



Annual Report
of the
Independent Monitoring Board
at

HMP/YOI Lewes

for reporting Year
February 2019 - January 2020

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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE

The Prison Act 1952 requires every prison to be monitored by an independent Board, appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in custody within its prison, and the range and adequacy of the programmes preparing them for release.
- (2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) **report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.**

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison, and also to the prison's records.

This report represents the findings of the Independent Monitoring Board (IMB) at HMP Lewes for the period February 2019 to January 2020. Board evidence comes from observations made on visits, scrutiny of records and data, informal contact with prisoners and staff, and prisoner applications.

Main judgements

The Board is concerned about the safety of prisoners in HMP Lewes, but is encouraged by an overall reduction in violence and in the number of incidents of self-harm since last year. The high availability of drugs and other illicit items affects the stability of the prison and the safety of prisoners, although tangible measures have been put in place to reduce this (see section 4).

The Board considers that the residential accommodation at the establishment is often not decent, and at times the prison has failed to provide the prisoners with their basic entitlement, including shoes, blankets, furniture and crockery. It considers that the regime offered to prisoners has worsened since the last reporting year and does not allow prisoners to be unlocked sufficiently often (see section 7).

The Board is concerned about the number of prisoners who refuse to return to normal location from the care and separation unit (CSU) from fear of violence, bullying or exposure to drugs. The prison's understanding of what constitutes special accommodation, in cases when items such as furniture or bedding are removed from the prisoner's cell in the interests of safety, is inadequate and inconsistent, and instances where it has been used without authorisation are unacceptable. The Board is concerned that because of accommodation constraints, constant watches are undertaken in the CSU which would be more appropriately undertaken in a medical setting (see section 6).

The Board has found that, for much of the reporting year, the delivery of healthcare services has suffered from staff shortages, and poor process and communications, which have had a significant impact on the care provided for prisoners. Waiting times for routine GP appointments have been in no way comparable to those which would be expected in the community. The Board is hopeful that the replacement healthcare provider will bring the service to acceptable levels (see section 8).

The Board is concerned by the lack of work places and the discouraging attendance figures for both work and education. It is extremely perturbed that the delivery of the Offender Management in Custody (OMiC) model has not been successfully implemented (see section 11).

The Board is disappointed to report that preparation for release continues to be negatively affected by regular closure of the induction and pre-release centre (IPRC).

Are prisoners treated fairly?

The Board sees many examples of staff treating prisoners fairly and acknowledges the efforts made to achieve this. However, it considers that prisoners have not always had fair access to healthcare services during the reporting year, and that disabled prisoners do not always have fair access to their accommodation. The Board considers that an inconsistent and deficient induction process is in place.

Are prisoners treated humanely?

As above, the Board sees many examples of staff treating prisoners with humanity, kindness and great patience. However, it considers that the accommodation provided at HMP Lewes often fails to be decent and that there are major failings in the regime offered, and frequent lockdowns. The Board does not consider this to be humane treatment.

Are prisoners prepared well for their release?

The Board considers that more could be done to prepare prisoners for their release. The lack of work and activity places for prisoners, coupled with low attendance levels for those that do exist, means that prisoners are not always as prepared for release as well as they could be. Further, there has been inconsistent and disappointing access to the range of support services of the IPRC as a result of significant closures throughout the year.

Main areas for development

TO THE MINISTER

The Board, once again, is concerned at the number of prisoners seen over the reporting year who are seriously mentally unwell and kept in conditions, be it accommodation standards or the regime, which are entirely unsuitable for their care or rehabilitation. The same applies to many of the prisoners with learning or other disabilities. Will the minister undertake a comprehensive review of this?

When will the minister provide the financial and other resources required for significant improvements to the standard of accommodation at HMP Lewes, such that it can be considered decent?

TO THE PRISON SERVICE

As with previous years, the Board urges the Prison Service to introduce measures better to look after prisoners' property, particularly during the transfer from one prison to another. The loss of property is very distressing to prisoners.

The Board would also like to know when further resources will be put into improving safety for prisoners at the establishment, in particular to reduce the ingress and misuse of drugs.

The Board urges the Prison Service to ensure that sufficient resources are made to implement the OMiC model successfully.

TO THE GOVERNOR

The Board encourages the Governor to redouble efforts to improve the accommodation conditions for prisoners, and to ensure that funding from the 'clean and decent' project results in cleanliness being a higher priority.

The Board urges the Governor to ensure that proposed initiatives to improve work opportunities within the prison are implemented successfully.

The Board urges the Governor to review the regime offered, to allow greater hours of unlock for prisoners.

Improvements

The prison has introduced a number of initiatives that will hopefully address some of the areas of concern, including a more robust allocations procedure for work placements, a new careers service and a change in health provider (which was due to start in April 2020). The Board is optimistic that the prisoners will benefit significantly in the coming year from the decision to combine healthcare service provision under one contractor.

The Board is pleased to report that, following a period of extremely poor dental provision, measures were put in place to remedy this.

In-cell telephony has improved prisoners' access to family and friends, and the programme of redecorating cells, the reception area and L wing has improved the physical environment for a substantial group of prisoners.

The Board welcomes improvements to help the safety of prisoners at the establishment, such as the Rapiscan itemiser, working X-ray machines and increased numbers of dogs to detect drugs. A fall in the numbers of recorded assaults and incidents of self-harm, as compared with the previous year, is to be welcomed, although there are still too many of these.

3 DESCRIPTION OF THE ESTABLISHMENT

HMP Lewes is a male category B local prison serving the courts of East and West Sussex. It accommodates sentenced, unsentenced and remand category B and category C prisoners aged 21 and above, as well as young prisoners (aged 18–21). It also takes category D prisoners returned from open conditions. In 2016, the prison was put into special measures, which were removed in December 2019 following an independent review of progress (IRP) by Her Majesty's Inspectorate of Prisons (HMIP). To account for some cells being taken out of action for planned works, the operational capacity (the 'population, which could be accommodated without risk of disruption through overcrowding') was reduced for much of the reporting year to 570. At the end of January 2020, the establishment held 551 prisoners (587 in January 2019).

Most of the prison buildings are Victorian in origin, with the main buildings completed in 1853. A newer block of two wings, Sussex (L and M), was opened in 2008. There are nine residential wings (capacities approximate as cells in use can vary):

A wing: a general wing for drug recovery, housing around 102 prisoners for most of the year*

B wing: the CSU, with 16 cells, including two high-risk and two special accommodation cells

C wing: a general wing housing around 150 prisoners

F wing: mainly a vulnerable prisoner wing, housing around 156 prisoners for most of the year*

G wing: the first night centre, with a capacity of 23

K wing: a drug/alcohol dependency stabilisation wing, housing around 22 prisoners

L wing: a wing for sentenced category C and D prisoners (single cells housing around 80 prisoners)

M wing: a general wing (single cells, housing around 94 prisoners)

Healthcare centre (HCC): an acute inpatient facility, with around 10 cells in use

There is also a large, well-equipped gym and second sports hall for prisoner use

*Some cells in A and F wings were taken out of action during the reporting year for planned works on the roof.

The main providers of services to the prison during this reporting year were:

GEOAmev (transport to and from the courts and local prisons)

Gov Facility Services Limited

DHL (ordering and delivering prisoners' purchases)

Bidfood (kitchen supplies)

East Sussex County Council Library Services

Novus (education and learning; until March 2019); Weston College (from April 2019).

Kent, Surrey and Sussex Community Rehabilitation Company (KSS CRC)

Southdown Housing

Jobcentre Plus

Spurgeons (visitor/family services)

In the area of healthcare, there are at least eight different suppliers:

– Sussex Partnership Foundation Trust (SPFT) (inpatients, outpatients, clinics, screenings, dental nurse, pharmacy, in-reach mental health), contracted via NHS England (NHSE)

– Optician sole trader subcontracted via SPFT

– Med-Co Secure Healthcare Services Limited, contracted via NHSE, providing general practitioner (GP) clinics

– Dentist (sole trader) subcontracted via NHSE

- Podiatrist sub-contracted via NHSE
- East Sussex Healthcare NHS Trust, providing sexual health clinics
- Forward Trust (drug and alcohol recovery)
- Better Healthcare Services – social care, contracted via social services

In addition, there are a number of voluntary and other organisations that provide significant services, including: the Samaritans, Alcoholics Anonymous, Age UK, SSAFA, National Association of Official Prison Visitors, Sussex Pathways, Prison Fellowship, SEAP and User Voice.

B Evidence sections 4 – 11

4 SAFETY

4.1 The Board remains concerned about the safety of the prisoners in HMP Lewes. The availability of drugs, mobile phones and other illicit items affects the stability of the wings, with bullying and debt the main reasons for violence. However, the number of recorded assaults (prisoner on prisoner and prisoner on staff) was 15% lower in 2019 (236) compared with 2018 (278). Repeat offenders are encouraged to engage in a challenge, support and intervention plan.

4.2 The recorded number of self-harm incidents was 40% lower in 2019 (369) compared with 2018 (600). The Board's observations of assessment, care in custody and teamwork (ACCT) documents, which identify prisoners at risk of suicide or self-harm, showed that, although checks on these prisoners are now managed more robustly by senior staff, there are still occasions when these are made at predictable times (for the prisoner's safety, they should be unpredictable), and retrospective entries have been observed.

4.3 Throughout the reporting year, there has been an increase in intelligence-led cell searches, resulting in 1,397 'finds' of illicit items. In April 2019, there were 35 finds from 46 requested searches. The Board is pleased that tools to deter illicit items are now in frequent use. A Rapiscan itemiser was introduced in May, which can indicate if paper is contaminated with drugs. However, staff training on the use of the itemiser machine took some months to complete, resulting in the machine being initially idle. After a year with no working X-ray machine, one was installed in the prison in May, and another in the post room in July – 15 months after the previous one stopped working. The Board is pleased that there are now three dogs and two dog handlers at the prison.

4.4 Cell cards were missing for several months and the Board also observed wrong cell cards on doors, which it considers even more worrying from a safety perspective, particularly when this was observed in the inpatient unit. By December 2019, cell cards were observed on most wings, although they have still been noted as incorrect at times. A one-off audit of the prison's emergency cell call bell answering records showed unacceptable waiting times before some were answered.

4.5 Use of force meetings are frequent, and times and locations of events are well scrutinised. In line with the Lammy Review, protected characteristics groups are closely monitored to identify any use of disproportionate force; none was identified. Body-worn cameras (BWC) are commonly used to record use of force incidents (over 70% of officers collect BWCs).

4.6 There have been two deaths in custody in the reporting year, and the Board is satisfied that each occurrence has been handled in a respectful and dignified manner.

4.7 The mandatory drug testing (MDT) sessions were often closed during the reporting year. For example, in October 2019 it was open for 23 out of a possible 56 sessions. While all random testing was achieved each month, suspicion tests were often not completed within the required time frame. For example, eight potential tests were timed out in July 2019 and there was no suspicion testing in August, October or December. Random drug testing for the year to date had a positive figure of 17.9%, which is below the national set target of 20%.

4.8 From the Board's observations, newly arrived prisoners are treated with respect and dignity. The appearance of the reception area has greatly improved; the waiting rooms are newly decorated and the toilet areas are clean. A new induction booklet has been produced,

which is helpful. The officers and first night centre orderly conduct some inductions on the first night centre, although it was reported to the Board that the attendance of the dedicated peer mentors is erratic. There have been complaints to the Board throughout the reporting year about poor induction.

4.9 The Samaritans continue to be a valuable asset to prisoners. The total number of requests for a Listener increased by over 40%, from an average 99 in October 2018 to 142 in October 2019.

5 EQUALITY AND FAIRNESS

5.1 There are currently 222 prisoners in HMP Lewes with a declared disability, the two most common being mental illness and learning difficulties. There are 27 prisoners with a personal emergency evacuation plan in place. Lockdowns have affected the quality of life for older prisoners and those in wheelchairs, as keep-fit/gym sessions have been regularly cancelled.

5.2. The Board is aware that, during the reporting year, the establishment has tried to implement some potentially encouraging initiatives in the area of equality and fairness. It has instigated forums for all of the protected characteristics, which will be led by two members of the senior leadership team. However, the Board is aware that regime restrictions have had an impact on the support available to those prisoners who require extra assistance.

5.3 The Board is concerned that, as reported last year, prison data shows a disproportionate number of prisoners from black, Asian or minority ethnic groups (BAME) on the basic level of the incentives and earned privileges (IEP) scheme. It is understood that there is currently work under way to investigate the reasons for this.

5.4. Foreign national prisoners make up around 14% of the population at the establishment. In the early part of 2019, prisoners raised concerns with the prison about the service offered by immigration officials, and the Board has received complaints about problems in contacting them. Immigration officers now seem to be more visible on the wings. An immigration support surgery is also held once a month. A foreign national forum started in September 2019 but had teething problems, mainly with getting the prisoners unlocked and from the wings to get to the forum. The Board is also aware of problems with access to and/or under-use of translation services and has observed at times heavy reliance on the language skills of one member of staff rather than the professional service.

5.5 As reported in previous years, the structure of the buildings means that some areas of the accommodation are inaccessible to wheelchair users. Cell doors in many wings are too narrow for standard wheelchairs to pass through, which the Board considers to be unfair. The wheelchair-using population on the vulnerable prisoner (F) wing still has no access to the general exercise area; these prisoners are limited to a small outside area close to and within clear sight of A wing, where they can be subject to abuse from the prisoners on that wing. There is only one cell on F wing with a shower for those with disabilities, such that disabled prisoners in other cells have to make do or rely on that prisoner letting them use his shower.

5.6 In the Board's opinion, the chaplaincy continues to provide an excellent service, offering prisoners a full programme of worship and faith-related education, as well as pastoral care.

6 SEGREGATION/CARE AND SEPARATION UNIT

6.1 There are 14 cells on the CSU, including two high-risk and an additional two special accommodation cells. While the unit is always kept very clean and tidy, the showers have been in a very poor state of repair.

6.2 The Board is pleased to note that there has been a generally consistent group of staff on the unit over the reporting year (with some changes taking place as a result of time limits applied to working in this stressful environment). The majority of staff have undertaken first-aid, and suicide and self-harm training, 50% have training in mental health and four are ACCT assessors.

6.3 All segregation review boards over the reporting period were held within the correct time limits. There is an improved consistency in attendance by HCC staff, who are generally well informed about the prisoners being reviewed. Over the reporting period, 98.5% of safety algorithms were completed on time, with 100% completed over the last seven months. The 1.5% failure was attributable to HCC staff.

6.4 The average monthly number of prisoners spending time in the CSU over the reporting year was 32. The Board is concerned that there were 60 prisoners admitted to the unit on an ACCT, when this should be avoided if at all possible, and an additional 31 for whom an ACCT was opened once there. There were two prisoners who spent a considerable amount of time on the CSU, having arrived from segregation units elsewhere, who were ultimately successfully managed into normal location as a result of skilful care and intervention from the unit staff and members of the in-reach service.

6.5 Overall, the Board is concerned about the number of prisoners it hears state that they are unwilling to return to normal location owing to fears of violence, bullying and contact with drugs. This has resulted in longer stays in the CSU than desirable.

6.6 The Board remains very concerned that, because of accommodation constraints in the HCC, there are constant watches undertaken in the CSU which would be more appropriately undertaken in the HCC, given the mental health concerns that have given rise to the requirement for constant watch.

6.7 Over the reporting period, special accommodation (where items such as furniture or bedding were removed from the prisoner's cell in the interests of safety) was used 14 times on the unit, with the Board noting that three of these times were unauthorised. Despite the efforts of the safer custody governor, the Board has observed that there continues to be confusion over what constitutes special accommodation. This includes who is responsible for the procedures, and paperwork, when this takes place beyond the CSU. There were at least two unauthorised uses of special accommodation elsewhere in the prison that the Board is aware of.

6.8 Segregation monitoring and review group meetings are held monthly, with clear and concise data provided relating to the ethnicity, age, religion and any disabilities of those admitted to the unit, along with comparators with the general prison population, to ensure that there is no over-representation from any group. Any disproportionate or over-representation of mixed-race and BAME prisoners on the unit has been minor, and the result of the behaviour of one or two prisoners.

6.9 Only three of the required four adjudication standardisation meetings were held over the reporting period. Clear and comprehensive data is provided for the meetings, and there is a

clear understanding of the changes in the revised Prison Service Instruction (PSI). The Board has not evidenced any failure to comply with the PSI in those adjudications monitored.

ACCOMMODATION (INCLUDING COMMUNICATION)

7.1 The Board considers that much of the accommodation provided at HMP Lewes is not decent. Week in and week out, the Board has observed dirty wings, mouldy showers and filthy toilets, much of which is such ingrained dirt that they are 'uncleanable' with the available products. Curtains were added to cell windows in autumn 2019, which was a welcome improvement, but in-cell toilets still do not have lids.

7.2 Throughout the reporting year, the Board has observed that the prison is unable to provide some of the basics that a prisoner is entitled to; between December 2019 and May 2020, there were no shoes available to prisoners who needed them; in December there were no socks; in November and December there was a blanket shortage; earlier in the year, the Board regularly viewed cells with missing furniture, and at the end of January 2020 there was a two-week period with no cups, bowls or plates available for prisoners who needed them, including new prisoners. In each case, the Board considers that this is not decent.

7.3 The Board does, however, recognise that there have been some improvements: there has been a programme of cell redecoration, and in October 2019 there was a redecoration of L wing (cell doors, walls and railings), which resulted in a very considerable improvement.

7.4 Work to prevent rainwater penetration on A and F wings through the Plenum towers took most of the year to complete. Rats remain a problem on F wing, although the introduction of cats in April 2019, alongside baiting, appears to have limited the problem to that area only.

7.5 During the reporting year, in-cell telephony was introduced on all the wings, which, anecdotally, was welcomed by prisoners as it allowed far greater opportunities for them to get in contact with their families and friends.

7.6 The food produced by the kitchen is variable in its quality but is generally viewed by the Board as acceptable. Pre-packaged lunch items, such as pasties, have been described as 'revolting', while some puddings have been highly complimented by prisoners. Lunches are cold, although soup has been served at various points during the reporting year, with filled rolls of prison-made bread but no butter and generally small fillings. There is a choice of five evening meals, including vegetarian and halal options. The kitchen makes good efforts to meet the needs of particular groups of prisoners, such as during Ramadan, and individual special diets.

7.7 The regime offered to prisoners has declined over the course of this reporting year – that is, the numbers of planned and unplanned lockdowns have increased. From March 2019, there began frequent weekend lockdowns, so, for example, two of the large wings were open on a Saturday morning, with two in patrol state, and this was reversed for the afternoon. On Sundays, the wing opening times are reversed, so that prisoners may be locked up from Saturday before lunch until Sunday after lunch.

7.8 From July 2019, the regime was further reduced to only one evening domestic session a week for the large wings (it had previously been two) and continued weekend lockdowns. As set out last year, the Board considers that the weekday regime, even when running as planned, has major failings, particularly the extensive periods that prisoners spend locked up. For example, prisoners who do not go to work or education are likely to be locked up for more than 22 hours a day. At various times during the reporting year, lunch was served door to door, so prisoners did not even get to walk to the servery before being locked up again. All meals are eaten locked in cells, with the evening meal served at the very early time of 4.30pm, with breakfast packs for the following morning served at the same time. Exercise is offered at 7.45am, when, in the winter months, it is barely light and, given that prisoners are not issued

with coats, it is potentially extremely cold; evening domestic sessions are offered to only to those on the big wings.

7.9 In September 2019, the chair of the Board wrote to the Governor to express her continued concern about the 'training day lockdowns', which occur once a month on a Monday and Tuesday, to facilitate staff training. The Board has always had concerns about these lockdowns (see 2018/19 annual report); however, it considers that their impact is exacerbated when they have followed a weekend lockdown. The Board welcomes a change in the schedule to two Mondays per month for the forthcoming reporting year.

7.10 Access to the gym has been severely restricted during the reporting year, mostly because of a shortage of qualified physical education instructors. For example, in the week beginning 16 December 2019, it was open only on Tuesday, Wednesday and Thursday, and this was for a restricted number of prisoners.

8. HEALTHCARE (INCLUDING MENTAL HEALTH AND SOCIAL CARE)

8.1 Healthcare services continue to be delivered through eight different service providers, and while they endeavour to work together, the Board is frequently aware of shortcomings in care due to disconnects between suppliers and their processes. This has caused problems with the timeliness of prescriptions and the dispensing of medicines, as well as referrals between the services for prisoners with complex needs.

8.2 The mid-year announcement that a new provider would be in place in April 2020 brought uncertainty for staff, affecting morale, opportunities to recruit and a greater need for temporary staff during the latter months of the reporting year (the main provider, Sussex Partnership Foundation Trust, during October-December averaged 9 staff vacancies, with 50-60 agency shifts). The Board escalated its resultant concerns regarding the maintenance of safe and effective healthcare provision during the transition to the prisons group director, Kent, Surrey and Sussex, via the governing governor.

8.3 The Board continues to have concerns about waiting times for care, as well as a lack of confidence in waiting list data. Prisoners reported waits of many months for the dentist, despite information reported to the contrary. Waiting times for the GP were unacceptable at various times during the reporting year, peaking at the end of July, with a reported 107-day wait for a non-urgent appointment. Waiting times varied considerably between wings owing to the way that appointment slots are allocated, and despite repeated promises of wing-based GP clinics, these failed to materialise.

8.4 The Board is aware that a variety of logistical reasons have had an impact on healthcare provision and access to services. For example, prisoners are not collected for appointments, clinics are cancelled or run out of time, clinician capacity is not matched by officer availability and hospital appointments are regularly cancelled. Regime restrictions regularly accounted for 40–50% of the non-attendance at the Forward Trust's one-to-one sessions. Between a third and a half of outside hospital appointments were cancelled each month, for a variety of reasons.

8.5 There have been consistently high 'did not attend' levels for clinics, and snapshot analysis suggests that around half of these were due to prisoners choosing not to attend. In July 2019, 469 prisoners were seen at clinics, with 170 declining to attend; in August, 468 prisoners were seen, with 148 declining. The Board is concerned about the lack of progress in identifying and tackling the root causes of this. As a result, prisoners are often not able to see a healthcare practitioner, despite having an appointment, and the rebooking process is unreliable and unfair.

8.6 The Board considers that the complaints management process remains poor and still does not provide an overarching view of healthcare delivery. Complaint levels to the two main providers combined typically number 25–40 per month, an increase on last year, but there remains limited visibility of the reasons, resolution or learning from them. A healthcare local delivery board was put in place from October 2019, bringing a renewed focus and increased visibility of service delivery. The number of applications to the Board regarding healthcare issues remained comparable to that of the preceding year, at 67, with 60% relating to access to services and quality of care.

8.7 Secondary screening levels within the target, which is 72 hours of arrival of a new prisoner, continued to be poor. For example, in January 2020 24% of new receptions were seen within the target.

8.8 In May 2019, the Board escalated concerns to the NHSE commissioners about the inadequate provision of dentistry services; with a new contract in place from November 2019,

there has been a significant improvement in access to care, and reduced waiting times. Additional clinicians/practitioners, together with a change in working practices by the mental health team, has meant reduced waiting times, as well as improved prioritisation of need.

8.9 A year after the smoking ban was introduced, smoking cessation work with prisoners continues to be successful. Wing-based long-term conditions clinics are now in place and have been well received.

8.10 Social care, delivered by Better Healthcare Services via the local authority, and the sexual health clinic, delivered via East Sussex NHS Trust, both have high levels of service user satisfaction. The substance misuse service delivered by the Forward Trust continued to perform well, taking on 50–70 new clients a month and delivering various programmes. Many prisoners comment that when they do see healthcare practitioners, they are very happy with their service, and also the caring attitude of the staff; their main frustration lies with getting access to appropriate healthcare professionals.

9. EDUCATION AND OTHER ACTIVITIES

9.1 Allocation, attendance and efficiency rates for education classes remain lower than hoped, at 73%, 67% and 49%, respectively. It has been reported to the Board that staff shortages and a restricted regime have been the key concerns for education provision during the reporting year. The Prison Education Forum shows that 1,245 planned hours of education were not delivered between April 2019 and January 2020. The Board has noticed some loss of momentum as a result, as well as poor morale.

9.2 In the Board's view, attendance at education classes remains too low. This has been recognised, and the prison and Weston College are actively looking at improving consistency and the quality of delivery. Attendance levels were improving towards the end of the reporting year.

9.3 Staff shortages have also affected the education team, which meant an average of 128 hours lost per month. The issues mainly occurred over summer 2019, caused by a lack of cover. The situation has improved, with 74.5 hours lost in January 2020.

9.4 Improving the quality of teaching and learning remains a key focus, and monthly staff one-to-ones, regular learning walks and reviews of teaching and learning, which include observations three times a year, are now in place. A programme of continuing professional development has been introduced for tutors. This looks at key areas, including marking, the tracking of a learner's progress and supporting those with learning difficulties and disabilities.

9.5 The Board notes that success rates achieved in education classes have been mixed, and have varied considerably; for example, success in English in the work-based learning environment is at 84% while in mathematics it is only 43%. The Board hoped that these figures would have been better but notes that the proportion of prisoners gaining a qualification has improved, according to the HMIP/Ofsted IRP in December 2019.

9.6 The Board welcomes a number of new initiatives which have been adopted; for example, the peer mentoring course is proving popular and has good success rates. However, the peer mentor placements have got off to a slow start, with only five prisoners having been effectively trained and used in education classes. There is now an agency member of staff delivering the horticulture course, which started in January 2020.

9.7 In addition to the education contract with Weston College, there is a 'dynamic procurement structure', which allows the establishment to commission short courses that respond to need. In 2019, these included a music project through InHouse Records; hospitality, including an event stewardship course; and a Construction Skills Certification Scheme card course and a construction employment event.

9.8 The Board observes that the library continues to provide a good service to prisoners, either in the library itself or taking services to prisoners on the wings.

10 WORK, VOCATIONAL TRAINING AND EMPLOYMENT

10.1 In the Board's view, there are currently not enough work places for all the prisoners and too few of them are employed. Work has more recently been done to improve the processes for engagement and the ability to monitor reasons for non-compliance. This has shown some improvement but there is still more to be done, and figures for 2019 overall have been disappointing. A December 2019 HMIP/Ofsted IRP report concluded that the prison had made insufficient progress in securing good-quality work provision.

10.2 As we have reported in previous years, HMP Lewes has a high turnover of prisoners, with more than half of them staying for an average of five weeks. This presents challenges for getting prisoners into work before they leave the establishment.

10.3 At the beginning of the reporting year, there were four workshops: a multi-skills workshop, and workshops for the repackaging of airline headphones, recycling textiles and making lobster pots (the latter work being available to the vulnerable prisoner wing only). Further opportunities were available with the grounds party, clothing and exchange store and the prison kitchens and officers mess, as well as wing jobs. Unfortunately, staffing shortfalls (and, occasionally, a shortage of materials) have resulted in a reduced number of sessions. Furthermore, security concerns led to the suspension of the headphones workshop in June 2019, with a concomitant loss of places, especially for non-vulnerable prisoners. The lobsterpot workshop closed in October 2019 to make way for a new recycling workshop, accredited by the Waste Management Industry Training and Advisory Board, which is gaining ground but is still in the early stages of development.

10.4 Similar to the situation with those attending education classes, other claims on prisoners' time also have an impact on their ability or motivation to attend work, particularly in the light of the restricted regime, which creates further pressure on prisoners' timetable, in which work is not necessarily prioritised. HMIP inspection reports have also noted that wing staff have not been doing all that they can to ensure prisoners' attendance at work. Overall, the year-to-date attendance in the active workshops has been 82.6%, although this has ranged significantly – for example, it was 84.53% in May 2019 and 32.64% in August 2019. The Board's experience is that workshops visited are regularly below the allocated complement. That said, the atmosphere in the workshops is positive, as are relationships between prisoners and workshop staff.

10.5 There is a shortage of accredited work placements, with 18 accredited vocational spaces across multi-skills (painting and decorating), barista training and the National Vocational Qualification in food preparation and peer mentoring. This is, however, an increase on last year. At the end of the reporting year, accredited work was becoming available in horticulture and waste management.

10.6 Despite the difficulties in this area, there have been a number of encouraging developments during the reporting year which have gained momentum. The Board welcomes the commissioning of a careers information, advice and guidance service, which provides prisoners with advice on using their time in custody and is working to improve efficiency within the system. For example, the requirement to wait four weeks before getting a job has been removed. A new allocations process seems to be improving the uptake of the available opportunities.

11 RESETTLEMENT PREPARATION

11.1 One of the key initiatives of the last reporting year was the introduction of key workers as part of the new OMiC model. However, although key workers are allocated on the next working day after a prisoner's arrival, the number of key work sessions delivered has been poor, which the Board considers extremely disappointing. The maximum percentage of delivered key worker sessions was 27.89% in March 2019, and the minimum was 8.73%, in December 2019; the annual average was extremely low, at 15% delivery.

11.2 There has been an effort to reduce the backlog in offender assessment system (OASys) reports, without which prisoners do not have sentence plans. This has resulted in the number of outstanding reports reducing from a maximum of 68 in May 2019 to 29 in January 2020. However, the Board considers that no prisoner should be disadvantaged by not having a sentence plan.

11.3 As with other areas of the prison, resettlement preparation has been affected by the restricted regime. The IPRC houses the KSS CRC, which manages the through-the-gate service, Southdown Housing and the Jobcentre Plus. In 2019, they achieved 93% against the 95% target level for seeing service users within five days of entering prison (basic custody screening tool 2). The KSS CRC manager attributes missing the target chiefly to the repeated closures of the IPRC due to reallocation of prison escort officers to other duties, often at the last moment, causing frustration to service users as well as staff. The IPRC has been open for only around 40% of potential sessions (their statistics), mostly due to escort reallocation; for some sessions, there has been only one escort, rather than two, which further, and disproportionately, reduces the number of prisoners who can benefit from the services of the IPRC.

11.4 When the IPRC is closed, through-the-gate staff will go onto the wings, but this is less efficient and it is difficult to discuss confidential information through the cell door, or allow the prisoners to see the other agencies housed in the IPRC – for example, Jobcentre Plus. In June and July 2019, the Board conducted a short programme of interviews with prisoners who were due to be released from the prison in the next few days. While we were unable to verify their reports, some prisoners said that they were leaving prison without having had contact with the IPRC.

11.5 The prison did not run its RESOLVE and Thinking Skills Programme (TSP) accredited programmes (aimed at reducing violence and offending, respectively) for several months of the reporting year, although over the whole year it delivered what was required by its delivery plan (three TSP courses and one RESOLVE programme). The Board regrets that more accredited programme such as these were not run, as a lack of such courses makes it harder for prisoners to progress through their sentence or meet parole requirements.

11.6 The Board has continued to observe the good and important work and support that Spurgeons provides to assist prisoners in maintaining family contacts, and their welcoming visitors centre.

C Section – The work of the IMB

BOARD STATISTICS	
Recommended complement of Board members	17
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	11
Total number of visits to the establishment	587
Total number of segregation reviews attended	278

D Section – Applications to the IMB

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	9	17
B	Discipline, including adjudications, IEP, sanctions	3	5
C	Equality	5	4
D	Purposeful activity, including education, work, training, library, regime, time out of cell	10	14
E 1	Letters, visits, telephones, public protection restrictions	21	45
E 2	Finance, including pay, private monies, spends	6	14
F	Food and kitchens	8	5
G	Health, including physical, mental, social care	67	72
H 1	Property within this establishment	15	25
H 2	Property during transfer or in another establishment or location	37	47
H 3	Canteen, facility list, catalogue(s)	18	14
I	Sentence management, including home detention curfew, release on temporary licence, parole, release dates, recategorisation	39	38
J	Staff/prisoner concerns, including bullying	44	29
K	Transfers	9	21
	Total number of IMB applications	291	350

Note: there were an additional 25 applications in the current year that were classed as miscellaneous or unknown.

