



Annual Report
of the
Independent Monitoring Board
at

HMP Full Sutton

for reporting Year
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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 to the prison's records.

Main judgements

In February 2019, a new permanent governor took up his post; this followed two and a half years of the post being filled by temporary appointments. Changes have been made within the senior management team, and there are clear expectations in place for the operation of the prison. Practices in many areas have been re-examined, in order to bring about improvement. During the reporting year, there have been improvements in the management of the segregation unit and the approach to equality, and a reduction in the number of incidents of self-harm, following changes to the way that prisoners who are most at risk are supported.

However, the year began with deliberate and sustained indiscipline in the segregation unit, with prisoners causing substantial damage to the cells and the fabric of the building, and a fire. The level of damage made it difficult to maintain a decent regime, and the Independent Monitoring Board (IMB) and the prison cooperated to ensure that basic decency was maintained in difficult circumstances. Disruption in the segregation unit, although intense, was contained, and safety and security elsewhere in the prison were not at risk.

The number of assaults between prisoners has increased since last year, and the first homicide in the prison since 2011 occurred (currently being prosecuted). The number of assaults on staff also increased, and resulted in some serious injuries. These events reflected trends across the prison estate but nevertheless were unusual for HMP Full Sutton. Assault levels at the prison remain lower than elsewhere in the long-term and high-security prison estate.

Despite the above, for most of 2019 the establishment continued to be a calm prison, with a largely safe environment. However, the events of this reporting year have shown that there is no room for complacency.

The use of drugs does not appear to have increased, and methods to try to prevent entry are in place.

Overall, we are satisfied that prisoners are treated fairly and humanely and, if the Board has concerns, that these are investigated, and action taken. Prisoners who have complex needs or who are particularly vulnerable or have serious health problems are well supported. From our observations, prisoners are treated equitably, and data supports this. One aspect of work allocation is being examined, to ensure that the process is fair. Only a few prisoners were released from Full Sutton directly into the community, and these were sufficiently prepared.

As in previous years, during the reporting year there has been insufficient work for the prisoners to do, and educational provision and therapeutic activity have also not been available consistently. Prisoners at the establishment are serving long sentences; some young prisoners are serving sentences of 40 years, and some will never be released. Given the long sentences being served by many, the need for meaningful activity is great, not only to support their mental welfare and ability to cope, but also to help sustain safety and security across the prison. The provision of work and education needs improvement.

Main areas for development

TO THE MINISTER

- Review policy, and the resources available, to ensure that the provision and availability of work and education for long term prisoners such as those in Full Sutton, can be prioritised, enhanced and is sufficient.

TO THE PRISON SERVICE

- Improve, in conjunction with the governor, the provision of meaningful work for the prisoners.
- Take action to ensure, with educational providers and the governor, that a fuller range of educational and therapeutic activity is consistently available.

TO THE GOVERNOR

- Improve the provision of meaningful work, and breadth of educational provision for the prisoners.
- Ensure that sufficient time is available for suspicion drug testing.
- Enable the provision of a dedicated, discreet Listener room where prisoners can have private conversations with Listeners without being observed by others.
- Ensure that staff continue to receive equality training.
- Take action to improve the showers in the gym.
- Ensure that repairs and maintenance due to be carried by Amey, the prison's contractor, are carried out in a timely way.
- Replace worn and threadbare furniture.

Improvements

- The management of the Segregation Unit and its prisoners
- The management of prisoners who persistently self-harm

3 DESCRIPTION OF THE ESTABLISHMENT

1. HMP Full Sutton is one of five high-security dispersal prisons for category A and B adult males, and forms part of the long-term and high-security prison estate. It is situated about 11 miles east of the City of York. It has a certified normal accommodation of 601 and an operational capacity of 586. At the end of 2019, the number of prisoners accommodated stood at 560. During the year, both the segregation unit and the close supervision centre (CSC) were temporarily relocated within the prison, to facilitate fire safety work.
2. Nearly all prisoners at the establishment present significant risks to security and the public at large. A small number of prisoners have committed offences connected with or sympathetic to terrorist goals and some have achieved significant criminal notoriety for other reasons.
3. Full Sutton opened in 1987 as a purpose-built high-security establishment. There are six main wings. A, E and F are general wings, and B, C and D wings accommodate vulnerable prisoners. The STEP (supporting transition and enabling progression) unit is a reintegration wing for complex prisoners who are leaving long-term segregation. There is also a segregation unit, a CSC and a healthcare unit. A separation centre, opened in March 2018, was temporarily closed in 2019 but is ready to open if the need arises.
4. The site also comprises a kitchen, visitors centre, chaplaincy, gym, library, education rooms and workshops. A reception area for prisoners' visitors is located outside the main gate.
5. The prison is part of the public sector, and although the Prison Service is responsible for the operation of the establishment, the main service providers are:
 - Milton Keynes College, for learning and skills
 - Spectrum Community Health CIC, for health services
 - GeoAmey, for escort provision
 - Amey, for provision of facilities management and site maintenance.
6. The prison also works in partnership with:
 - Partners of Prisoners (POPs), for visitor centre services
 - The Samaritans, for the provision of training for prison Listeners
 - Leeds Beckett University, for the 'Learning Together' initiative
 - Origin, for the supply of gym equipment
 - Sportsafe, for the maintenance and repair of gym equipment.

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4 SAFETY

7. The emphasis on safety and security throughout the prison is high. The appointment of a permanent governor after two and half years of temporary appointments has given a renewed focus to some significant safety aspects in the prison – in particular: improved management of the segregation unit (see paragraph 6.4), and the work of the safer prisons team (see paragraph 4.14).
8. Serious indiscipline in the segregation unit at the beginning of the reporting year presented significant difficulties in the management of prisoners and accommodation, and stretched the resilience of staff (see section 6). The indiscipline included a prisoner starting a fire. An investigation undertaken by the Her Majesty's Prison and Probation Service national fire safety adviser highlighted several shortcomings, both within the prison and with the fire alarm contractor. The indiscipline did not compromise overall safety within the prison.
9. General fire safety improvement works undertaken across the prison over the past two years were completed during the reporting year, and all wings were again in use by the end of 2019. Improvements have also been made to perimeter security. The number of prisoners accommodated at the establishment therefore rose steadily during the year, with no adverse effect on safety.
10. Despite the emphasis on safety, the number of prisoner against prisoner assaults rose from 27 in 2018 to 38 in 2019, although this remains fewer than in 2017 and in the high-security estate generally. Of the four deaths in custody in 2019, one was an alleged homicide (the first in the prison since 2011), which, at the time of writing, is being prosecuted. The other three were the result of natural causes. Inquests are still to be held, when cause of death will be formally reported.
11. Potential violence is proactively managed. Individual acts of violence and self-harm are considered at regular violence reduction meetings, where violence management is also considered more broadly. A total of 240 challenge, support and intervention plans were opened during the reporting year, to investigate potential violence or bullying between prisoners. Sixteen remained open at the end of December 2019. The prison has been unable to identify, and the Board is unaware of, any trends behind the violence.
12. The number of incidents of violence against staff has increased, from 27 in 2018 to 45 in 2019, five of which were classified as serious.
13. Use of force by prison staff is reviewed regularly at use of force meetings and by an independent scrutiny panel. A sample of reports of incidents involving the use of force are selected monthly by the Board and are reviewed with relevant senior staff. In most cases, the force used has been proportionate and properly applied. Where concerns have been raised, we are satisfied that they have been properly investigated by the prison.
14. The prison has identified three main risk factors to safety: drugs, violence and illicit weapons.
15. During 2019, 329 random drug tests were carried out, of which eight (2.4%) were positive, compared with 5.9% in 2018. There were seven positive findings for synthetic cannabinoids, and one for cannabis. The drug testing team was able to complete only 53 of the 233 requests for suspicion testing, of which 20 (37%, compared with 46% last year) were positive, all for synthetic cannabinoids. On average, the drug testing team was deployed to other duties for 11.5 days each month (138.5 days over the year). A large proportion of days dropped were over the weekend, and mandatory drug testing staff are not detailed on Sunday afternoons. Staff are therefore concerned about their ability to respond to a suspicion request (which must be completed within 72 hours of being

reported). Staff believe that prisoners are aware of the reduced likelihood of being tested at the weekend, when they tend to take drugs. Similarly to last year, the Board takes the view that, given that drugs are one of the prison's three main risk factors, more time should be made available for suspicion testing.

16. The prison has taken steps to try to prevent drugs entering the prison. Post is scanned but there is concern about bogus Rule 39 mail which purports to come from a legal source and is therefore not opened by staff, but has come from elsewhere. A body scanner is used to detect secreted items. Overall, drug usage appears not to have increased, but there remains a core of prisoners who are persistent users. The drug intervention team was working with 44 prisoners at the end of the reporting year.
17. The increase in levels of assaults and violence does not appear to be directly attributable to drug use. However, the acquisition of drugs is closely linked to debt, which is often a trigger for violence. The prison is conducting debt analysis, looking at the links between induction, prisoners' ability to obtain work, drug taking and debt, in order to develop a strategy to reduce the likelihood of prisoners becoming indebted, and thus involved in, or subject to, violence.
18. In 2019, there was an increase in the number of illicit weapons found: 68, compared with 39 in 2018.
19. The making and consumption of 'hooch', the strength of which appears to be increasing, has become more prevalent, and resulted in some aggressive behaviour.
20. The number of acts of self-harm has reduced since 2018. No prisoners took their own life in 2019. The profile of the safer prisons team has increased, and it has taken a more systematic approach to its work. In 2019, there were 445 acts of self-harm, compared with 566 in 2018. A total of 243 assessment, care in custody and teamwork (ACCT) documents were opened to manage them, compared with 169 in 2018.
21. The prison is actively managing prisoners who persistently self-harm. Particularly vulnerable prisoners are allocated a key worker from within the safer prisons team, and Board members have witnessed good-quality work by its members. Safety intervention meetings are held weekly, and tailored plans are drawn up with the individual to help him address and cope with the issues that are causing him to self-harm. At the end of December 2019, six individuals were subject to such a plan.
22. The Board is satisfied that acts of self-harm at any level are taken seriously, and that staff react appropriately. The prison normally informs and invites members of the Board to attend ACCT reviews, and we have attended 163 during the reporting year. Overall, they have been thoughtful and properly conducted.
23. The safer prisons team holds regular meetings with Listeners and the Samaritans, and Board members have witnessed sound and thoughtful discussions between attendees.
24. The prison has no dedicated room in which prisoners can speak to Listeners privately. Although television rooms are available, which are private, in as much as conversations cannot be heard by those outside, prisoners and Listeners in conversation can be seen by others. There is evidence that prisoners feel uncomfortable talking to Listeners about difficult or distressing matters in these circumstances. A television room in the healthcare unit can be used to offer more privacy but the governor has recognised that the prison would benefit from a more discreet facility, and is exploring possible options.
25. The Board is satisfied that the prison is proactively controlling and managing gang and other potentially disruptive elements within the prison.
26. During the reporting year, responsibility for the induction of newly received prisoners was transferred from the now closed FIRST unit to wing staff. A Board survey, which included feedback from prisoners, revealed an inconsistent approach to induction across the wings. A new induction process has recently been put in place to address this. Reception staff issue

a 'welcome pack' to each new arrival, containing an induction booklet and newly designed 'prison guide'. It has been recognised that the quality of the approach taken in a prisoner's early days at the establishment can be an important contributor to their safety. The Board will monitor the effectiveness of the new induction procedures during the coming year.

5 EQUALITY AND FAIRNESS

1. An increased level of dedicated staffing within the equalities team during this reporting year resulted in an improved focus on equality issues within the prison, compared with the position in 2018. This increased attention appears to have had some impact in improving awareness of equality issues across different strands of the prison's culture. At the end of 2019, the Board became aware that the new staffing profile planned for the prison in 2020 may reduce the number of staff allocated to the equality function. The Board will monitor carefully any effect that this might have, and will be concerned if the success of 2019 is endangered or diminished.
2. Prisoner representatives attend the equality action group and the equality forum, to discuss with staff concerns relating to the legally protected characteristics. Often, issues raised do not relate to these matters and the meetings result in general consultative discussion.
3. After a surge in the number of discrimination incident report forms (DIRFs) to 337 in 2018, following the opening of the separation centre, from which 108 were submitted, the number fell back to 139 in 2019, after closure of the centre; 22 of these were upheld. The Board reviews a sample of closed DIRFs and has been largely satisfied with the responses.
4. The Board received 13 equality-related applications in 2019. The majority concerned the DIRF process or delays in its operation. None of the applications raised concerns about the substantive response.
5. Despite the improvements that have been made, the Board is concerned at the apparent low levels of staff training in equality and diversity, enhanced mental health awareness, faith awareness, unconscious bias and disability awareness. These modules form part of the compulsory Civil Service training available on the Civil Service learning platform (now the My Learning/LPG', since mid-December 2019). The establishment's information technology (IT) system cannot properly accommodate these programmes, which prevents staff from completing the training. Materials are to be supplied in hard copy until the IT system is refurbished, apparently over the next two years.
6. The prisoner population at HMP Full Sutton is diverse in terms of ethnicity, faith, nationality, age, education and learning abilities, and physical and mental health. It is important, therefore, that staff are able to undertake relevant equality training, to assist them in developing the awareness and skills needed to deal with prisoners from a wide variety of backgrounds and cultures, in what is a complex and very challenging environment. In this way, inadvertent discriminatory behaviour can be avoided. The Board will continue to monitor the rates of equality training.
7. The black, Asian and minority ethnic community makes up 31% of the prison population. A regular forum for this group meets to discuss issues. The equalities team monitors the impact of the prison regime, such as use of force, adjudications and incentives and earned privileges (IEP) status, on these prisoners, in line with the Lammy Report recommendations; the data does not indicate unfair treatment. Prison data revealed that these prisoners were under-represented in workshops paying bonuses and investigations into the reasons for this are taking place (see also paragraph 10.6).
8. Approximately 13% of the prison population are over 60 years of age. Prisoners were concerned that, following the retirement in early 2019 of the enthusiastic older person's group coordinator, its effectiveness might diminish but the Board is satisfied that the group continues to work effectively. It facilitates social activities and some health-related checks for this group. In addition, there is an older persons forum every two months, chaired by a prison equality officer, which gives older prisoners the opportunity to discuss any issues they may have.

9. The prison has made efforts to promote diversity through events concerning black history, gay pride and with the Traveller/Romany community. Officers have been careful to meet, as far as possible, the needs of the three transgender prisoners currently at the establishment, and the Board welcomes the equality team's work with other establishments (HMP Frankland, in particular) in order to improve understanding and practice in this area.

Faith and religious activity

10. The Board is satisfied that the chaplaincy team meets the needs of prisoners of all faiths and offers pastoral support to any prisoner who requests it. The team has not been fully staffed during 2019, with the Anglican and Quaker chaplain posts currently vacant. However, the arrival of the new managing chaplain has enabled the team to better share the pressures of delivering the core elements of their role.
11. Religious services and study groups take place weekly and special services for all faiths are arranged at times of major festivals. The chaplaincy team fulfils its duties, with daily visits to the segregation unit and healthcare unit, and attendance at ACCT reviews where possible. The team has hosted several visits by inspirational speakers; these have been well received, and the programme will continue in 2020.
12. A chaplaincy faith forum takes place every two months; this comprises prisoner representatives from various faiths, discussing faith issues, forthcoming religious festivals and other activities in the chaplaincy.

6 SEGREGATION/CARE AND SEPARATION UNIT

Segregation unit

1. At the beginning of 2019, there was a period of prolonged and concerted indiscipline and vandalism by prisoners in the segregation unit. These prisoners caused extensive damage to the fabric of many cells, smashing observation panels, windows, toilets and sinks, and disrupting water and electrical supplies. One prisoner damaged the roof, and another started a fire; there were several instances of prisoners on the netting. The disruption caused by individuals resulted in the use of a body belt to restrain a prisoner, for the first time in many years. The Board monitored use of the restraint. These incidents severely tested staff resilience and put a strain on cell accommodation.
2. Throughout this period, the Board liaised closely with prison governors to monitor the treatment of prisoners and standards of decency, and to understand the difficulties faced by staff and the effect of the indiscipline and disruption on them. Board members visited the segregation unit daily. The degree of cell damage meant that standards of decency were difficult to maintain. We are satisfied, however, that we were able to have constructive and effective conversations with the prison governors about prisoner treatment, the action to be taken and how the disruption was to be addressed, during what was a very difficult period for all.
3. The disruption coincided with the arrival of a new permanent governor for the prison, after two and a half years of temporary appointments. Subsequent changes to the senior management team resulted in a new segregation unit governor being appointed. The unit governor, with the support of the governor, has successfully addressed and improved the regime and fabric of the unit.
4. As a result, the conduct and management of the segregation unit improved in 2019. There is now a firm focus on progressing prisoners out of the unit, and the Board is aware of proactive intervention by the unit governor and staff to achieve this. Notwithstanding the challenges faced in early 2019, the leadership and staff are now, in the main, delivering a positive environment for segregated prisoners.
5. The evaluation of the mental health of prisoners in the unit, the effect of segregation upon them and the suitability of the environment for specific individuals has also improved, with a determined approach to address these issues. Effective and regular care and management plan multidisciplinary meetings take place about individual prisoners and their targets towards progression from the unit.
6. The average number of prisoners held in the segregation unit during the year was 26, a slight reduction on last year.
7. The Board has full and appropriate access to the segregation unit and can speak freely with prisoners, where necessary, in a secure interview room. Fortnightly segregation review boards always take place. Chairing governors make proactive and positive efforts to reduce the time spent in segregation. The provision of up-to-date information to the chairing governor has improved, allowing the 14-day review process to become more efficient.
8. The Board is satisfied that, excluding exceptional circumstances, the segregation unit maintains prisoners' daily entitlement to outdoor exercise, showers and telephone calls. Board observations confirm that staff generally deal with those on the unit in a professional and decent manner, including when a prisoner has displayed disruptive or challenging behaviour. Prisoners have daily access to a governor, member of chaplaincy or a healthcare professional, allowing them to raise issues with someone other than a member of the unit staff.
9. Prisoners on the unit have some access to library books, in-cell educational activities and, for risk-assessed prisoners, cardiovascular exercise equipment. There are plans to increase the opportunities for purposeful activity, and we will monitor progress towards this.

10. During the reporting year, there were regular incidents of prisoners on dirty protest or food refusal. The Board is satisfied that decency for prisoners on dirty protest was maintained, as far as is possible, by regularly changing their cell location and ensuring that the vacated cell was properly cleaned.
11. On the few occasions that special accommodation cells have been used, they have been used correctly, and the Board notified.
12. The Board received 132 applications from prisoners in the segregation unit during 2019. Fifty-nine (45%) were submitted by a single prisoner and, in total, 87 (66%) were submitted by a small group of five prisoners. There were no significant themes among the applications.

Adjudications

13. The Board attended 118 adjudications and is satisfied that they were carried out fairly. However, due to a lack of availability of the reporting officer, and of coordination in the production of closed-circuit television evidence, the adjudication process is regularly delayed.

The FIRST unit

14. The FIRST unit, intended to enable prisoners to prepare for mainstream location, closed in July 2019. The Board was of the view that the regime and resources allocated to it were not supportive of the aims of the unit. The new senior management team took appropriate action to close the unit and prepare for the opening of the STEP unit.

The STEP unit

15. This small unit opened in August 2019. It is part of the long-term and high-security prison estate 'pathways to progression' programme, and is a mixed unit housing both main status and vulnerable prisoners. It aims to break the cycle of long-term segregation and prepare prisoners to re-enter mainstream location. At the end of the reporting year, the unit was only partially populated. A structured national referral process eliminates any tendency to use the unit inappropriately to reduce the number of prisoners held in segregation.
16. The Board has seen meaningful reviews of prisoners' progress towards agreed goals, and witnessed regular and good-quality interactions between staff and prisoners on the unit. The availability of a dedicated senior forensic psychologist has contributed to the unit's success to date.
17. The STEP unit regime incorporates a high level of purposeful activity, with access to the same facilities within the prison as those on normal location. The management and character of the unit provide a just, decent and positive environment, with the potential to achieve prisoners' progress back into the mainstream population.

The CSC

18. The CSC had its 'enabling environment' accreditation from the Royal College of Psychiatry confirmed during the reporting year. It continues to operate safely and has a dedicated offender personality disorder (OPD) clinical lead and mental health specialist nurse care funding. Prisoners have access to a range of activities and education. There is a kitchen, a gym and a horticultural facility, where fruit, vegetables and plants are grown by prisoners.
19. Unit management is effective. Staff deal professionally with challenging behaviour, particularly from new arrivals, who have sometimes been disruptive as they settle into the regime. In the latter part of the year, a small number of incidents between prisoners caused disruption to the unit's routine and this was appropriately managed through the operation of a split regime.

20. The Board witnessed many instances of supportive officer–prisoner interaction, which engenders a mainly relaxed atmosphere. Community meetings between officers and prisoners are a forum to discuss issues. Family contact is encouraged, and prisoners can invite family and legal representatives to sit in on quarterly multidisciplinary meetings.
21. The Board notes that, in contrast to last year, staff have received regular individual personal development sessions.
22. There were seven applications to the Board from the CSC during the reporting year, five of which came from one prisoner.

The separation centre

23. The separation centre, a national resource and specialist unit housing prisoners who were involved in planning terrorism, posed a risk to national security or were seeking to influence others, was closed in 2019 following the transfer of its prisoners elsewhere.

7 ACCOMMODATION (INCLUDING COMMUNICATION)

1. The prison is generally clean and tidy, and accommodation for prisoners is acceptable. Corridors are litter free and well lit. The flooring on wings and in many cells needs replacing, especially around the in-cell toilets and sink areas. Bed quality remains variable and, although most prisoners have been issued with a second mattress, the comfort of beds is a common source of complaint among prisoners. The quality of association areas on the wings are variable. Some have little furniture in them, and the furniture is often threadbare.
2. Outside exercise areas are mostly concrete and are stark, with little character. Some courtyards would benefit from jet washing. Access to association and opportunities to exercise in- and outdoors are satisfactory. Prisoners have the opportunity to attend gym sessions through the week, and this is managed in an organised way.
3. Prisoners have access to communal showers. Shower rooms are clean and fit for purpose, although the condition of some of the shower screens and other areas of the shower rooms is generally poor. Shower cubicles offer some privacy, although prisoners complained to the Board that the common changing area in the shower rooms offers little privacy when the door is opened from the landings. The prison has now installed modesty screens to rectify this problem. The temperature and flow rates of showers are acceptable, and shower stools are available for prisoners with reduced mobility or who use a wheelchair. Prisoners access laundry facilities on a weekly basis to wash their clothes and bedding.
4. Meals are prepared on-site in the main prison kitchen by prisoners who work there. The prison offers a wide menu choice and caters for dietary and religious preferences. Board members sampled the food served to prisoners during the reporting year and confirmed that it is served on time, and is warm and nutritional, although cool towards the end of service. There is appropriate portion control, those working at the servery wear appropriate clothing, and the area is clean and hygienic. Prisoners who are on 'opt out' have kitchen facilities on the wings to store, prepare and cook their own food, allowing menu choice and an opportunity to develop culinary skills.
5. There is good formal communication between the prison and prisoners. The prisoner council, chaired by the governor and attended by prisoner representatives, remains an effective forum. Community notices are issued regularly and displayed on wing noticeboards. Some staff appear reluctant to use prisoners' preferred names. The governor is aware of this. Prisoners are notified in advance when there is a planned lockdown.
6. All prisoners have regular access to telephone calls while on association, and as part of restricted regimes. Additionally, there are Samaritan phones available to prisoners for use in their cells at any time.
7. Communication from the prison with the Board at times of serious incidents has been variable, and the Board is working with the prison to ensure that appropriate procedures are in place.
8. Prisoners continue to raise concerns about missing or damaged property following a transfer from another establishment. In 2019, the number of applications to the Board concerning the transfer of property between prisons remained the same as last year, at 22. Property arriving at the establishment is generally searched and processed in a timely manner, despite regular redeployment of staff to other areas of the prison. The Board received considerably fewer applications concerning property movement *within* the establishment during this reporting year, with 14 in 2019, compared with 24 in 2018.

8 HEALTHCARE (INCLUDING MENTAL HEALTH AND SOCIAL CARE)

1. Spectrum Community Health CIC provided primary, general and mental health services during the reporting year, including outpatient services, chronic disease management, health promotion programmes and referral to secondary care consultant services. Nurses also attended ACCT reviews and Rule 45 boards. Prisoners in the segregation unit and CSC were regularly visited by nurses and the GPs. There is an inpatient unit of eight cells, two safer custody cells and a palliative care suite. Inpatients tell the Board that they are pleased with the care they receive, and the Board has observed excellent and empathetic care to prisoners in the palliative care suite. It is hoped that Macmillan Cancer Care will, in future, support the local team, although funding has yet to be obtained.
2. As in 2018, the provider continued to face challenges in recruiting and retaining nurses and GPs, a reflection of the situation generally within the NHS. At the end of the reporting year, three out of eight mental health nursing posts and six of the 14 general nursing posts were vacant, again reflecting the national shortage of nurses. Agency nurses were used to cover the vacancies. General difficulties in recruitment are exacerbated by the time it takes to obtain security clearance for potential recruits.
3. During the reporting year, the contracted GP practice withdrew its services, which had a negative impact on the provision of GP sessions. A new GP practice now provides sessions on three days per week and the healthcare provider runs a 'remote and agile' telemedicine service to supplement the shortfall. The head of pharmacy also runs a weekly prescribing clinic. Waiting times experienced by prisoners to see a GP are comparable with those in the community.
4. Staff shortages have, on occasion, compromised the full provision of healthcare services. Mental health nurses were unable to attend all ACCT reviews, and prioritised those already on the mental health caseload. There were also delays in access to dental services, with waiting times for routine planned treatment during the year peaking at 12 to 16 weeks. A greater level of triage and diversion of cases to the dental hygienist ensured that, by October 2019, waiting times had reduced to four weeks and all patients needing them had allocated appointments.
5. During 2019, the Board received 56 applications concerning healthcare, the largest category of all Board applications (15.7%), although 22 of these were from one individual. With the exception of the medication issue referred to below (paragraph 6), there were no recurrent themes in these applications.
6. Some prisoners complained at having their pain-relieving medication stopped if they were also taking psychotropic drugs or had been found to have taken spice or cocaine. Other routine medication – for example, for blood pressure or other chronic conditions – was maintained. Prisoners found to have taken spice or other drugs are subject to regular drug testing, although the need to have three clear drug tests before medication can be reinstated is no longer a requirement. Reinstatement of previous medication is a clinical decision. The Board understands that this issue is managed in line with NHS England guidelines, and explanatory information for prisoners is to be circulated to all wings.
7. Prisoners have also complained to the Board that products previously available on prescription must now be purchased. This is in line with the situation in the community, where a range of medical products have been withdrawn from free provision. The pharmacy has published a list of products no longer available on prescription but available to be purchased.
8. A total of 406 complaints were made to Spectrum in 2019. The Board will monitor complaint levels in the coming year.

9. EDUCATION AND OTHER ACTIVITIES

1. The Board continues to have concerns about education provision at the establishment. In the last nine months of 2019, 1,872 of 2,595 (72%) planned sessions were delivered. The shortfall is partly due to sick leave and vacancies – there has been no ITC tutor since April 2019, and no catering/cookery tutor since November 2019 – and partly due to prison lockdowns, staff annual leave and staff development requirements. A new manager has been in place since September, and a new ICT tutor started in December. A new catering/cookery tutor is currently awaiting security clearance.
2. Despite an increase in course registrations (778 in 2019/20 compared with 398 in 2018/19), Board observations during rota visits are that the number of prisoners accessing education courses is low, with some classes running with only two or three learners. Unauthorised absences, and late arrivals or early departures for activities such as gym sessions contribute to this low attendance. Towards the end of 2019, the prison removed the morning break and implemented more robust challenges to prisoners leaving education classes early.
3. Prisoners tell the Board that the disparity in payment levels between work and education acts as a barrier to accessing education. The perception is that work attendance is prioritised over participation in education classes. There is some evidence that requirements for basic entry-level mathematics and English are, on occasion, overlooked in order to fulfil workshop contracts. The Board is of the view that some increase in payment for taking education courses would provide a greater incentive. The new education manager has taken steps to promote and raise the profile of education classes with prisoners. It is hoped that the impending changes to the core day, and changes to payment levels for participating in education classes will increase attendance levels.
4. The Board, as in previous years, is concerned that because of the long-term nature of the sentences served by many prisoners at the establishment, stimulating, therapeutic and continuous forms of education and activities are not available. The Board takes the view that the art workshop, personal and social development classes, the proposed creative writing class and educational games all make valuable contributions to the rehabilitative culture and should be more widely available.

The gym

5. In 2019, gym equipment in the main gym and across the wings was frequently out of use, and repairs were neither timely nor always of good quality. A concerted focus in June to clear outstanding repairs paid off, although some ageing and unreliable equipment remained. At the end of 2019, two new contractors became responsible for the supply of new equipment (Origin) and repairs and maintenance (Sportsafe). Early indications are that the new contracts are working well. The Board will continue to monitor this area.
6. The fabric of the main gym is in a dilapidated state and ventilation is inadequate. During the summer of 2019, external doors were opened to stop the gym from overheating, which posed a security risk. The radiators in the gym have not been working for some time.
7. The staff office and the men's and women's changing rooms are damp; air vents are not maintained and there are no extractor fans. The female staff area shows clear signs of water damage and the women's showers frequently run cold. There appears to be no certainty about the possibility of funding to rectify these problems. This will continue to be a monitoring priority during 2020.

10. WORK, VOCATIONAL TRAINING AND EMPLOYMENT.

1. Although the prison continues to take steps to maximise the number of prisoners engaged in purposeful activity, the proportion is falling.
2. There are eight workshops, and prisoners also work in the kitchens and as cleaners, wing painters, and servery and laundry orderlies. A wood mill, originally planned for 2019, has been delayed until late 2020. A recycling workshop is also being considered. The Braille workshop struggled to have enough meaningful work, and there are plans to redeploy prisoners to the library.
3. In 2019, 74% of prisoners were engaged in purposeful activity (education, workshops and other work roles), which was less than in 2018 and 2017 (78% and 83.2%, respectively). A further 3% were allocated less than four purposeful activity sessions per week. Eight per cent of prisoners were unemployed (compared with 6% in 2018 and 4% in 2017) and 14% were not in employment for location/risk/health/retirement reasons (compared with 16% in 2018 and 13% in 2017).
4. There are not enough jobs for all those wishing to work. Almost all applicants are put onto a waiting list, even once they have been cleared to work. The policy is to over-allocate prisoners to jobs, so that workshops remain full despite absences. Allocated prisoners are paid, including on the days they are not needed. Prisoners who were willing and eager to work complained that they received only unemployment pay while on the waiting lists, although in 2020 prisoners transferring into the establishment may be eligible for a higher 'job-seekers' allowance.
5. Although the work attendance rate in 2019 exceeded the target of 80%, attendance continues to be a challenging area. A walk-in health clinic located in the workshop area, which would have meant that prisoners did not need to leave the area to attend a healthcare appointment, did not operate during this reporting year because of shortage of healthcare staff. Attendance figures are not always accurate, and the numbers recorded by the workshops and the wings do not always tally, causing difficulties in ensuring that prisoners are paid for authorised absences.
6. Levels of pay are linked to prisoners' IEP status. During 2019, bonuses applied in some workshops but not others; this apparently unfair situation has recently been rectified. Prison data revealed that black, Asian and minority ethnic prisoners were under-represented in workshops paying bonuses, and investigations into the reasons for this are ongoing (see also paragraph 5.7). The prison is placing an increased emphasis on ensuring that prisoners have basic levels of mathematics and English, and on diverting prisoners without the necessary qualifications onto suitable education courses, but this may not have been carried out consistently.
7. The recruitment and retention of workshop instructors has been difficult. Despite the redeployment of instructors, it was sometimes necessary to close workshops, although prisoners are paid.
8. Over the past two years, the head of reducing reoffending role has been filled by four different governors, which has led to a lack of continuity in plans for developing the function. The Board hopes to see greater continuity in 2020, to ensure that there is a focus on policy and implementation of planned changes. Strategies to increase the employment rate include part-time working, restricting prisoners to one paid job or role, and making some peer support roles paid. There are also plans to reduce the level of unauthorised absences, which in this reporting year ran at 28%.
9. The Board is satisfied that the prison is aiming to increase effectiveness and reduce inefficiency in the area of work and purposeful activity, but this has been the case for several years and is proving hard to achieve. Plans to reshape and reprofile the working day should assist in ensuring that prisoners remain at work for the whole session and get

into the routine of 'being at work', while maintaining access to the library, gym and key worker sessions. Unlock lists and timetables will be rationalised to maximise the possibility that appointments and visits take place outside work hours.

10. However, it remains the case that there is not enough for prisoners to do, and this needs to be addressed by the Prison Service..
11. Of the 11 Board applications relating to work or workshops, most concerned waiting lists and/or risk assessments for work. The Board is satisfied that, overall, the allocation process and policy operate fairly, with the exception of the anomaly referred to in paragraph 10.6, which is being investigated. The prison displays a good understanding of the varying attitudes of individual prisoners to work and purposeful activity.

11 RESETTLEMENT PREPARATION

1. The nature of the population at the establishment is such that few prisoners are directly released into the community, with only 14 in 2019. The Board is satisfied that the prison makes appropriate arrangements for prisoners' release, including recent good work with local credit unions to overcome problems with some banks' reluctance to allow prisoners to open bank accounts more than six months prior to release. The establishment makes appropriate contact with local agencies to support the reintegration into society of those who are released, and multi-agency public protection arrangements (MAPPA) procedures are properly applied and managed.
2. Resettlement housing is a problem nationally for prisoners released on licence. All high-risk prisoners released from the establishment in 2019 (11) were allocated accommodation in approved premises (including one to a nursing care home). The majority of lower-risk prisoners were allocated housing prior to release, but one was required to present to his community offender manager to find accommodation.
3. For prisoners not approaching release, resettlement work focuses on the provision of purposeful activity, such as education and work (see sections 9 and 10), and the completion of offending behaviour programmes (OBPs).
4. In 2019, the establishment delivered the following OBPs: Motivation and Engagement (25 prisoners), Kaizen General Violence Strand (11 prisoners), the Healthy Sexual Functioning programme (two prisoners) and Healthy Identity Intervention (three prisoners). Six prisoners engaged in individual complex case engagement work. Further to this, Framework for Change, a prisoner engagement framework, was delivered to support the key worker initiative and prisoner engagement levels. Prisoners requiring the Kaizen Sex Strand and Resolve programmes were transferred to other long-term and high-security prison estate establishments to access them. There is a lack of OPBs across the prison estate for prisoners convicted of drug importation, and the Board has concerns that these prisoners face greater difficulties than others in demonstrating a reduced level of risk.
5. Psychology and Interventions faced considerable staffing challenges during this reporting year but nevertheless met its targets for the delivery of OBPs. Of the 13 benchmarked psychology posts, seven staff were on maternity leave for most of the year and two of the six intervention facilitators were absent for long-term sickness. Problems with recruitment, extensive initial training requirements and the need for treatment breaks between courses presented further challenges.
6. The rollout of key workers, phase 1 of the Offender Management in Custody (OMiC) programme, across the prison during this reporting year has been a largely positive step in enhancing relationships between officers and prisoners. The Board has observed high-quality key worker Prison National Offender Management Information System (P-NOMIS) entries and effective key worker input to the sentence-planning process. Across December 2019, the average proportion of key worker sessions delivered remained high, at 70%.
7. In October 2019, OMiC phase 2 was implemented; this transferred responsibility for offender management from uniformed offender supervisors to prison offender managers (POMS). Going forward, there will be nine probation POMS and two uniformed POMS. However, prior to October, and as has happened in previous years, uniformed offender supervisors continued to lose profiled hours as they were diverted to other duties within the prison. In future, this matter will largely be resolved as probation POMS cannot be so redeployed.
8. Despite resource pressures, the establishment completed annual sentence plan reviews within appropriate timescales. During this reporting year, sentence plans have been incorporated into, and aligned with, offender assessment system (OASys) assessments, to provide a better foundation for effective offender management. However, in future, under OMiC, sentence plan reviews will take place less frequently than at present. At a minimum,

OASys assessments, which now incorporate the sentence plan, will be updated every three years for prisoners serving a life or indeterminate sentence, and every two years for prisoners serving a determinate sentence. Both will be reviewed more frequently if there is a significant event having an impact on risk levels. Future Board monitoring will prioritise the new OMiC model to determine whether, as hoped, it delivers more active management of prisoners' sentences and enhances their ability to progress.

9. Prisoners have submitted fewer applications to the Board concerning sentence planning during this reporting year, at 22, compared with 41 last year. This is likely to be because of the improved quality of offender management activities and a more proactive approach to involving offender supervisors in dealing with complaints at an early stage.

Family visits

10. POPs (see paragraph 3.6), a non-profit organisation, is contracted to run the visitors centre, including the café. Prisoners have complained to the Board that prices in the café have increased several times over the year. Prisoners have also complained that, on several occasions in 2019, visitors' arrival in the visits room (which is managed by the prison) has not been timely. The prison has recently taken steps to remedy the situation, which should be further improved by the introduction in 2020 of a new core day with a single lunch period for uniformed staff.
11. The establishment continues to run family visiting days, which are much appreciated by the prisoners in helping to maintain family ties. Places on these days are allocated fairly and transparently, although demand outstrips the number of places available. These visits are longer than the normal equivalent, and activities are provided for prisoners and their families to enjoy together. During this reporting year, POPs has been unable to deliver its contract fully, and uniformed staff have been required to arrange and supervise these activities. The Board will continue to monitor this area.

Prisoners serving indeterminate sentences for public protection (IPP)

12. At the end of 2019, the establishment housed 18 IPP prisoners, representing a 20% reduction compared with 2018. The majority, 14, were over tariff; four (22%) had served more than twice their tariff and an additional two (11%) had served more than 10 times their tariff. One prisoner with a tariff of six months had, at that point, served 10 years and six months. Probation POMs now take sentence planning responsibility for all IPP prisoners, who tend, as members of a diminishing population, to present complex needs. As required by the national IPP project, reviews of IPP prisoners every two months focus on the particular support they require to progress towards release. Nevertheless, of the nine progressive moves for IPP prisoners in 2019, five were to other high-security prisons, suggesting that, for these prisoners, a fresh start at another establishment was considered the best route to progression.

C Section – The work of the IMB

The number of Board members continues to be below complement, although during this reporting year there has been an increase of two. The Board functions well and continues to ensure that monitoring takes place weekly in units where the prisoners are on restricted regimes – that is, the segregation unit, the CSC, the STEP unit and health centre inpatients. Members attend most Rule 45/46 boards and, when possible, the regular reviews of prisoners in the CSC and the STEP unit. The Board has visited all areas of the prison at times when they are in use by prisoners, including at weekends, during association and at mealtimes, and has monitored searching and visits. Members have also attended meetings dealing with the condition and treatment of prisoners, including: segregation monitoring and review group meetings; segregation care plan reviews; safer prisons meetings; the prisoner council; and the equalities action group and forum. The chair of the Board is a member of the use of force scrutiny panel. Other meetings are attended when possible. Board members also regularly attend ACCT reviews (of those at risk of self-harm). The Board has had a full training programme during the reporting year, including sessions on personality disorders and OPD pathways, OMiC implementation and the education contract. Members also visited HMP Wakefield. The Board manages to fulfil its role through: the willingness of its members to give their time flexibly, according to what needs to be done; a professional approach to monitoring, and to relationships with staff and within the Board; good team work; and timely communication.

The number of applications received by the Board in 2019 was largely the same as in 2018. The number of healthcare applications were inflated by the number submitted by one individual. The segregation unit was the subject of the largest number of applications.

BOARD STATISTICS	
Recommended complement of Board members	17
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	12
Total number of visits to the establishment	589
Total number of segregation reviews attended	664

D Section – Applications to the IMB

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	26	14
B	Discipline, including adjudications, IEP, sanctions	32	14
C	Equality	13	17
D	Purposeful activity, including education, work, training, library, regime, time out of cell	18	21
E 1	Letters, visits, telephones, public protection restrictions	23	29
E 2	Finance, including pay, private monies, spends	19	18
F	Food and kitchens	7	7
G	Health, including physical, mental, social care	56	38
H 1	Property within this establishment	14	26
H 2	Property during transfer or in another establishment or location	22	22
H 3	Canteen, facility list, catalogue(s)	6	2
I	Sentence management, including home detention curfew, release on temporary licence, parole, release dates, recategorisation	23	32
J	Staff/prisoner concerns, including bullying	53	53
K	Transfers	3	9
O	Other	44	40
	Total number of IMB applications	359	342