to interpret as many young people are held on the unit for only a short stretch of time over one day. The Board continues to monitor time out for any young people who are resident on the unit for more than a day.

4.9 Conflict resolution and keep apart

4.9.1 As reported in previous years, many prisoners arrive at Feltham with complicated gang associations. These prisoners say that they would feel unsafe living on the same residential unit as, or attending the same education classes with, certain other prisoners. Others say that their gang-related loyalties would inevitably lead to them perpetrating an assault. These are referred to as 'keep apart's'.

4.9.2 Over the years, the management of keep apart has become impossibly complex. It is time- and resource intensive for staff, and can result in time out of room for prisoners who have issues with others becoming severely limited. Despite these efforts to keep prisoners apart, they often said that they did not feel any safer.

4.9.3 Keep apart have proved to be a particularly big issue on Feltham A, where, for example, in August 2019, with a top roll of 82 young people, there was a network of 185 identified keep-apart issues which needed to be accommodated within the normal prison regime. The keep-apart issue was seen as a major impediment to the

fundamental long-term changes that the new Governor and SMT wanted to implement, and major efforts have been made to eliminating it as far as is practicable.

4.9.4 A small number of keep aparts are officially requested by the courts or the community. The conflict resolution teams and the chaplaincy work tirelessly with prisoners on residential units across the prison. As a result, many more prisoners have agreed to work on resolving their mutual conflicts. As of October 2019, more than 60% of the young people in Feltham A were actively engaged in the conflict resolution process.

4.10 Bullying between prisoners

4.10.1 It is hard for the Board to gather much information directly from individual prisoners about peer-on-peer bullying, although it is clear that most staff are alert to the problem. Anti-bullying has continued to be a focus for managers on both sides of the prison, and the bullying policy is under review.

4.11 Bullying between prisoners and staff

4.11.1 The Board received 46 applications this year from young adults complaining of unfair or aggressive treatment by staff, covering issues such as IEP awards, visit arrangements and hostile interactions with staff. There were also seven applications regarding injuries following restraint, where at least two prisoners had needed hospital treatment.

4.11.2 The Board began a prison complaints quality assurance initiative in April 2019. Although most responses made to prisoners are generally timely and acceptable, the Board has challenged several responses to complaints to the prison, which have been found to be inadequate, very late or not appropriately written. One of these was referred to the governor for her immediate attention.

4.12 Drugs and mobile phones

4.12.1 In the 2017/18 report, the Board identified the use of drugs by prisoners at Feltham as a growing problem. Security staff have had a good level of success this year in detecting and stopping quantities of illegal drugs, mobile phones, chargers and other items coming into the prison.

4.12.2 Last year's report referred to a pilot initiative, where all incoming mail was photocopied in an attempt to reduce the quantity of drugs coming into the prison through the post. This trial was converted to a permanent arrangement in 2019. While the Board had received some complaints last year about the poor quality of the photocopies, none were received this year, and the new arrangement is now accepted as normal practice.

4.12.3 Strenuous efforts are made to identify how illicit substances enter the establishment. Random and intelligence-led room searches have continued this year. Staff and visitors are also subject to more frequent random searches, and sniffer dogs are often deployed to help detect contraband.

4.12.4 There was no evidence of drugs or other contraband being brought in by drone this year, although several illicit packages were intercepted by patrols, having been thrown over the boundary fence.

5 EQUALITY AND FAIRNESS

5.1 Late vans

5.1.1 The Board regularly monitors late escort vans on both sides of the prison, and has not reported more than the occasional evening admission. However, there were two instances, witnessed by Board members in the middle of summer 2019, of transport arriving at Feltham B reception towards midday, when young adults had to wait for more than an hour before being allowed off the hot vehicle. Sometimes, the young adults had been on the van since early that morning, and the Board raised this issue with governors as an urgent matter of health, safety and humane treatment.

5.2 Key workers

5.2.1 **Feltham A:** The custody support plan initiative was rolled out in the summer of 2019, after a sufficient number of officers had received training. Young people are provided with a personal officer for help and support. Almost half the young people in Feltham A enrolled immediately, and this figure has increased since the end of the reporting period.

5.2.2 **Feltham B:** The offender management in custody (OMiC) model was rolled out in Feltham B from March 2019. Under this initiative, each young adult is allocated a specially trained officer as a key worker, to support them during their sentence. The aim is for the key worker to spend 45 minutes a week with the young adult. The Board regularly monitored the scheme by talking to officers and young adults. Initially, there was almost universal support for OMiC, with officers saying that they enjoyed their new role as key workers. It was clear that the young adults in their care appreciated the system too. However, in recent months, the Board learned that some young adults said that they 'had not seen their OMiC key worker in weeks'.

5.3 Incentives and earned privileges

5.3.1 The IEP policy in Feltham A was completely overhauled in 2018 and reviewed again in September 2019, making it easier to understand by prisoners and staff alike. The policy is now simpler, and continues to be based on incentives rather than sanctions. There are more clear opportunities for young people to gain enhanced status, and efforts are continuing to create real incentives which will encourage young people to remain at this level. The IEP policy remained the same in Feltham B.

5.4 Equalities action team (EAT)

5.4.1 The EAT is composed of a multidisciplinary group of staff from across both sides of the prison. It meets monthly and the Board is invited to attend when available. The data below, related to equality, was compiled from the data presented and recorded at EAT meetings.

5.5 Discrimination incident report forms (DIRFs)

5.5.1 Over the course of the reporting period, 88 DIRFs were received by the prison. This marks a reduction from the significant increase reported in last year's report, and a return to 2016/17 levels. Of the 88 DIRFs received, 33% (29) were submitted by prisoners about staff behaviour; 49% (43) were from staff concerned with prisoners' behaviour; 10% (nine) were from prisoners complaining about discriminatory behaviour by other prisoners; and 8% (seven) did not fit clearly into any of those categories.

5.6 Foreign nationals

5.6.1 Over the reporting year, the monthly average number of foreign national prisoners held at Feltham was 75, comprising 12 young people and 63 young adults.

5.6.2 Prisoners declaring 38 different nationalities were resident at Feltham during the reporting period.

5.6.3 Over the course of the reporting period, there were, at most, four prisoners at any given time who were being held beyond their sentence owing to their immigration status, as they were awaiting either deportation or extradition.

5.7 Chaplaincy

5.7.1 The Board continues to monitor the excellent work of the chaplaincy. It is a cohesive team, with nine permanent members of staff: four Anglican chaplains, three Imams and two Roman Catholic priests, as well as a team of lay volunteers. Representatives of most other major world faith groups are on hand when needed, and visit regularly.

5.7.2 Of the prisoners who declared their faith on arrival at Feltham in 2019, 30% said that they were Anglican, 38% Muslim and 18% Roman Catholic. Members of the Board regularly attend the weekly acts of worship in the mosque and the chapels, as well as the celebrations of the main religious festivals put on by the prison.

5.7.3 The chaplaincy plays a prominent role in many aspects of daily life at Feltham. The team delivers a consistently high standard of pastoral care to all prisoners, and is on hand to assist and support staff and intervention agencies when required.

5.7.4 Chaplaincy pays daily visits to individuals held on the CSRU, Wren unit and the ESU, and makes regular visits to residential units to speak to prisoners on ACCT documents. They make themselves available to all prisoners and are familiar figures around both sides of the prison.

5.7.5 The chaplaincy has been pleased to report that, over the past two years, the number of violent incidents committed during worship sessions in the mosque and chapels has fallen from 74 in 2017, to 21 in 2019.

5.7.6 The team continues to develop and build strong links with charities and self-funded organisations. The Board has monitored some of the excellent work that the Sycamore Tree restorative justice and victim awareness courses provide for young adults. The Message Trust has appointed a full-time outreach worker at Feltham this year, and plans are under way for parenting courses for young fathers in Feltham B. The Unity of Faiths Forum ran an extremely popular eight-week cricket course for 16 young adults, and a number of the participants were assigned a mentor on release.

6 SEGREGATION, CARE AND SEPARATION

6.1 Care, separation and reintegration unit

6.1.1 The CSRU is located on Ibis unit on Feltham B. From 10 December 2018, the admission of young people onto the unit was not permitted by law, so in this reporting year it accommodated only young adults. This move reinforced the long overdue separation between Feltham A and Feltham B.

6.1.2 The regime on the CSRU is necessarily limited, with almost no association between young adults. However, all residents get regular showers and telephone calls, and exercise is offered every day. CSRU residents are visited daily by the duty governor and a member of the healthcare team. They are encouraged to interact at various times throughout the day with the unit staff. There are also daily visits from a chaplaincy member. The Board speaks to all residents most days, and is notified by telephone if special accommodation is used or if a prisoner embarks on a dirty protest.

6.1.3 The Board is generally impressed by the professional way that CSRU staff interact with, and care for, young adults held there. One popular new initiative during this reporting year has been the provision of several items of gym equipment (a rowing machine and an exercise bike) in one of the side rooms, for use by residents and staff. Young adults on the unit are offered the opportunity to use this equipment at least twice a week, and informal competitions are popular. Education packs are readily available for young adults who ask for them. There is currently no education outreach provision on the CSRU.

6.1.4 The state of the exercise yard serving the CSRU has been a serious concern to the Board again this year. The yard has an oppressive feel, with three cage-like dividing fences, but of most concern is the severe pigeon infestation, which has continued since the last reporting year. Several attempts have been made to exclude the pigeons with netting, but this has been ineffective and has possibly made the situation worse. For well over a year, the CSRU exercise yard has been in a truly disgusting state, and almost certainly constitutes a health hazard for prisoners and staff alike, as well as potentially attracting other vermin. This is despite admirable attempts by staff to clear up the worst of the mess. The Board understands that plans to make the netting more effective are under way, but it has been far too long in coming.

6.1.5 The number of adjudications each month varies, with no particular trend through the year – from a low of 135 in January 2019 to 251 in October 2019 – with a

total not significantly different from the previous reporting period. Most adjudications are heard by a governor; however, once a month a district judge comes to Feltham, to hear the more serious cases, and some young adults' sentences are extended by the judge as a penalty. The Board observes many adjudications and reviews, and is generally satisfied that the proceedings are held in a fair and age-appropriate way.

6.1.6 Young adults may also be held on the CSRU under Rule 49. This may, for a few young adults, result in long periods spent in segregation. During the reporting period, six young adults spent more than 21 consecutive days on the unit. Two young adults spent over 50 consecutive days there, having consistently refused to return to the normal residential units, citing their own safety as the reason. Every effort was made by the prison to persuade these young adults that the normal regime on a residential unit would be better for their general welfare.

6.1.7 The Board attends Rule 49 review meetings as often as is practicable, and generally finds them well run and fair. Reviews still sometimes take place without a healthcare representative being present, which has been a cause for concern for the Board.

7 ACCOMMODATION

7.1 Living and working conditions

7.1.1 As reported in previous years, degraded, leaking and damaged roof structures remain on the residential units in Feltham B and many of the workshops. This results in poor living conditions for prisoners and uncomfortable working environments for staff. Following periods of heavy rain during this reporting year, roof leaks have been commonplace, resulting in damp and mouldy patches. Several workshops have been closed for extended periods and damage has resulted from the ingress of water. The Board has noted mould patches on serverly ceilings on the residential units.

7.1.2 Young adults and staff alike have complained regularly to the Board about condensation and mould in rooms due to poor ventilation and ill-fitting windows. While the works department operates a continual remedial programme, there is a need for significant capital investment across the site to make any lasting impact on the problem.

7.1.3 There have been some improvements in this reporting year. The Feltham B reception area roof has now been repaired and some work has been done on workshop skylights and guttering. A programme of refurbishment has started in Feltham A. The closed-circuit television system requires substantial improvement to meet current demands.

7.1.4 While the prison fabric is generally run down and worn out, most residential units across the prison are well organised, and most staff go to great efforts to maintain a decent standard of cleanliness. Many areas are newly painted. However, some

residential units are occasionally found littered with dirty clothing, and with leftover food on display.

7.1.5 By the end of the reporting period, a number of bids were submitted for capital improvements – for example, for boiler replacement and a new library block for Feltham A. It is hoped that these will be successful.

7.2 Yards and outside environment

7.2.1 The exercise yards on most residential units have a hard surface, with no planting and little seating or exercise equipment. A notable exception is Wren unit, the medical unit, where staff have created an excellent garden and encouraged residents to get involved with maintaining the green space.

7.2.1 Outdoor activity for young adults held on the CSRU is extremely limited; the yard is divided into three small sections, which enable residents to do little more than walk a few paces. There is no equipment or seating there. However, it does occasionally allow for three residents to be outside at the same time, providing some limited conversation and exercise opportunities.

7.2.2 The Board has reported serious issues with pigeon excrement in the CSRU yard, despite regular deep cleans [see paragraph 6.1.4].

7.3 Works

7.3.1 In January 2018, Carillion PLC went into administration. The effect of this collapse continued to have an impact on the upkeep of the prison throughout the reporting period. The maintenance contract is now held by Government Facilities Services Ltd (GFSL), and staffing levels are now at almost full strength.

7.3.2 The change of provider has resulted in a more direct system for reporting faults, which is a positive change. GFSL deals with 750–900 reactive or planned maintenance jobs a month at Feltham. Vandalism by prisoners accounted for about 50% of reactive maintenance jobs at the start of 2019 but this had fallen to approximately 40% by October.

7.4 Ventilation and condensation

7.4.1 Poor ventilation and condensation are linked problems. The windows on residential units on both sides of the prison are old-fashioned steel structures, and have been over-painted and poorly maintained. Many plastic components that should open and close them have broken with age and use.

7.4.2 During the heatwave of July 2019, it was alarming to note that many window vents in rooms did not open at all, leaving prisoners locked in extremely hot and stuffy conditions. With increasingly hot summers forecast, the Board wishes to raise this with Her Majesty's Prisons and Probation Service as an urgent matter of health and safety, as well as the humane treatment of prisoners.

7.4.3 Larger vents over the communal areas of residential units are commonly found to be faulty or broken, and, combined with large areas of single glazing and an ageing heating system, mean that units can often be unpleasantly cold in winter. This makes time out of room a less attractive prospect for some. Prisoners' rooms are usually warm in winter, and extra clothing and blankets are provided by staff on request.

7.5 Laundry

7.5.1 Prisoners launder their own personal clothes using machines on their residential units. Prison-issue kit is collected from the units and sorted in the workshops every week, then outsourced to HMP Wormwood Scrubs. There was a short period in summer 2019 when this external laundry was non-operational and there were some delays in the return of clean kit and bedlinen.

7.5.2 The workshop at Feltham for sorting and distributing laundry operates for four half-day sessions per week. Laundry is dropped off and picked up twice a week. Leaks to the roof of the laundry workshop caused some disruption during this reporting year but these have now been fixed.

7.6 Telephones

7.6.1 Shared telephone booths are still on the units. The cabling for in-room telephony in Feltham A began in 2019 and is due to be fully operational in early 2020. This improvement is expected to roll out to Feltham B in 2020.

7.7 Canteen

7.7.1 Canteen is provided by DHL weekly. There are separate lists for Feltham A and B. The Board has noted that prices are generally comparable with those in major supermarket chains.

7.8 Kitchens

7.8.1 The Board pays regular visits to the kitchens. The department is efficiently run, with a variety of different meals prepared to take account of dietary and religious requirements.

7.8.2 All kitchen staff, including the young adult orderlies, receive high-quality training, including national vocational qualifications. Young adults say that they enjoy working and training in the kitchens, and it is always a popular work option.

7.8.3 Food preparation and hygiene standards are monitored and maintained at a high level. Kitchen managers are always looking for new ways to improve the menus and cultivate new ideas. Feedback is gathered by kitchen orderlies and managers directly from the units.

7.8.4 Food intolerances and allergies among the prisoners are logged and well catered for. Special efforts are made by kitchen staff to ensure that the correct food is delivered to all prisoners with food intolerances or dietary requirements.

7.8.5 The provision of hot food flasks to all prisoners taking part in the Ramadan fast was, once again, excellent and efficient. More than 180 prisoners took part.

7.8.6 Prisoners appear generally to appreciate their food, and the Board has received no complaints.

7.9 Visits and visitor centre

7.9.1 The visitor centre, which is run by the children's charity, Spurgeons, was due to be refurbished during this reporting year. However, this has been delayed owing to problems with funding.

7.9.2 Leaking toilets in the visitor centre were an issue for almost two years. They were finally attended to in December 2019, and are now functioning.

7.9.3 Special fathers' days were organised within the prison, but these events are currently on hold as new play workers still need to be recruited.

7.9.4 Following communication problems between the visitor centre and the prison, as reported last year, notices have been displayed making the rules clear for everyone.

7.9.5 The Board received nine applications from prisoners relating to visits over the year.

8. HEALTHCARE

8.1 Healthcare

8.1.1 Care UK is responsible for healthcare services at Feltham. They subcontract to opticians, mental health services (Barnet, Enfield and Haringey Mental Health Trust) and dentists (NHS England).

8.1.2 Four different heads of healthcare have been in place during the reporting year, owing to resignations and sick leave, but services have continued well, without disruption.

8.1.3 A new contract will start in April 2020 and will be commissioned through NHS England.

8.1.4 Staff on site include a GP (seven days a week), a psychiatrist (four days a week), a disability consultant (one day a week), a clinical psychologist and a sexual health consultant (two days a month), as well as a team of nurses. There are also learning disability support staff and public health, wellbeing and social support staff.

8.1.5 One residential unit (Wren) serves as an inpatient facility, with specialist mental health staff based on the unit. It is also used for other medical issues, and sometimes as a place of safety. Generally, there are between four and six residents at any one time.

During the reporting year, Wren unit continued to hold young people and young adults at the same time.

8.1.6 The outpatient facility completed a total of 19,751 appointments during the reporting period – this figure includes individuals who attended the same clinic multiple times or several different clinics/services. Approximately half of these appointments were classed as requiring medical services, and half required mental health services.

8.1.7 A total of 10% of these appointments were missed, and logged as ‘did not attends’ (DNAs). Healthcare staff always analyse the reasons behind DNAs. These included prisoners not wishing to attend their appointment, the prison failing to facilitate the appointment or cancellations by the healthcare department itself. Prisoners not seen at their first appointment were offered another.

8.1.8 Between June and December 2019, there were 165 scheduled hospital visits for prisoners and 88 emergency visits.

8.1.9 Confusion over the use of the x-ray machine has been a cause for concern in previous reports. It has now been established that the machine is solely for the purpose of TB screening, whatever its original intention. All settings are fixed, and a radiographer is not required. Radiology services from Norfolk are used to evaluate the x-rays clinically. Injuries needing x-rays are referred to hospital accident and emergency units.

8.1.10 The Board monitored an issue where some prisoners were reporting sick in the morning and were not being visited by a nurse until much later that afternoon. It was reassuring to see that all sickness applications undergo a prompt triaging process in the healthcare unit. Anything urgent is dealt with immediately, and all remaining prisoners receive a visit in the afternoon by the nurse or GP.

8.1.11 Young people from Feltham A attending medical appointments continue to require an officer escort because the healthcare unit is located in Feltham B. This is disruptive to education classes and other activities. The Board is pleased to hear that funding is now in place to build a dedicated healthcare unit in Feltham A. This will help to ensure minimal disruption to education classes and workshops, as young people can be escorted out of the classroom for just the time necessary for an appointment.

8.1.12 The newest head of healthcare is keen to manage and structure the expectations of patients and staff alike. She wants prisoners to have a positive view of healthcare. She aims to train some young adults to be ‘recovery champions’ and, in that role, to encourage others to be positive about engaging in health and wellbeing issues.

8.1.13 Feltham is also part of a nationwide target for all prisons to be free of hepatitis C by 2022.

9 EDUCATION

9.1 Education in Feltham A

9.1.1 Education for 15–17-year-old young people in Feltham A continues to be provided by Prospects. Their contract has recently been renewed until September 2021.

9.1.2 The headteacher has been in post since 2017, and provides thoughtful and innovative leadership in the face of challenging circumstances. Recruitment and retention of good teaching staff remains one of the most difficult issues faced by Prospects. The excessive time taken to complete the appointment process often means that applicants accept positions elsewhere.

9.1.3 Regime problems on the residential units of Feltham A in April and May 2019 led to many education sessions being cancelled, as young people were held on their units following violent or disruptive incidents. This was source of much frustration for the young people who had not been involved in the incidents, as well as the education staff.

9.1.4 The Board raised concerns in July 2019, during the period of restricted regime, that young people were being permitted to drop afternoon education sessions in order to get their full allowance of association, showers, telephone calls, exercise and so forth, and that this was contributing to worryingly poor attendance in classes. When evening association was timetabled back into the regime, following the introduction of the new profile in August, full access to education classes was resumed.

9.1.5 The head has recently devised a new eight-week term system, with a six-week focus on teaching and learning, another week devoted to assessment, and a final week devoted to creative activity. This means that, at the start of a new term, teachers will have summative assessment data for the pupils in their class.

9.1.6 The eight-week term system adds an element of structure that had previously been lacking. Staff in mainstream schools outside prison take holidays at the same time and, as a result, schools are regularly 'refreshed' with staff who feel rested.

9.1.7 Students are given a colour-coded timetable, which tells them what they are studying and where they should be at different times of the day. The new timetable is working well, with three lessons in the morning (from 8.15am to 11.30am) and three in the afternoon (from 1.30pm to 4.45pm). Shorter lessons have resulted in significantly better behaviour.

9.1.8 Students are assessed on the Boxall Profile, which measures personal development and self-control. All lessons begin with a self-regulation task, designed to calm students and help them focus on their learning. A therapeutic education consultant now trains all teaching staff on the impact of trauma on young people, which can create barriers to learning.

9.1.9 Intensive work by the prison's conflict resolution team [see section 4.9] has greatly reduced the need for 'keep apart' and has made it much easier to allocate young people to classes and education pathways.

9.1.10 New teachers have been appointed specifically to improve the quality of teaching and learning. These include two part-time English teachers, together with teachers of music, mechanics and barbering.

9.1.11 Until recently, young people newly arrived at Feltham could wait a considerable time before they were fully risk assessed by security staff, and deemed ready to start education classes. The headteacher has now devised three new pathways which allow these young people to engage with education within six days of their arrival.

9.1.12 During this reporting year, for the first time, a GCSE class was created. Eight young people took 27 GCSEs between them, of which 23 (85%) exams were passed. The Board attended the 'graduation ceremony' in July, which celebrated the hard work of students and teachers alike.

9.1.13 In the 2019/20 class, 14 students are working towards English and mathematics GCSEs and six are studying GCSEs in history and psychology.

9.1.14 Attendance has improved significantly during the reporting year. In July 2019, during the HMIP inspection, it was 37%. By November, it stood at 74%. A number of barriers to attendance still remain. Visits, interventions, healthcare appointments and court appearances, for instance, may all clash with education classes. However, the prison and the headteacher are working hard together to minimise the time out of class wherever possible.

9.1.15 The average number of hours spent in education has also improved significantly during this reporting year. During the inspection, in July, it was just eight hours per week. By the end of October, the figure had risen to 17.5 hours per week.

9.1.16 Within the past year, the proportion of young people with special educational needs or disability reduced from 51% to 35%, and the proportion with an education, health and care plan (EHP) reduced from 46% to 13%.

9.1.17 The proportion of students diagnosed as being on the autistic spectrum also decreased. The current figure is 4%. In 2018 it was 13%.

9.2 Education in Feltham B

9.2.1 Education for young adults in Feltham B continues to be provided by Novus. Courses on offer include English for speakers of other languages, English, mathematics, barbering, bricklaying, painting and music technology. The prison provides other workshop courses directly – Prisons Information Communication Technology Academy (PICTA) and British Institute of Cleaning Sciences (BICS) – leading to formal qualifications. Other activities provide useful work experience, although not leading to formal qualifications – these include gardening and coffee roasting.

9.2.2 In July 2019, the Ofsted inspection of education in Feltham B found strengths in the delivery of education but also identified other key areas which needed improvement. The Ofsted judgement reflects the highly challenging task of teaching young adults who, in many cases, are unenthusiastic about formal classroom work. The Board generally finds that young adults are most engaged in the more practical, trade-based classes; the barber shop, in particular, seems always to be well attended, with active participants. Workshops too, such as painting and bricklaying, seem to keep most of those attending well engaged in practical work.

9.2.3 Attendance at education classes is not compulsory for young adults and, although the prison strongly encourages them all to get to either classrooms or workshops, levels of attendance are sometimes disappointing. During the current academic year, the average attendance level was 61% for the available classroom and workshop places.

9.2.4 Between April and November 2019, 1,639 places on educational courses were taken up. These courses may be as short in duration as one day or, in other cases, as long as 12 weeks.

9.2.5 Out of the top roll of approximately 350 young adults, 15 are currently undertaking some form of distance learning. Not all of this leads to formal qualifications but one young adult is working towards his A-levels, three are doing Open University (OU) access courses, one is in the first year of OU and one is doing a second year of OU (having gained a distinction in first-year mathematics). The numbers are low, but it is pleasing that higher-level study can be facilitated at Feltham.

9.2.6 Many classes and workshops have been cancelled because of problems with the fabric of the buildings. Most workshops suffer from leaking roofs, and the graphics classroom remains closed because of asbestos concerns. The barbering class operated with reduced capacity for about six weeks because of staff absence. In such circumstances, it is difficult to obtain replacement staff quickly enough.

9.3 The library

9.3.1 The Board acknowledges the hard work and commitment demonstrated by staff in the library. It is always a pleasure to visit, and observe prisoners enjoying the wide range of reading material on offer. Most prisoners appear to be happily engaged while in the library, which is an attractive and cheerful place.

9.3.2 Library staff make enormous efforts to bring books to the prisoners on their units, and a mobile library service has been a regular feature during this reporting year.

9.3.3 General access to the library by young people has been limited, as it is situated in Feltham B and timetabling the visits is difficult. Young people visit the library as a unit in the evenings but their allocated time is short, and poor behaviour by some groups of young people has curtailed visits even further. The Board warmly welcomes new plans for a separate library block for Feltham A.

10 WORK AND TRAINING

10.1 Workshops

10.1.1 Although, in theory, there is a reasonable range of workshop options, many sessions continue to be cancelled at short notice for staffing or roof leak reasons. This often leaves prisoners back behind their doors without any alternative meaningful activities, sometimes for the rest of the day.

10.1.2 The workshops and gymnasium facilities continue to be used by both sides of the prison, but young people and young adults are kept separate by location, timing and access routes. The Board is pleased to report that, at the end of the reporting period, funding for the equipping of four new workshops for Feltham A was secured. This will help release the use of existing workspaces for Feltham B and result in the final separation of the two sides of the prison. This extra workshop space will be the first major increase in facilities since Feltham B was re-rolled to sentenced prisoners only, in 2015.

10.1.3 The workshop roofs have continued to degrade over the past few years and major leaks have led to sessions being cancelled at short notice in wet weather. Water ingress has damaged some of the internal workshop facilities, to the extent that much now needs repair or replacement.

10.1.4 City and Guilds qualifications have been reintroduced in the main workshops, including in bricklaying, construction and decorating. These qualifications demand higher standards and are widely accepted within industry. Prisoners may start their courses while they are at Feltham and complete the training after release. The recycling unit employs six young adults every day on two shifts. This 12-week course leads to an industrial cleaning and recycling qualification.

10.1.5 The computer workshop (PICTA) operates two half-yearly courses for up to 10 young adults. The courses lead to a Cysco L2 qualification.

10.1.6 A coffee processing workshop at Feltham, 'Inside Ground', produces high quality coffee which is marketed online. Young adults are trained in roasting, packing and quality control, as well as in barista skills; however, the number of participants remains low.

10.1.7 The Board remained hopeful that the bicycle repair workshop would open during this reporting year, after many delays. It is still not operational but is due to open March 2020.

10.2 Activities and courses

10.2.1 Football and rugby courses are run twice a year for 12 weeks, in conjunction with Saracens Rugby Club and Fulham Football Club. The courses accept up to 16 young adults and are always heavily oversubscribed. Included in the main sports programme are other basic skills, including mathematics and English. Chelsea Football Club runs similar courses for young people in Feltham A. Despite recent improvement in overall

sports provision, the Board remains concerned that there is still not sufficient access to daily outdoor activity, or sports and exercise for most prisoners.

10.2.2 The resettlement team, with the support of the gym staff, organises weekly 'parkruns' around the sports field for young adults and young people. This is a relatively new initiative and has proved popular. Most weeks, up to 15 prisoners take part, joined by about 40 people from the community. Local running clubs often participate.

10.2.3 The Airborne Initiative is a charitable activity organised through Feltham. Up to eight specially selected young people and young adults from Feltham join prisoners from several other YOIs, to make up a group of about 20. These five-day residential courses are supervised by serving officers from the Parachute Regiment and are always popular, with many prisoners applying for the scheme.

10.2.4 The Army Cadet Force is a national youth organisation, sponsored by the Ministry of Defence and the British Army. It ran three courses in 2019 for young people at Feltham. The full-time, eight-week course culminates in a camp-out on the prison sports field, with parade in full kit and a 'passing out' ceremony the next day, to which parents and friends are invited.

10.2.5 The London Fire Service continues to run short vocational courses throughout the year for young people and young adults, with an accreditation at the end of each course.

10.2.6 The Duke of Edinburgh Award Scheme is very popular with many prisoners. In the current reporting year, the young people and young adults who completed the courses achieved 27 bronze and six silver awards between them. The gold award is not available, for practical reasons.

10.2.7 During this reporting year, only one gym instructor course was available, with nine young people enrolled. All of them achieved level one or two. A personal training course is being established which will offer an accredited qualification to work in the health and fitness industry.

10.2.8 Barbering is a very popular course. In this reporting year, 107 young adults started the course, with 76 of them completing levels one and two.

10.2.9 Prisoners may be released on temporary licence (ROTL), to study or work, if their conduct is excellent and their security clearance permits this. The ROTL department at Feltham continues to develop opportunities for all ROTL prisoners to gain work experience and training prior to release. ROTL groups also do voluntary work within the community. The Prince's Trust has been running workshops for ROTL prisoners, to help them to explore their potential for employment. This has proved successful, and these workshops will open on site to non-ROTL prisoners in 2020.

11 PREPARATION FOR RELEASE

11.1 Resettlement team

11.1.1 **Feltham A:** The resettlement team supports young people through the last 12 weeks of their stay, and helps them to find accommodation, helped by their local youth offending team. The support within the establishment is assisted by outside agencies, in conjunction with the team. Those involved are Road Light (life coaching), Kinetic (gang relations) Barnardo's (legal advice) and the full-time member of the team linked with jobcentres. There are also sessions on family therapy, and young people receive information on their licensing conditions.

11.2

11.2.1 The Feltham A roll was capped at 110 following the HMIP urgent notification with the numbers falling to below 100 in most weeks since then. On average, 10 young people are released each month, and all leave with accommodation already arranged.

11.2.2 In this reporting year, following release, 70% of young people went back to permanent accommodation with family or friends, and the remaining 30% were sent to approved accommodation or supported housing. Sometimes, placements may only be finalised at short notice, which can be a source of stress and anxiety for some young people.

11.2.3 During the year, following release, 15% of young people returned to full time education and 25% to part-time education; no information is available on the remainder. One young person went on to full-time employment and four to part-time employment.

11.2.4 The Board visits a selection of young people a few days before release, to assess how they feel about the support they have received from the resettlement team. Generally, there is appreciation of the help they have been offered. Young people who are not permitted by the courts to return to their families say that they appreciate the work that goes into finding suitable accommodation for them, even though their licence conditions may specify that they must live a considerable distance from home.

11.3 Feltham B

11.3.1 An average of 36 young adults are released each month. Approximately 30% are released on home detention curfew (HDC).

11.3.2 In this reporting year, 50% of young adults accepted post-release support via information, advice and guidance referrals from their local adult social care team; 35% of young adults went on to employment, education or training schemes.

11.3.3 Most young adults return home to family or friends after release. Accommodation for young adults who are still under the care of the local authority may be arranged via the Probation Service. Nearly 40% of eligible young adults were referred to the housing provider, De Paul, which arranges hostel accommodation. Satisfactory accommodation was found for all young adults released from Feltham in

this reporting year, although the arrangements tend to be finalised at the last minute, with only one- or two days' notice. This is mainly due to the extremely limited availability of accommodation in the London area.

11.3.4 Near their release date, young adults are encouraged to attend talks given on 'London Gang Exit', given by Catch 22, and on 'Safer London', which is funded through the Mayor's Fund. The Only Connect team helps with preparing CVs and writing disclosure letters for prospective employers. Help is also offered with personal finances, independent living, parenting, registering with a GP and setting up a bank account.

11.3.5 The Board visits a selection of young adults a few days before release, to see how the resettlement team has helped them. Generally, young adults say that the advice and support has been helpful, and they are grateful for the assistance.

12. The Work of the Board

12. BOARD STATISTICS	
Recommended complement of Board members	20
Number of Board members at the start of the reporting period	15
Number of Board members at the end of the reporting period	13
Total number of visits to the establishment	539

13 Applications to the Board

13.1 Feltham A

13.1.1 The Board received just two applications for assistance from young people in Feltham A in this reporting year. This low number is attributable to the other external and volunteer agencies available to assist.

13.2 Feltham B

13.2.1 The number of Board applications received from young adults in Feltham B was significantly down on the previous year – less than two-thirds of the previous total. This may be attributed to progress made on Feltham B with OMiC [see paragraph 5.2.2].

13.3 Property

13.3.1 The number of applications to the Board from prisoners about missing property fell to 43 during the reporting year, which was still 20% of the total number of applications received. IMBs across the country feel strongly that loss of personal property is a continued problem that can only be solved at a national level. Sadly, it is one that is too easily dismissed by the authorities, and the general public, as unimportant.

13.3.2 When property is mislaid during transfer between courts or other establishments and Feltham, it is nearly always impossible to locate. The Board feels that there should be more efficient ways to track property and to obtain compensation in a timely way.

13.3.3 The Board always encourages prisoners to pursue the formal complaints process, and explains the importance of following due process when helping prisoners apply to the Prisons and Probation Ombudsman for help with compensation.

Code	Subject	2018/19 A/B	2017/18 A/B
A	Accommodation, including laundry, clothing, ablutions	0/12	0/20
B	Discipline, including adjudications, IEP, sanctions	0/42	4/27
C	Equality	0/0	0/2
D	Purposeful activity, including education, work, training, library, regime, time out of room	1/16	0/10
E 1	Letters, visits, telephones, public protection restrictions	1/18	0/29
E 2	Finance, including pay, private monies, spends	0/1	0/10
F	Food and kitchens	0/0	0/3
G	Health, including physical, mental, social care	0/11	2/6
H 1	Property within this establishment	0/20	2/9
H 2	Property during transfer or in another establishment or location	0/23	1/46
H 3	Canteen, facility list, catalogue(s)	0/5	0/6
I	Sentence management, including HDC, ROTL, parole, release dates, recategorisation	0/16	0/53
J	Staff/prisoner concerns, including bullying and own safety	0/26	1/44
K	Transfers	0/14	1/12
	Total number of applications to IMB	2/204	11/277

