



**Annual Report**  
of the  
**Independent Monitoring Board**  
at

**HMP Holme House**

for reporting year  
1 January 2019 to 31 December 2019

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*Monitoring fairness and respect for people in custody*

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### 1 STATUTORY ROLE

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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

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**This report presents the findings of the Independent Monitoring Board (IMB) at HMP Holme House for the period 1 January 2019 to 31 December 2019. Our evidence comes from observations made on rota visits and attendance at various meetings, scrutiny of records and data, informal contact with staff and prisoners, as well as investigation of applications and monitoring areas of concern.**

2.1 During 2019, the atmosphere within the prison became calmer and the environment more pleasant and clean. The category C status was bedding in, with attendance at work and education improved on previous years. This is apparent despite the increase in violence and self-harm since the previous year (see paragraphs 4.2 and 4.3)

2.2 A main area of concern remains some significant aspects of healthcare. Waiting times for general practitioner (GP) and dental appointments for most of the year were not acceptable, and certainly not similar to those experienced in the community (see paragraph 8.6).

2.2 We are disappointed about the slow progress of compliance with the decency agenda, set by the national standard for the physical cleanliness and physical decency of prisons, published in April 2019. For the last two years, we have reported our concerns regarding showers, heating, hot water and cell content, including screens and lids to toilets, and despite being advised by ministers that funding has been made available, progress is slow and prisoners have suffered living in insanitary conditions (see paragraphs 7.2, 7.4, 7.5 and 7.7). Despite these matters, there has been a significant improvement in cleanliness in general.

2.3 The prison achieved the Offender Management in Custody (OMiC) sign-off in September 2019, and the benefits of this were beginning to be apparent towards the end of the reporting year.

2.4 During most of 2019, new prisoner inductions either did not happen or were very poor (see paragraph 4.10). Education inductions did taken place.

2.5 The retendering of the education services during the reporting year caused some delay in the delivery of classes. Towards the autumn, as things settled down, attendance at education classes improved. The delivery of some projects procured via the dynamic purchasing system was not in place and operational by the end of the year, although procurement was completed (see paragraph 9.2).

2.6 The number of applications to the Board has reduced and this appears to be because of the use of the kiosks for the prisoners to make complaints. The prison complaints system has improved and our regular monitoring shows good responses, within expected timescales. Sadly, the percentage of applications relating to healthcare matters remains high.

### **Main judgements**

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#### **Are prisoners treated fairly?**

In the main, prisoners are treated fairly. We have observed many good order or discipline (GOOD) reviews, as well as assessment, care in custody and teamwork (ACCT) reviews and adjudications, and have found the leadership team to be fair and caring.

#### **Are prisoners treated humanely?**

In general, we found that the prisoners are treated humanely. However, our concerns regarding the accommodation, including poor heating and showers in some areas of the prison, along with the absence of toilet seats and screens, continue to leave some prisoners in insanitary conditions. The prison has a number of cells that were designed for one person, now in use for two. The associated privacy and hygiene requirements have not yet been addressed.

### **Are prisoners prepared well for their release?**

The significant benefits of the OMiC project were recognised towards the end of the reporting year, as offender management became high profile and the prisoners benefitted from the closer attention of offender supervisors and key workers. Some of the associated elements of OMiC phase two were planned for completion in the next year.

Attendance levels at education classes dropped during the reporting year, primarily because of the slow retendering processes, but picked up towards the end of the year (see paragraph 9.3)

New initiatives were put in place for the preparation of prisoners leaving prison, although we do not expect seeing these activities having any benefits until next year.

We are disappointed that the first night prison induction has been absent or inconsistent during the reporting year.

## **Main areas for development**

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### **TO THE MINISTER**

The ministers' responses to our annual reports of 2017 and 2018 related to replacement boilers and floors, and some other matters were not addressed.

Would the Minister ensure that any funding allocations for essential maintenance and improvements are provided in a timely manner, to reduce the suffering of the prisoners whose quality of life is dependent on them?

### **TO THE PRISON SERVICE**

We have been disappointed, during the reporting year, about the length of time it takes for funding applications by the prison to be dealt with. This has held up improvements that have been identified as being able to provide a better environment for the prisoners. Examples of this include the installation of the washer and dryer in the segregation unit, and improvements to the waiting areas for healthcare appointments.

### **TO THE GOVERNOR**

We would like to see improved project management in place for works for which funding has been provided but progress is slow or standards have not been met. These issues relate to the replacement heating programme and the performance of healthcare providers

## **Improvements**

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Following the expressions of concern by the Board, the waiting lists for GP appointments improved towards the end of the reporting year.

The visitor experience has improved, with user-friendly decoration, prisoners wearing their own clothes, and a visitors' experience group established, with feedback that has been acted on.

The prison has become cleaner and substantial painting programmes have improved the overall atmosphere.

The introduction and rollout of OMiC has led to prisoners getting better offender management, as having a key worker provides good support and assurance to some prisoners at a difficult time.

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## DESCRIPTION OF THE ESTABLISHMENT

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3.1 HMP Holme House is a category C training and resettlement prison, holding convicted adult male prisoners (aged 21 and over), and a small number of young offenders (aged 18 to 21). It is part of the Tees and Wear Prison Group, together with HMP Durham, HMP Kirklevington Grange and HMPYOI Deerbolt. The majority of the prisoners are from the local region, with a small number from further afield.

3.2 The operational capacity is 1,210 with a certified normal accommodation (CNA) of 1,036. The population is made up of:

- prisoners serving less than two years – 200,
- prisoners serving between two and four years – 300
- prisoners serving longer than four years – 700

3.3 A typical population at the end of the reporting year was:

Sentence	Number of prisoners	% of total
Less than 2 years	221	18.5
Between 2 and 4 four years	279	23.4
Longer than 4 years	604	50.5
Lifer	92	7.6

3.4 Reception rates continue to be between 50 to 60 per month.

3.5 The prison consists of seven house blocks, including one for men convicted of sexual offences, which accommodates 200 prisoners. It has a large number of classrooms, workshops, a gym, an inpatient healthcare facility with 14 beds, and a palliative care suite with two beds. Catering training is delivered, with a bistro opening two days per week. The segregation unit ('SEG') has a CNA of 28, which includes two special accommodation units.

3.6 The prison continued to be a drug recovery prison (DRP), a joint Department of Health- and Ministry of Justice-funded initiative, jointly run by Her Majesty's Prisons and Probation Service (HMPPS) and NHS England.

3.7 Services within the prison were delivered by the following organisations:

- **Novus** – education, learning and skills
- **First Point** – training
- **Changing Lives** – training
- **G4S** – healthcare, including nursing, administration support, clinical drug and alcohol treatment
- **Spectrum** – GP and pharmacy services
- **Burgess and Hyder** – dental services
- **Tees, Esk and Wear Valley Foundation Mental Health Trust** – mental health and lifeline
- **Change Grow Live** – non-clinical drug and alcohol recovery team (DART)
- **Durham Tees Valley Community Rehabilitation Company** – 'through-the-gate' services
- **North Eastern Prison Aftercare Society (NEPACS)** – visitors centre services and family support

- **Amey** – works and stores
- **The Samaritans** – Listener training
- **Stockton on Tees Borough Council** – library services and occupational therapy

## **B Evidence sections 4 – 11**

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### **4 Safety**

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4.1 The safer custody team is made up of 12 officers and a custodial officer. The primary responsibility of the team is to safeguard the wellbeing, safety and security of the prisoners, covering issues of violence and self-harm. Unfortunately, during this reporting year, operational team members have frequently been cross-deployed, limiting their capacity to be as proactive as they might.

4.2 The level of self-harm has increased during this reporting year, following national trends, with 597 incidents. Many of these are repetitive incidents, attributable to a small number of very troubled and disruptive prisoners. However, there has also been an increase in one-off incidents of self-harm. Consequently, considerable effort has gone into researching the underlying reasons/causes and putting in place remedial action and additional support where possible.

4.3 A total of 268 acts of violence were reported. All incidents were looked at in depth, to determine the reasons behind the assaults. Debt and bullying were the main causes, and detailed work was carried out during the year, with some actions put in place to try to counter future assaults. The recording of assaults has highlighted a failure by some staff to implement the challenge, support and intervention plan (CSIP) procedures fully, indicating a need for training and greater engagement to gain full buy-in.

4.4 Safety intervention meetings are held on a weekly basis, and a Board member attends these regularly.

4.5 A total of 164 ACCT documents were opened during the reporting year. At any one time, there were usually between 24 and 30 open ACCTs, which is a reduction on 2018. We have observed ACCT reviews randomly, or occasionally at the request of a prisoners or the case manager, and have observed excellent examples of a caring approach, especially for very troubled prisoners, where family members have been invited in as part of the review.

4.6 The prison has a good supply of trained Listeners, who are normally accessible to prisoners on request. At times during the reporting year, there have been issues about the prompt unlock of Listeners. The rooms used by Listeners have been refurbished, to create a more restful environment. Prisoners have telephone access to the Samaritans during the night if required.

4.7 There were seven deaths in custody during the reporting year, with a further death of a prisoner while on compassionate release. Four of these deaths were from natural causes. There has been one inquest in the year, related to a death that occurred in 2018.

### **Reception**

4.8 Generally, prisoners arrive daily from the reception prison, HMP Durham. They arrive in the late morning and often have a two-hour wait, until after 2pm, to be processed. This can leave them in holding rooms with little distraction. This wait can be on top of leaving their cells in Durham at 9am and waiting in reception there. This situation changed slightly during the reporting year, with officers deployed over the lunch period so that the processing could

start as soon as the prisoners arrive. However, this can still take some time, as all of the incomers arrive together, and the new way of working is not yet bedded in.

4.9 We interviewed 16 prisoners who had arrived on the previous day, to ask about their experience on arrival, and were given positive feedback, overall. This process could be quicker if medical staff were also available to work over the lunch break.

4.10 While the prisoners receive a welcome induction pack on arrival and a brief first night induction, we remain concerned about the absence of a full induction, which has been unavailable for most of this reporting year. We have raised this regularly with the senior management team.

## **Security**

4.11 The drug and crime reduction unit (DCRU) continues to be funded through the DRP and has recently secured funding until 2021. The DCRU works closely with the DRP team as a key part of the drug recovery strategy.

4.12 The main objective of the DCRU is to prevent, deter and detect illicit drugs and articles entering the prison. Activities during this reporting year have built on all of the excellent work that was achieved in 2018, with a greater investment in training and the ongoing development of more sophisticated analysis and monitoring techniques.

4.13 One of the more significant strategies in this reporting year has been the emphasis on organised crime gangs. This has involved a focus on individuals and the development of tactics to disrupt their activities, including movement within and outside of the prison, and action to minimise illicit debt with the withholding of suspicious monies and bank transactions. This approach has been further enhanced by greater collaborative working with Cleveland Police, other outside partner agencies and the community. Additionally, members of DCRU have been allocated to individual house blocks and work areas as a single point of contact, to gather intelligence and to work with staff to improve the quality of intelligence reporting.

4.14 Technology has continued to play a significant part in the detection of illicit drugs entering the prison. All prisoners' property coming into the prison is now scanned, prisoners coming through reception are scanned and a new body scanner is now used on prisoners as they exit the visits hall. In addition to the technology, passive drug dogs are used on visits and there are now six 'drug toilets' in the segregation unit, with a further three in the pipeline. There are currently 18 prisoners on closed visits and 21 banned visitors. There has been a reduction in mobile phone finds in this reporting year, possibly due to prisoners' access to in-cell telephones, coupled with ongoing use of blockers and detectors, especially out of hours, when least expected by prisoners.

4.15 A goods search building has been established, with two industrial X-ray machines, where all goods entering the prison are subject to random checks as well as checks carried out based on intelligence.

4.16 A total of 500 prisoners were randomly tested under mandatory drug testing, with 25 positive results, mainly for opiates and buprenorphine, giving an incidence of 5.2% against a target of 15%, with only one positive test for a psychoactive substance. A large number of suspicion tests based on intelligence were carried out in the first few months of the reporting year, but these have now been managed down. Similarly, a disproportionate number of tests was being conducted at weekends owing to challenges with resourcing, but this is being looked at critically within the regime management plan.

4.17 All incoming correspondence is photocopied, with copies given to the prisoners, and telephone call and mail monitoring is conducted on a risk-related basis. The prison encourages the prisoners to use the 'email a prisoner' scheme, to ensure the speedier receipt of mail

## **5 EQUALITY AND FAIRNESS**

### **Complaints**

5.1 Every month, we have assessed the quality of randomly selected responses to complaints against standards in the complaints policy framework. Standards are well met; many show a clear understanding of how the issues leading to a complaint can have an impact on prisoners. An assurance visit concluded that frequently asked questions on the kiosk system had contributed to a reduction in complaint numbers.

### **Visits**

5.2 The prison has made considerable improvements to enhance the visitor experience both for visitors and prisoners. Prisoners can now wear their own clothes for visits. Those who do not receive visits are identified and offered a volunteer visit.

5.3 New artwork and flooring in the visitor entry portal have made it a more welcoming and child/young person-friendly space.

5.4 We regularly attend 'visitor voice' meetings in the NEPACS visitors centre, where the family and significant others strategy is available and displayed.

5.5 A regular cohort of officers supervises the visits hall and the entry portal. These staff undertake training designed to enhance the visits experience, with input from NEPACS and visitors. They also attend 'hidden sentence' training, to improve their understanding of the impact of imprisonment on families and partners.

5.6 Changed behaviours, such as staff going around the visits hall to tell people individually that visiting will be ending shortly, instead of announcing this by public address, have been well accepted.

5.7 The democratic council asked for new snacks to be introduced in the NEPACS visitor canteen; this was done and has proved popular.

5.8 The prison regularly holds family visits in the gym and, when possible, outdoors, as well as 'new dad' visit sessions (both for mainstream and protected prisoners). A recent NEPACS survey of visitors indicated that over 93% of respondents believed that their visit experience made a significant difference in helping maintain family ties. The same survey indicated that over 79% felt that family events and activities made a significant difference for the visitor or their family.

### **Diversity**

5.9 Designated governors led focus groups. These were held in a four-month programme, to stimulate the development of groups covering disability, black and minority ethnic, LGBT, veteran and Traveller issues, and equality champions. We have seen this as a powerful message that equality is a whole-prison responsibility, and not just for safer custody.

5.10 Special events were arranged by focus groups, including two veterans' remembrance services, with artwork prepared by the veterans, and a celebration of Durham Pride. In addition, the black and minority ethnic group met with DHL (the canteen provider) and kitchen staff to discuss the possible introduction of more spices in the canteen list and in menus.

5.11 A thematic assurance support visit, which focused on equality, reported in June 2019 that the range of activities run by the PE department for the many different groups is one of the prison's strengths in the equality arena.

### **Incentives and earned privileges (IEP)**

5.12 The IEP focus group considered regional synchronisation of reward and incentive schemes developed in response to the incentives policy framework. As prisoners mainly arrive after time spent in HMP Durham and may later progress to other prisons in the region, it would help in the understanding of expected behaviours and sanctions for rewards and incentives to be as coordinated as possible, while allowing for individual prison policies.

## 6 SEGREGATION/CARE AND SEPARATION UNIT

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6.1 There are 26 cells and two units of special accommodation within the segregation unit. In January 2019, occupancy levels reduced from the average of 22 occupants during the previous year to an average of 15 prisoners. This reduced occupancy continued until April, but the average rose to nearly 20 in June. It reduced again towards the end of the reporting year, with an average of 13 in December.

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6.2 We have continued to be impressed by the professional, caring and considerate approach shown by staff to vulnerable prisoners. The prisoners are treated fairly in the unit, and Rule 45 reviews are carried out appropriately. The reviews are held regularly, by experienced senior officers, which ensures consistency.

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6.3 During the reporting year, a number of prisoners have refused to leave the segregation unit, for a variety of reasons – mainly for self-protection. The ‘virtual seg’, introduced towards the end of the reporting year, has enabled some of these prisoners to transfer to another prison, where they consider themselves to be safe. However, some prisoners remain in the unit longer than is satisfactory, with one located there for eight months, while waiting for a secure mental health bed.

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6.4 On a number of occasions, the Board has complained about not being notified about prisoners being taken to the segregation unit or special accommodation. This situation improved significantly towards the end of the reporting year.

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6.5 Segregation staff continue to face challenges, which, at times, are increased by attitudes and behaviour from some very disturbed prisoners.

6.6 We see all prisoners in segregation on a weekly basis and speak freely to each of them. All new arrivals are seen by a Board member as soon as possible after arrival.

6.7 We continue to have concerns about the condition of the accommodation in the SEG. The cells are frequently damaged by their occupants, and these repairs have usually been completed quickly and the wellbeing of prisoners has not been substantially impaired. However some of the cells continue to be inadequately heated and the washer and dryer which were delivered to SEG some years ago have not been installed.

6.8 The performance and compliance of the unit was monitored regularly, with two-monthly segregation monitoring and review group meetings until September 2019, and then by a weekly use of force meeting and a monthly adjudication/segregation meeting, introduced in November.

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6.9 The serious backlog in adjudications which we noted in our 2018 report has been significantly reduced and there has also been a decrease in the number of referrals to the independent adjudicator. Members of the Board continue to observe adjudications on a regular basis.

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## 7 ACCOMMODATION (INCLUDING COMMUNICATION)

7.1 We have welcomed improvements to accommodation and recreational areas. All wings have been painted and the prisoners are encouraged to take a pride in the cleanliness of their cells. Decency and cleanliness remain key priorities, and residence custodial managers have direct responsibility and accountability for their house blocks.

7.2 However, a lack of funding has hindered the prison's attempts to meet the national standard for the physical cleanliness and physical decency of prisons, published in April 2019. Funding issues, the lack of general maintenance staff and a rotation of senior officers and custodial managers on the larger, less well-maintained house blocks have hindered progress. This will remain a key priority for residence governors in 2020. Since June 2019, there have been two designated cleaning officers on each house block, and this has had a positive impact.

7.3 Fabric checks are carried out from Monday to Saturday, to identify missing or damaged items in the cells. However, these are not necessarily actioned as the prison, or the storage facility at Branston, does not always have them in stock. Curtain rails, noticeboards, toilet seats and privacy screens are the most commonly missing items. Privacy screens have been installed on only three house blocks, which is unacceptable when 50% of the cells are double cells. Too often, there have been delays in carrying out the repairs to damaged items.

7.4 'Decency walks', involving the governors, CMs and Board members, were carried out in August 2019, and reports submitted to the residence governor. A more consistent and rigorous approach could maximise the potential for change and improvement – for example, consistency in the checklists used and a planned schedule of checks.

7.5 The flooring in house blocks 1 to 4 is of a poor standard and needs to be replaced. This is despite the Minister, in responding to the Board's annual report of 2017, telling us that: '[the] Ministry of Justice Estates Directorate has approved the bid to upgrade the internal lighting and replace the floors in house blocks 1-4', in his letter dated 17 May 2018. By the end of this reporting period, the floors on only two wings of one house block had been replaced. Bids have been submitted for the other areas. The communal showers have been replaced on one house block but the showers on the other house blocks need refurbishment or to be replaced totally. The ceilings are in a poor condition, there is mould on the plastic strips and many showers have broken tiles. One shower room has been condemned. Eight shower rooms have been refurbished but these are not a long-term solution to the general condition of those rooms. This is a major complaint made by the prisoners and it has been raised at the democratic council meetings.

7.6 All house blocks now have their own washer and dryer. This has been welcomed by the prisoners.

7.7 The boilers on each house block are in the process of being replaced but this is taking longer than planned, and is not in accordance with the Ministers' responses to the Board of 22 July 2019 and 17 May 2018 in connection with annual reports of 2018 and 2017. The prison is entering another winter with this work only partially done and house block 5 being cold.

7.8 All of the servery areas have been painted and the levels of cleanliness have been much improved. In the last quarter of 2019, we saw evidence of clean equipment, cleaning schedules in place, servery workers wearing whites. cleaning officers monitoring standards and industrial cleaning taking place. Hygiene standards were improved in the second half of 2019. However, some serveries cannot keep food hot as the bain maries are defective. Two of these have been replaced but bids must now be submitted for further funding.

7.9 Another area of concern has been the disposal of waste food. Amey has responsibility to remove waste food from the prison but they took months to respond to a request to provide a quotation for the work. The regional estate manager issued a task order instruction to Amey to start food waste disposal on an ad hoc basis as an interim measure. This was finally started in December 2019.

7.10 The Board received very few applications about food, but the prisoners often complain about the portion sizes, and food being cold and not fully cooked. The kitchen manager is aware of the problem of portion sizes but does not always have enough staff to supervise prisoners when filling individual containers. This manager has arranged three meetings with prisoner information desk workers, to sample new menus and get feedback, but attendance has been very poor.

## **Communications**

7.11 The prisoner democratic council met monthly throughout 2019, and we observed a number of meetings. They provide a good opportunity for the prisoners to raise issues and make suggestions for improvement. For example, in June 2019 prisoners asked if they could have a brunch at the weekend. As a result of this request, at lunchtime they now have a selection of cooked breakfast options, which are popular. Prisoners also asked to be allowed to wear their own clothing during visits – which started in October 2019 – and to receive clothing parcels. The prisoners regularly receive notifications of changes in the regime and of new processes via the democratic council and the kiosks. The role of key workers has also enabled more direct communication between staff and prisoners.

7.12 There have been significant improvements in the lives of the prisoners on the house blocks, but the governors are aware that there is more to be done. Funding and the reliance on outside contractors and the management of the stores are major obstacles to bringing about change quickly.

## **8 HEALTHCARE (including mental health and social care)**

8.1 Staffing problems were dominant throughout the reporting year, with an average of 10 nurse vacancies out of a total complement of 25.5, including DART nurses. These vacancies were covered by bank and agency nurses. Vacancies within the pharmacy area have also given cause for concern, with only 50% of jobs being filled. Plans for pharmacy technicians to dispense medication on the house blocks were delayed, with nurses or agency nurses covering.

8.2 A full range of healthcare services was delivered, including bowel screening, retinal and diabetic screening, and healthy heart checks for the over-35s, with a register kept of long-term conditions. There was also a regular sexual health clinic.

### **Inpatients**

8.3 Inpatient care has improved since January 2018 as the number of beds occupied by mental health patients has reduced. Every effort was made to transfer prisoners with serious mental health conditions to more appropriate accommodation, in a timely manner. Most inpatient beds are now occupied by patients with clinical or social care needs.

8.4 During the reporting year, a dedicated team of prison officers worked in the inpatient unit, which enabled patients to form good relationships with them and have trust in their care.

8.5 A palliative care suite continued to provide necessary care as required, and the complex case manager worked closely with the Teesside Hospice Care Foundation and Macmillan nurses to facilitate training within the department.

### **Outpatients**

8.6 The waiting time to see a GP was, at times, between five and six weeks, with some provision for urgent cases. Review lists were eight weeks. This is far in excess of that in the community, and the 20-day target specified by the Minister in his reply to the annual report of 2018: ‘...specifically, with regard to GP services, NHS England has commissioned a review of the appointments system of HMP Holme House which has highlighted a number of areas that were being picked up directly with the provider, including a target of 20 days for routine appointments’. We continue to be concerned about these waiting times.

8.7 Dental services also provided a poor service, with waiting lists for first consultations being up to 21 weeks, with the wait for on-going treatment and oral health education, being eight weeks and dental therapy nine weeks.

8.8 An improvement board was in place for most of the year to address the issues concerning healthcare; however, our observations are that, up until September 2019, little progress was made in some significant areas.

8.9 It is apparent that some delays in access to healthcare provision were related to prisoners not turning up for appointments. As the waiting lists got longer, the number of ‘no shows’ increased. This improved towards the end of the reporting year with ‘no shows’ down from 18% to about 5%.

8.10 We were so concerned about these waiting times that the chair of the Board wrote to the prison group director for the Tees and Wear Prison Group in August 2019 about this issue.

Following this contact, waiting times improved, although by the end of the reporting year had not quite achieved the targets.

8.11 Cabinets for in-possession medication were provided to most prisoners in their cells.

8.12 Most prisoners transfer from HMP Durham, and this has led to an improvement in the transfer of medical records and details of medication provision.

8.13 Although the number of applications to the Board generally reduced during 2019, a significant number, 107 (19% of the total received), related to healthcare.

### **Mental health**

8.14 The mental health team had a full complement of mental health nurses, two consultant psychiatrists, a speech and languages therapist, a resettlement officer and three Mind counsellors. The charity Rethink provided psychological wellbeing practitioners, and students at Teesside University had nine-week placements with the department.

8.15 Other activities provided by the team included stress management, 'hearing voices', acupuncture, team building, a wellbeing gym, dialectal behaviour therapy and individual eye movement desensitising reprocessing.

8.16 The mental health team manager won the national Cavell Star Nursing Award.

8.17 The relocation of prisoners with serious mental health problems to more appropriate accommodation sometimes takes longer than appropriate. One prisoner was in the segregation unit from August 2019 until at least the end of the year because he was waiting for a bed.

### **Clinical DART**

8.18 The clinical DART team continued to play a significant role in the drug reduction plan. Buprenorphine (Subutex) continued to be the main illicit drug used by prisoners who were referred for clinical intervention. Towards the end of the reporting year, 310 prisoners were in treatment, with about half on a maintenance treatment and the other half on a reduction treatment.

8.19 The therapeutic community on house block 6 continues to be a positive and successful location for prisoners who have completed detoxification.

## **9 EDUCATION AND OTHER PURPOSEFUL ACTIVITY**

### **Education**

9.1 The contract for the provision of education was re-tendered in April 2019, and the main contract, being 80% of the whole education budget, was re-awarded to Novus.

9.2 The remaining 20% was awarded, via the dynamic payment system, to companies that could deliver projects that would either prepare the prisoners for life after prison or help prepare them for release. These projects were designed to come together to form the newly created careers centre. Although all of these projects were in place by the end of the reporting year, they were not fully operational.

9.3 For the majority of 2019, attendance at education classes was poor, averaging 60–65%. Towards the end of the year, attendance had improved to 75–80%.

### **Purposeful activity**

9.4 The total number of purposeful activity places increased during the reporting year, and is now well in excess of 1,000. The proportion of prisoners unemployed remains below 10%. Allocation is fair and the allocation rates average just under 92% for places available in all purposeful activity. Punctuality has improved after the latest regime changes. Many prisoners have a very positive attitude to work and learning, and value their education and training. They make appropriate use of the help that they receive at induction to make realistic choices about their future. Most prisoners had an adequate or good appreciation of the 'stepping stones' activities needed to achieve their career goals.

9.5 Teesside University has delivered a programme called 'Inside Out', where students on the criminology course work with prisoners to improve both sides of understanding of prison life.

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10.1 The prison has more than 700 workplaces, of which over 500 are full time. Vocational training is limited and some opportunities are possibly missed. For example, prisoners working in the kitchens do not get a chance to take a qualification. Generally, attendance at work is good, averaging over 85%. In 2019, as a result of the regime changes, movement improved, and now happens more quickly and at an earlier time.

10.2 Curriculum reviews have ensured that prisoners' needs are met and that the skills required in resettlement plans are accurately reflected. Accredited qualifications are available in all areas, but not enough prisoners take advantage of what is on offer. When the new IT based monitoring system is fully implemented it will allow this to be tracked more accurately.

10.3 A portfolio scheme is in place, which allows prisoners to show they have developed whilst in prison and demonstrated their achievements .

10.3 In the industrial workshops, goods produced met commercial standards and met with external deadlines. The prison has very good links with several employers - for example, AEB (constructing furniture for student accommodation), Spindles laundry, Stockton Borough Council, Thirteen Housing Group, and Smyths.

10.4 The industrial workshops enable prisoners to develop skills in food preparation, laundry, wood finishing, joinery, gardening, waste management, warehouse distribution, production, garment manufacture and plastic assembly. The space formerly used for business enterprise in regimes has now been re-equipped to accommodate Code 4000, where prisoners learn information technology coding.

10.5 Reprographics, based in the engagement centre, produces items such as mugs and T-shirts, and carries out work for Domino's Pizza. Orderly work is available in the library, healthcare department, house blocks, chapel, education classes and gym. There has been a focus during this reporting year on embedding mathematics and English learning in workshops, and this will progress further this year, when logistical issues are fully resolved.

11.1 We welcomed the priority given to resettlement preparation, after a period of reduced priority in previous years due to operational constraints. These improvements included not only the in-prison activities, but also the attention being given to the establishment of prisoners in the community following release. We believe that the in-house initiatives – and in particular the introduction of key workers – has been a significant contributor to the calmer prison environment.

11.2 A rehabilitation culture initiative was introduced which aims to change the culture of the prison, and for this to become embedded during 2020.

11.3 The resettlement strategy for the prison was developed with a focus on release planning and reducing reoffending. A key part of this strategy is the prison's partners' commitment to achieving these aims, and includes an operating procedure to consider the distance travelled by prisoners, and the use of a portfolio to record their achievements throughout the sentence.

11.4 The reconfiguration of the prison population has been changed from that initially planned (85% rehabilitation with 15% training), to 50 % rehabilitation and 50% training.

11.5 The OMiC programme has been the major driver in terms of the offender management unit structure. The development of the OMiC programme began with the introduction of key workers, followed by changes to the case management resources and their location. The key worker phase achieved a successful sign-off in September 2019 and has become embedded in the prison culture. We believe that this programme will provide a solid foundation for the ongoing process. The programme has provided the prison with the resources, in terms of additional headcount, expertise, and training, which should address the rehabilitation needs of the prisoners. Monitoring of this is positive, as evidenced from discussions with officers and prisoners, who have told us about the benefits they have gained from having a key worker.

11.6 Phase two of OMiC entered the transition phase in October 2019, and this has seen the probation service being relocated within the prison, to allow for all case management to be located within the prison and established, by a combination of probation officers and offender managers.

11.7 In support of this phase of the programme, the offender assessment system (OASys) assessment backlog, which had been at around 220 cases at the beginning of the reporting year, was eliminated.

11.8 Although the new OMiC structure is in place, we continue to have concerns about offender management for a variety of reasons, including: the prison population, the number of prisoners assessed as being high risk (700) and the caseload requirement for the individual prison offender managers (75 prisoners), along with the risks of redeployment of offender supervisors into mainstream activities in times of staffing shortages.

11.9 In support of the above, the Durham Tees Valley Community Rehabilitation Company team of 15 has been located within the prison, with the aim of achieving effective transition of prisoners to the community and maximising the opportunity to reduce the number returning to prison.

11.10 In April 2019, the enhanced 'through-the-gate' model was implemented, and set core areas for activity, including: accommodation, finances, and support for victims of sex work and domestic abuse.

11.11 During 2019, through-the-gate staff completed resettlement plans for approximately 1,400 prisoners with their preparation for release.

11.12 In support of this work, the prison has modified the regime to ensure that, during the last 12 weeks of sentence, pre-release activities are not over-ridden by the desire of prisoners to focus on earnings.

11.13 Interviews with a sample of prisoners on their day of release have been mainly positive regarding their views on their preparation for release – in particular, accommodation arrangements and contacts with external agencies, with minor issues regarding banking arrangements.

11.14 The majority of prisoners seen were serving relatively short sentences. Despite this, there is still a significant number of prisoners who return to prison on licence, representing about a quarter of the current prison population.

11.15 The home detention curfew (HDC) team has made good progress, with a significant proportion of the prisoners eligible for release on HDC. However, the availability of suitable accommodation continued to be an issue.

11.16 The progression of prisoners serving indeterminate sentences continues to be important.

11.17 Offending behaviour programmes continued, with 10 completions for the Resolve programme, 17 completions for the Thinking Skills Programme, 12 completions for Kaizen Intimate Partner Violence and five completions for Kaizen General Violence.

## **C Section – The work of the IMB**

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At the beginning of the reporting year, the Board consisted of nine members, with two new members being recruited mid-year, who remained in training at the end of the year.

Two of the experienced members left at the end of the year, leaving seven experienced members and two in training.

The Board carried out its role by each member attending one day per week and carrying out that day's work on a priority basis. Applications are dealt with, usually on a daily basis. The number of applications continues to be significant; however, this has reduced, giving more time for focus on areas of special interest (ASIs). Each member has an ASI, along with a specific house block. Members report on their ASIs mid-year to the Board meeting. The Board meets once per month and the governor receives a monthly report prior to the meeting, which he attends, and discusses and responds to the Board on matters of concern.

## D Section – Applications to the IMB

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<b>BOARD STATISTICS</b>	
Recommended complement of Board members	18
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	9
Total number of visits to the establishment	504
Total number of segregation reviews attended	187

## Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	22	24
B	Discipline, including adjudications, IEP, sanctions	11	19
C	Equality	8	16
D	Purposeful activity, including education, work, training, library, regime, time out of cell	29	55
E 1	Letters, visits, telephones, public protection restrictions	42	69
E 2	Finance, including pay, private monies, spends	15	28
F	Food and kitchens	11	10
G	Health, including physical, mental, social care	107	120
H 1	Property within this establishment	59	94
H 2	Property during transfer or in another establishment or location	54	52
H 3	Canteen, facility list, catalogue(s)	24	16
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	92	115
J	Staff/prisoner concerns, including bullying	59	65
K	Transfers	30	46
	<b>Total number of IMB applications</b>	563	729