



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

**HMP Long Lartin**

for reporting Year  
1 February 2019 – 31 January 2020

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*Monitoring fairness and respect for people in custody*

## TABLE OF CONTENTS

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### A Introductory sections

Section	Topic	Page
1	Statutory role	3
2	Executive summary	4
3	Description of the establishment	7

### B Evidence sections

4	Safety	8
5	Equality and fairness	10
6	Segregation/Care and separation unit	11
7	Accommodation	13
8	Healthcare (including mental health and social care)	14
9	Psychologically informed planned environment (PIPE)	16
10	Education and other activities	17
11	Work, vocational training and employment	18
12	Offender management in custody (OMiC)	20
13	Chaplaincy	22

C	The Work of the IMB	23
D	Applications to the IMB	24

### 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.

### **Main judgements**

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

In the experience of the Independent Monitoring Board (IMB), the treatment of prisoners by staff is fair and consistent. The Board is satisfied that the majority of complaints are answered conscientiously, fairly and promptly. When something does go wrong, it is usually put right without recourse beyond the establishment.

The Board believes that fair treatment of prisoners on the pre-PIPE (psychologically informed planned environment) programme is put at risk by a regular shortage of staff and the lodging of segregated prisoners in the PIPE unit.

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

The Board notes the high standard of care by staff at every level towards prisoners, in what are often trying circumstances. It also notes the staff's detailed knowledge and understanding of the prisoners in their care.

The cells on four wings lack running water and sanitation, falling below modern standards of decency for about half of all prisoners. The Board believes that action on this by the government is long overdue.

Staffing levels have, at times, adversely affected the number of hours that prisoners can be out of their cells.

A feature of the establishment's segregation unit is that prisoners too often remain there for extended periods, for lack of more suitable alternatives.

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

Most prisoners in HMP Long Lartin will serve many years in custody, often beyond retirement age. Her Majesty's Prison and Probation Service (HMPPS) has taken the pragmatic view that the priority for vocational training should be to offer vocational skills to prisoners who are most likely to benefit – prisoners on shorter sentences and those nearing the end of their sentence who will move progressively to lower category establishments or for local release. Very few prisoners are released directly from the establishment.

### **Main areas for development**

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#### **TO THE MINISTER**

- In common with the wider estate, the prison continues to suffer from staff shortages. The Board believes that some of the challenges faced by the prison can be attributed in part to this shortage. It is disappointing to report that measured safety data both for prisoners and staff for the first eight months of the reporting year were poor. The level of violence against staff and the high number of serious incidents in the segregation unit must be addressed.
- The Board believes that a higher staff complement would help to address the problem of inadequate activity for prisoners outside their cells. HMIP's expectations in this area have again not been met. Inactivity leads to boredom, frustration, and difficulty in progressing prisoners positively through the system

What is being done to address staff shortages across the sector?

- The population of the segregation unit at Long Lartin is unacceptably high. This is part of a serious national problem of full segregation units and a shortage of appropriate places for segregated prisoners with mental health problems and complex needs. Prisoners become 'stuck', sometimes for years. This situation is extremely demanding on staff and puts their safety and welfare at risk.

What is being done to address the unacceptably high population of segregation units in particular prisons such as Long Lartin?

- There is a serious national problem of full segregation units and a shortage of appropriate places for long-term segregated prisoners with mental health problems and complex needs. Prisoners become 'stuck', sometimes for years.

What is being done to address the complex needs of segregated prisoners?

- The Board wishes to restate from our report in 2018/19 and previous annual reports that *the cells in the oldest wings are still without sanitation or running water. Successive ministers have been informed of the situation in annual reports ever since the official end of 'slopping out' in 1996. The arrangements in place – 'Nightsan' – are inadequate and no substitute for proper sanitation. The Board points out, again, that the practicalities of the 'Nightsan' system do not consistently meet the needs of prisoners or conform to modern standards of decency. Even when the system works, it is degrading and insanitary.*

What is being done to remedy this unacceptable situation?

- The buildings maintenance contractor (Amey) continues to have a serious backlog of jobs, some of which remain unfinished, and some have not begun.

What is being done to challenge the poor performance of Amey?

#### **TO HMPPS**

- The Board acknowledges the efforts which are being made to improve staffing levels through recruitment and enhanced incentives. Nonetheless, the Board notes that the prison continues to face difficulties in maintaining a full regime. Staff issues have impinged on the regime, workshops have been restricted and time out of cell is below the expectations of HMIP.
- Recruitment of healthcare staff continues to be hampered by the extremely slow vetting process.
- Activities for prisoners outside their cells continue to be inadequate, and HMIP expectations have, again, not been met.
- The Board would like to see improved quality and quantity of work across the workshops to keep the prisoners engaged and occupied, and a reduction in the number of workshop closures.

#### **TO THE GOVERNOR**

- It is disappointing to report that measured safety, both for prisoners and staff, for the first eight months of the reporting year at the prison was poor.
- Activities for prisoners outside their cells continue to be inadequate, and HMIP targets have, again, not been met. This adds to boredom, frustration and difficulty in progressing prisoners positively through the system.
- The Board notes the unacceptably high number of assaults on officers in the segregation unit and the shortage of dedicated staff in this unit.

- The Board would like to see a more formal process for reviewing incidents and prisoner movements involving the use of force.
- The Board believes that there is a need for closer cooperation between HMPPS management and the healthcare providers, in order to help them to achieve a better service.
- The PIPE unit should only be populated by prisoners undergoing the pre-PIPE programme as part of their rehabilitation. Having 'lodgers' from the segregation unit detracts from the quality and purpose of the regime.
- The Board would like to see an improved quality and quantity of work across the workshops, to keep the prisoners engaged and occupied, and a reduction in the number of workshop closures.
- For the second year running, equality monitoring data continues to be three months in arrears, with the consequence that it is of little use in informing policies and procedures.
- The buildings maintenance contractor continues to have a serious backlog of jobs, some of which remain unfinished, and some have not begun.

### **Improvements**

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- There has been a reduction in the number of incidents of violence and self-harm in the last four months of the reporting year, and the Board is pleased that there are initiatives now in place to continue this improvement.
- The atmosphere in the PIPE unit is relaxed and purposeful. Most prisoners say that their needs are being met. The work of the unit is maturing, and five prisoners have now completed the pathway and are awaiting progression.
- Progress continues to be made in the quality of visits facilities and the visits experience, both for prisoners and their families and friends. The contracting out of family provision to the Prison Advice and Care Trust (PACT), which has an excellent working partnership with the prison managers, has resulted in welcome improvements. Using their experience from other prisons, PACT has breathed new life into a number of areas:
  - There has been a significant improvement in the range of refreshments available.
  - The family days have a greater range of activities.
  - Different prison departments are on a rota to be available in the visits centre to engage with visitors and explain their role.
- The Board acknowledges the continuing success of the enabling environment on Perrie Blue wing which helps to prepare prisoners in the segregation unit to move to normal location. The Board commends the staff who carry out this important work.

### 3 DESCRIPTION OF THE ESTABLISHMENT

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3.1. HMP Long Lartin is a dispersal prison within the long-term and high-security estate, situated in the Vale of Evesham. The original premises date from the early 1970s, although they have been modified by successive programmes of adaptation and improvement.

3.2. The prison currently has a certified normal accommodation of 556 adult males. About a fifth are category A, including some high-risk prisoners, with the remainder category B. From time to time, there may also be a small number of remand prisoners, all of whom are provisionally category A.

3.3. Prisoners are accommodated in single cells in six mainstream wings and two support wings, with a small number in a PIPE unit. This unit is a 'pre-PIPE', preparing prisoners for transfer to an appropriate therapeutic community or PIPE elsewhere. Four wings in the oldest part of the establishment lack in-cell sanitation and running water. One of the mainstream wings operates as an 'enabling environment'. There is a large segregation unit – the largest in Europe.

3.4. Service providers:

<b>Function</b>	<b>Provider</b>
Education	Milton Keynes College (which now holds the contract across the long-term and high-security estate)
General healthcare services	Care UK
NHS integrated prison mental health and substance misuse service	Inclusion
Social care	Worcestershire County Council
Canteen	DHL
Buildings maintenance	Amey

## **B Evidence Sections 4 – 13**

### **4 SAFETY**

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4.1. Figures indicate that for eight months of the reporting year, HMP Long Lartin was more unsafe for staff and prisoners than in the previous year. Data show that the year under review was a record year for violence, assaults and indiscipline.

	<b>Current reporting year</b>	<b>Previous reporting year</b>	<b>Year on year</b>
<b>Total number of assaults</b>	177	74	+139%
<b>Number of prisoner-on-prisoner assaults</b>	57	21	+171%
<b>Number of assaults on staff</b>	120 (9 requiring hospital treatment)	46	+161%
<b>Number of self-harm incidents</b>	450	255	+76%

4.2. On 24 September 2019, there was a major disturbance on Perrie Red wing, resulting in staff injuries and serious damage. Aided by the national Tornado team, order was restored after many hours. A total evacuation of the wing was required and it was shut down for repairs until early December. The total prison population fell as prisoners believed to have been closely involved were transferred out. In order to accommodate a significant number of prisoners who were suspected of involvement, some longstanding violent prisoners were also transferred out of the segregation unit to other prisons.

4.3. As a result of these events, during October 2019 there were almost 50 prisoners living under the segregation rule 45 regime. As the segregation unit was full to capacity (normally 38), overspill prisoners had to be accommodated as 'lodgers' on other wings.

4.4. This was the third act of concerted indiscipline in three years that has resulted in injury to staff and prisoners, major destruction and damage, and the evacuation of a wing which remained out of action for several months while costly repairs were carried out. Each incident took place under a different Governor.

4.5. The Board reports that the major incident in September 2019 occurred after a period of staff shortages during the summer holidays. This resulted in a reduction in the number of activities available for prisoners, a deterioration in living conditions due to delays in completing essential repairs and maintenance, and long waiting times for prisoners' supplies of legitimate online purchases.

4.6. The Board believes that the following factors have contributed to the declining safety of the prison:

- Significant numbers of younger prisoners serving long sentences are now accommodated at the establishment. Many were frustrated, bored and difficult to manage, although there appears to be a development of a strategy to help this group integrate into the prison.
- There were insufficient opportunities for prisoners to pursue meaningful activities in work, education and leisure.

- The Board understands that staff resources remain inadequate to adjust the regime to enable the prison to operate close to the HMIP expectation of unlocking prisoners for 10 hours per day (figures indicate no more than eight hours).
- While efforts to recruit staff are encouraging, the staff complement includes a significant proportion of young and inexperienced officers.

4.7. From 1 October 2019 to 31 January 2020, figures relating to violence and self-harm have reduced:

- Total assaults down 33%
- Assaults on staff down 50%
- Self-harm down 60%.

The following are thought to be contributory factors:

- The prison population fell by over 10%.
- The staff/prisoner ratio increased.
- A small number of prisoners responsible for over 160 incidents of self-harm were transferred.
- Several prisoners alleged to be closely involved with disturbances and violent incidents were either transferred or segregated.
- The Offender Management in Custody (OMiC) initiative, which allocates key workers, has begun to take effect.
- Improvements in technology and search techniques are believed to have made it more difficult to import drugs into the establishment.
- 'Insiders', wing representatives and Listeners (who numbered 15 in January 2020) continue to assist in counselling and calming frustrated, angry and disturbed prisoners.
- An improved understanding and use of challenge, support and intervention plans is evident recently.
- A developed version of the weekly safety intervention meeting has been implemented.

4.8. In conclusion, the Board reports that during much of the year under review, data confirms that Long Lartin became unacceptably unsafe, both for staff and prisoners. However, data around recorded incidents of violence and self-harm indicates a reduction during the last four months of the year, and the Board is pleased that there are initiatives now in place which should contribute towards improved levels of safety.

## 5 EQUALITY AND FAIRNESS

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5.1. The Board welcomes the creation of a new patient engagement lead based in the healthcare unit, whose role is to deal with complaints and issues relating to the equality arena.

5.2. The Board is pleased to note the higher priority given to consultation with prisoners during the reporting year, compared with the previous year, and the increased number of prisoner representatives from across the establishment.

5.3. A briefing session for prisoners was held to support 'Billy's Wish', to raise awareness of the impact of knife crime. This was the first time that such a session had been held in a prison and it was well attended by prisoners, who provided positive feedback.

5.4. For the second year running, equality monitoring data continues to be three months in arrears, with the consequence that it is of little use in informing policies and procedures.

5.5. The prison is still failing to capture systematically equality data on new prisoners arriving at the prison, with the result that gaps are occurring on the Prison-National Offender Management Information System (P-NOMIS) database. The prison has been without a disability liaison officer for over 18 months.

5.6. There was a welcome reduction in the number of discrimination incident reporting forms (DIRFs) submitted.

<b>DIRFs</b>	<b>2019</b>	<b>2018</b>	<b>Year on year</b>
<b>Submitted</b>	121	160	-24%
<b>Classified as DIRFs</b>	53	69	-23%

## **6 SEGREGATION/CARE AND SEPARATION UNIT**

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6.1. During the reporting year, the population of the segregation unit at any one time has been regularly well above 30, averaging 34. It increased significantly after the concerted indiscipline on Perrie Red wing in September 2019. During October and November, eight prisoners on segregation conditions became 'lodgers' on other wings owing to a lack of cells on the unit, a situation which was highly unsatisfactory as the wing staff had to manage two separate regimes. The issue of segregated 'lodgers' continues to be a challenge for the prison.

6.2. A positive development has been the continued success of the enabling environment on Perrie Blue wing, which assists in providing progressive moves for prisoners in segregation prior to moves to normal location.

6.3. The Board is pleased to report that education provision in the unit has improved during this reporting year, with more in-cell work, but there are many challenges in providing an appropriate and meaningful service in such a volatile environment.

6.4. The work of the psychology department plays an important part in the unit, and two senior psychologists, while not a dedicated resource, continue to make a valuable contribution. They work with the most 'stuck' and complex prisoners, with a view to identifying a suitable treatment pathway, and they attend and make recommendations to the 'fast-track complex case committee'. There have been successes during the reporting year but there are frustrations with the wider system (see paragraph 6.9).

6.5. The segregation unit's dedicated staff team should number 28 to be running at full capacity, but at the start of the reporting year there were only 17 regular staff members, supplemented by staff from other wings. From May 2019 until January 2020, the number had increased to 22. The Board commends the work of the well-managed team, which works professionally and with humanity despite the daily pressures from disturbed, demanding and violent prisoners, whose behaviour can involve persistent noise, damage to cells, dirty protests and aggression. The number of assaults on staff on the unit during the reporting year (84 reported) was a major concern to the Board. This figure has reduced noticeably since October 2019.

6.6. Special accommodation was used sparingly during the reporting year, mainly after serious assaults on staff, and only when no other option was available.

6.7. The Board is confident that use of force has been limited and proportionate, and that staff have dealt with incidents of violence with discipline and restraint. It, again, pays tribute to officers' skills in de-escalating potentially dangerous situations. The Board believes that, in the interest of transparency and for evidential purposes, it is important to introduce a more formal, independently monitored system for reviewing closed-circuit television footage of interactions involving the use of force. Between January 2019 and October 2019, there were 89 recorded incidents.

6.8. The work of the segregation review boards (Rule 45 reviews) at the establishment is demanding owing to the high number of prisoners in the unit. They are held on three afternoons each week, and during the reporting year there have been just over 1,000 individual reviews. The Board notes a significant improvement in the timeliness of reviews by the deputy director of custody (now the prison group director) for prisoners segregated beyond 42 days. The national problems around long-term segregation outlined below highlight the importance of these reviews, but it is disappointing to note how rarely the process is able to progress prisoners appropriately. All too often, the Board sees the same

prisoners coming back for yet another review, only to be informed again that there is no news of progression.

6.9. Transfers of prisoners to other establishments and specialist units is a significant national problem. There is a serious shortage of places available for segregated prisoners with complex needs who require specialist treatment and support. Without such provision, prisoners can continue to languish in segregation units for several years with no opportunity for progression, resulting in a loss of hope. The psychologists (see paragraph 6.4) have shared with the Board their frustration that, even when they are able to identify a treatment pathway in another establishment, that place may not accept the prisoner, so he remains segregated for far longer than is necessary or healthy. The longest periods of continued segregation recorded during the reporting year were 438, 465 and 747 days, although the average time is 21.4 days.

6.10. The Board welcomes the new national initiative of 'virtual segregation reviews', which were introduced towards the end of the reporting year in an attempt to resolve the problems of long-term segregation. It is to be hoped that this initiative will soon help to progress the transfer of prisoners in a meaningful way. It is regrettable that, at the time of reporting, the number of prisoners held for long periods and becoming stuck in the system remains depressingly high.

## 7 ACCOMMODATION

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7.1. The four main areas of concern to the Board are shown below. However, a recent governor's briefing to the Board has confirmed that these have now been identified as the focus for funding allocation:

- The general fabric of the buildings is poor, exacerbated by flat roofs which leak and are in urgent need of replacement. This has been acknowledged by the Prison Service, and roof replacement options and associated costings are being considered.
- The inadequate and outdated electricity supply restricts and delays many improvements in prisoners' living and working environments. Each day, the temperature in some of the cells is unacceptably high or low.
- The kitchen was originally designed to support a smaller establishment. Many appliances are in need of repair or replacement, and repairs are required to the roof above the food preparation area. Drains regularly become blocked. In summary, the kitchen is no longer fit for purpose. The Board is pleased to learn there is a plan to build a new kitchen at a different site.
- Four wings lack in-cell sanitation and running water, and the Nightsan system does not work properly. The Board regards this situation as inappropriate to the dignity of prisoners and staff, and was disappointed to learn that in-cell sanitation is not being considered. However, the Board is pleased that improvements to Nightsan will be going out to tender.

7.2. The buildings maintenance contractor continues to have a serious backlog of jobs, some of which remain unfinished, and some have not begun. The Board has observed the increasing frustration of prisoners on the wings due to outstanding appliance repairs and replacement. This frustration has been highlighted at prisoner consultative committees.

7.3. Litter outside the wings is a recurring problem.

7.4. Grassed areas within the prison become overgrown and conceal litter. A regular grass-cutting programme would greatly improve the outlook from the cells and enable the litter problem to be addressed.

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

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8.1. Overall, healthcare management is good. Innovations and improvements have been made to facilities, and care management and perceived weaknesses in services are kept under review. The Board would like to see a more empathetic approach and more cooperation from HMPPS managers with some of the problems faced by providers.

8.2. The recruitment and retention of staff continue to be difficult – and even with the use of agency and bank personnel, the shortage of staff inevitably reduces the quality of service to patients. Recruitment continues to be hampered by the very slow vetting process, which should be improved by greater efficiency in HMP Long Lartin and the Ministry of Justice.

8.3. Some relevant performance comparisons between 2018 and 2019 are shown below:

<b>Statistic</b>	<b>2019</b>	<b>2018</b>	<b>Year on year</b>
<b>Clinic appointments</b>	11,489	10,162	+13%
<b>Clinic patients refusing to attend</b>	902	787	+14.6%
<b>Clinic patients seen by a practitioner</b>	9,380	8,604	+9%
<b>Healthcare complaints/concerns</b>	781	753	+3.7%
<b>Board healthcare-related applications</b>	26	23	+13%

Fifty-nine hospital appointments were cancelled by the hospital and 32 by the prison – due either to non-compliance by prisoners or non-availability of escorts. The recent appointment of a patient engagement lead is expected to improve efficiency and ease prisoners' health concerns.

8.4. Hospital audiology appointments take low precedence for allocation of escorts – with the unsatisfactory outcome that one category A prisoner with hearing loss has been waiting for an appointment for over two years. The Board is concerned that, in spite of an acknowledgement that older prisoners will inevitably suffer from hearing loss, and the approval of a business case for audiology appointments to take place in the prison, little progress has been made to attract a practitioner.

8.5. Healthcare accommodation is dictated by the limitations of that part of the prison in which it is located. Cleaning services have been improved and some minor enhancements made to clinic rooms, but inpatient accommodation is shabby and not conducive to recuperation. Three inpatient cells continue to be out of use. More repairs, redecoration and improvements are needed. Cleanliness should be brought up to hospital standard.

8.6. The mental health of prisoners in the segregation unit, many of whom are segregated for many months, is a major cause for concern, and plans to recruit a permanently assigned mental health nurse have failed to materialise.

8.7. The NHS Inclusion team provides psychosocial intervention and care for prisoners suffering from poor mental health and substance misuse. There are currently 190 patients (99 primary care, 13 secondary care and 78 psychosocial patients). Four prisoners are awaiting beds in psychiatric hospitals. The Board believes that HMPPS managers should assist the team to hold more frequent group therapy sessions throughout the prison.

8.8. Excellent support from gym staff enables health champions to work throughout the prison but the promotion of a healthier diet is unlikely to achieve results on the current food budget.

8.9. The Board has concerns that social care has not been reaching all those who need it. Only one prisoner currently receives social care support from the local authority. A draft memorandum of understanding between the prison, the local authority and the healthcare provider is near completion. It is hoped that this will improve the quality of social care available. The Board will monitor its implementation.

8.10. The Board has been concerned by poor representation by HMPPS at monthly quality assessment meetings, and also by key HMPPS, NHS and senior Care UK staff at local delivery board meetings, leading to regular cancellation due to the lack of attendees. Poor attendance at these meetings inevitably downgrades remedial action and improvements to the service. Less frequent, better-attended meetings would achieve improved results.

## **9 PSYCHOLOGICALLY INFORMED PLANNED ENVIRONMENT (PIPE)**

9.1. Although there is space for 13 prisoners on the unit, there has been a maximum of 11 following the programme. For most of the reporting year, there have been three or four 'lodgers' as overflow from the segregation unit. Plans are in place to bring this situation to an end as the presence of these prisoners has an adverse impact on the smooth running of the unit. In early 2020, three prisoners on the PIPE waiting list were unable to be accommodated as their cells were being used by segregated prisoners.

9.2. There are no additional officers to supervise the segregated prisoners. Despite being screened as suitable for location on the PIPE unit, their presence can upset the whole environment. The extra time needed to support them has an adverse impact on the one-to-one work with the PIPE prisoners, causing frustration and disillusion for prisoners and staff. Officers in the unit are also required at times to assist the healthcare centre with three- and four-man unlocks, thus taking them away from their PIPE work. Supervision in the unit requires particular skills and a commitment to the culture, and suitable replacements have not always been appointed when trained officers have moved on.

9.3. There are currently six staff vacancies, in an establishment of 18. At the time of reporting, two staff were on long-term sick leave, and there are frequently another two requiring time off following night and rest-day duties elsewhere. The resulting shortage leaves those remaining unable to offer the full one-to-one pre-PIPE programme.

9.4. The planned duration of residence is one to two years, before transfer to another prison for more intense programmes in the offender personality disorder pathway. At the time of writing, three residents have been in PIPE for over two years, since it opened. They are ready to move on, together with another two who have completed the programme. They have been waiting five months for places and are understandably frustrated.

9.5. The atmosphere on the unit is relaxed and purposeful; prisoners say they are happy to be there. Individual and group work takes place every day with psychology and discipline staff, and a community forum of all residents and staff takes place weekly. Everyone is expected to attend and all are encouraged to participate. One-to-one interaction with staff helps the residents to learn to live together and accept responsibility.

9.6. The unit has been decorated by prisoners and staff, having started in a dilapidated state. Association rooms are comfortable and well used, and there is a well-equipped gym. The work that has gone into creating a garden is to be commended. This outside space is well utilised, and the herbs and vegetables are used by prisoners to cook their own food. Prisoners who had never cooked before are producing tasty meals, and they worked together to cook Christmas lunch for the unit.

## **10 EDUCATION AND OTHER ACTIVITIES**

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10.1. Education has gone through significant change in the past 12 months, with the introduction of the Prison Education Framework (PEF). The Board has noticed some teething problems as this new form of contract is implemented.

10.2. The Board has been impressed with the development of a broader curriculum that is tailored to the needs of the prison and links closely to the broader strategic objectives of the governor. A good example is the training of peer mentors in a variety of functions, at different locations in the prison. Education now plays a more integral role in the prison, whereas in the past it tended to stand alone.

10.3. The Board has also seen an improvement in education provision in the healthcare, PIPE and segregation units.

10.4. Despite some staff shortages earlier in the reporting year, Milton Keynes College has a dedicated resource to process CTC vetting applications, and the significant delays in staff coming into post have been reduced to between five and six weeks. However, the limitations of this type of contracting became apparent when a small contract was commissioned for information, advice and guidance peer mentor training. Under the new arrangements, this provision was tendered separately, but unfortunately the successful contractor was unable to meet the requirements when the contract began, and withdrew. It is currently being retendered, with an inevitable delay in the availability of the service. In the past, the education provider would have covered this provision with existing staff during the recruitment process.

10.5. The exciting curriculum planned for the coming year will include catering qualifications in the kitchen, music technology and an education channel on Wayout TV.

10.6. A highlight of the year was the exhibition of prisoner art at Worcester Cathedral. The Board is very pleased that the art teacher was nominated for the Butler Trust Awards for her excellent work.

## **11 WORK, VOCATIONAL TRAINING and EMPLOYMENT**

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11.1. The variable quality and availability of work across the workshops to keep the prisoners engaged and occupied is a major concern to the Board. The securing of new work contracts has been disappointing, as has the slow progress of investment and installation work. The other concern is the frequency of workshop closures. These factors have a detrimental effect on daily life for the prisoners.

11.2. The work being carried out within the prison comprises internal work for the establishment, internal contracts for the Prison Service (PSPI) and external contracts/work. The workshops are well attended, most running with close to allocated numbers, although the flexibility to move prisoners between workshops is limited.

11.3. Workshops can be closed on a regular basis due to a range of operational and maintenance issues, the most frequent reason being 'no discipline cover'. The Hatton suite suffers most from closures, followed by Prisons Information Communication Technology Academy (PICTA) and woodcraft workshops. This results in the prisoners remaining on the wing or in their cells.

11.4. At the end of the reporting year, 87% of prisoners were employed full time, including those participating in learning and skills programmes. Of those unemployed (able to work), 48% were residing in the segregation unit and healthcare.

11.5. There are 10 workshop buildings, of which only six are currently used for work and vocational training. Proposals for workshop reassignment from last year have not gone ahead. The outcome is one workshop being reassigned to programmes (OMiC) and psychology, and another workshop (proposed wood mill, currently textiles) remaining as textiles. There were plans for this large and under-utilised workspace to become more multi-functional, but wiring requirements have resulted in significant investment in equipment that remains unused. This workshop is the only one that employs both mainstream and vulnerable prisoners. A further workshop remains closed.

11.6. The prisoners working in the Hatton suite (within the main prison building for category A prisoners, whose movements are restricted) are under-occupied and unchallenged. The Board is disappointed that no further contracts for this particular workshop are on the horizon.

11.7. The quality of the work on offer varies considerably, ranging from the mundane and repetitive to the highly skilled. The two productive woodwork manufacturing workshops continue to produce items of exceptional quality. The prisoners in the kitchen manage well, while coping with problems caused by poor facilities and equipment. Work on the wings carried out by the prisoners continues to a good standard. Although the definition of 'purposeful activity' varies, the Board feels strongly that there needs to be more purposeful work, leading to a seen end product.

11.8. The Board is pleased that plans for PICTA have been confirmed. The workshop will cover 50% information technology (IT) education and 50% IT work (front-end software development for the education virtual campus). This will be centrally funded but will require hardware and software upgrades, together with workshop continuity.

11.9. There is a small amount of in-cell work in the segregation unit, and sourcing appropriate work for prisoners in the PIPE unit is under discussion.

11.10. There has been some unrest among the prisoners in relation to what they consider to be inequitable pay and bonuses across work areas. A pay review has been pending for over six months, with little progress and no implementation date. In spite of this, the atmosphere in the workshops is generally good.

11.11. Having insufficient work results in prisoners working at a leisurely pace, thereby reducing motivation and the option to incentivise. There are areas where productivity is particularly low (Hatton and Rotodex assembly, for example). The Board recognises that seeking target-driven contracts adds another factor to the challenging task of obtaining suitable work contracts.

11.12. The prison's rehabilitative culture is making steady progress. To improve their community, rehabilitative culture representatives are enthusiastic about the possibility of introducing recycling and upcycling. These ideas warrant serious consideration. The Board believes that giving prisoners challenging work, with a sense of community ownership, will further contribute to this culture.

11.13. It would be encouraging to see a more business-orientated approach to sourcing more purposeful work, not only by securing 'traditional' Prison Service contracts, but also by engaging in the local community.

## **12 OFFENDER MANAGEMENT IN CUSTODY (OMiC)**

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12.1. HMP Long Lartin has directed considerable commitment and hard work, at very senior level, to be ready to introduce fully the new OMiC model, effective from January 2020. The OMiC project implementation board was led by the governor, supported by his senior management team, Probation Service staff and other specialist managers. The training of 264 officers to become key worker staff and successfully implement the first stage of the OMiC model (five-minute intervention and specialist key worker training delivered) provided one of the major challenges.

12.2. The recruitment and appointment of 12 prison offender managers for Stage 2 OMiC was a challenge as the function requires a Probation Service qualification. A senior probation officer was seconded to the establishment for a two-year period, to lead and smooth the Probation Service aspect, drive through successful implementation of the OMiC model and oversee the communications aspect of OMiC both to staff and prisoners – through key worker forums, production of a key worker booklet and client feedback questionnaires from prisoners.

12.3. A further key element of staff training was delivered - Framework for Change (F4C), an integrated OMiC approach to prisoner engagement which equipped staff successfully to implement and drive forward the OMiC project on a continuous basis. The overarching objective was to provide a supportive relationship to prisoners – based upon Report and Support.

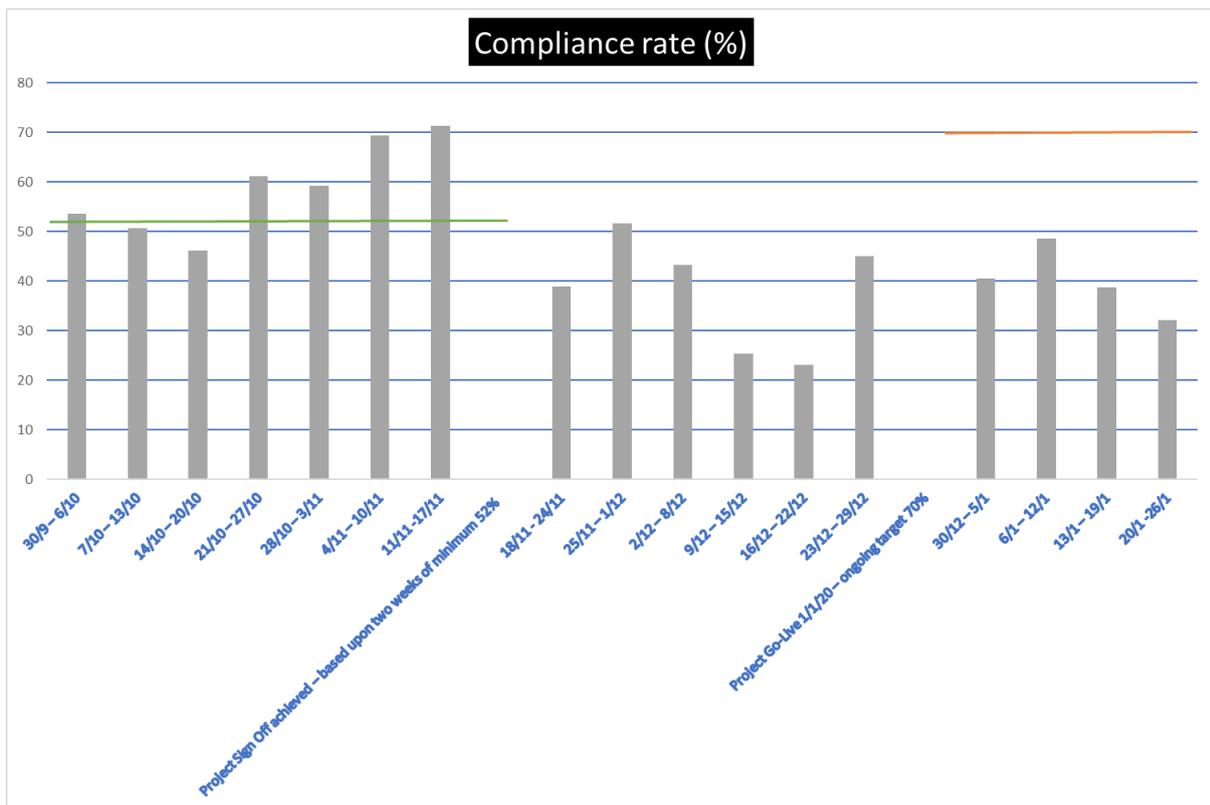
12.4. The capital funding sign-off assessment on 19 November 2019 required a minimum achievement of 52% of key worker duties against the plan. This was successfully achieved – a justified reward for the team's hard work and efforts.

12.5. The formal go-live was January 2020 – no key performance indicators are planned for introduction by HMPS HQ until 1 April 2020, although the informal key worker achievement required is set at 70%.

12.6. Initial quality assurance is through daily evaluation of percentage key worker duties – together with regular checks of the P-NOMIS/(DPS) system entries made by key worker, by the senior probation officer, supported by prison offender managers, to whom key workers report. In addition, senior governors/managers undertake random records quality checks.

12.7. The professional approach, and time and effort directed by the Long Lartin team to the project, and its ultimate success are acknowledged by the Board.

12.8. The measurable results achieved during and after project implementation, ahead of formal HQ-issued key performance indicators, from 1 April 2020 include the following key worker statistics (source: P-NOMIS/DPS):



12.9. The Board acknowledges the establishment’s commitment to OMiC – but also the enormous pressures placed upon the prison owing to staff shortages. New staff have been recruited but until training is completed, the current reduced numbers adversely affect the prison’s ability to meet both key work plans and full regime provision. The situation is further affected by a rise in staff sickness, due to injury on duty and seasonal illness.

12.10. The period since the OMiC project sign-off/go-live is too short to reflect accurately positive changes during the early days of implementation. However, face-to-face interaction with prisoners and staff does indicate that OMiC is generally accepted and welcomed, and improved results are therefore hoped for.

## **13 CHAPLAINCY**

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13.1. At the time of writing, the chaplaincy is fully staffed. The Board, again, commends the chaplaincy as a model of a cohesive inter-faith and inter-denominational team which provides an invaluable ministry to the whole prison community.

13.2. The work of the chaplaincy has continued to extend far beyond its statutory obligations. Weekly services and study groups are provided for prisoners of all faiths. With the assistance of the charity Sing Inside, the development of the music group and the choir has continued. Its contribution to the Christmas carol service, attended by some 80 prisoners, was much appreciated.

13.3. The regular pastoral ministry of the chaplaincy has included attendance, whenever possible, at all assessment, care in custody and teamwork (ACCT) reviews; sustaining the well-established Living with Loss course for prisoners living with the trauma of historical bereavement; and support for prisoners affected by a new bereavement. In addition, the chaplaincy has responded to the needs of those in the prison community, prisoners and staff alike, affected by a number of deaths at the establishment during the reporting year, through individual support and memorial services. The unobtrusive but invaluable work of the prison visitors scheme goes on, administered by a dedicated chaplaincy volunteer.

13.4. Established charitable initiatives have continued. The Angel Tree Project, coordinated by the chaplaincy with the Prison Fellowship and funded by donations from local churches, enabled Christmas gifts to be sent from prisoners at the establishment to their children and other relatives. The regular charity collection for Ramadan raised £1,000 from the prisoners, with a further £850 donated by a special appeal for the victims of the terrorist attack in New Zealand in March 2019.

13.5. As part of its contribution to the rehabilitative culture at the establishment, the chaplaincy has developed a charity scheme supporting eight causes, ranging from homelessness and mental health to wildlife conservation. At Christmas, cards in five different designs, created by prisoners in the art department, were offered for sale to all members of the Long Lartin community, to raise money for these charities.

## C The work of the IMB

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The reporting year has been a challenging one for the prison, and the Board has responded appropriately with increased levels of monitoring and reporting. A total of 229 prisoner applications were received, including 20 under 'confidential access'. There was a significant increase in two categories (listed on page 24 under codes I and J, respectively) – 'Sentence management including home detention curfew, release on temporary licence, parole, release dates, recategorisation' and 'Staff/prisoner concerns, including bullying'.

The Board has monitored a total of 1,012 segregation Rule 45 reviews, a significant 26% increase on last year, attending all but one of the 147 review boards. The Board has had regular access to the governing governor and senior staff, and a presence at meetings held in the establishment, covering safety, security, equality, use of force, healthcare, risk management, reducing reoffending, rehabilitative culture, prisoner consultation and OMiC. The Board's annual training visit, which this year was to HMP Wakefield, as the guests of Wakefield IMB, was highly informative. The Board has continued to enjoy a professional and constructive working relationship with prison managers and staff, and acknowledges their cooperation and support.

**Philip Sabin**  
**Chair, IMB Long Lartin**

<b>BOARD STATISTICS</b>	
Recommended complement of Board members	18
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	621
Total number of segregation reviews attended	1,012

## D Applications to the IMB

Code	Subject	Current reporting year	Previous reporting year	Year on year
A	Accommodation, including laundry, clothing, ablutions	6	18	-66%
B	Discipline, including adjudications, incentives and earned privileges, sanctions	11	12	-8%
C	Equality	7	13	-46%
D	Purposeful activity, including education, work, training, library, regime, time out of cell	17	30	-43%
E 1	Letters, visits, telephones, public protection restrictions	20	31	-35%
E 2	Finance, including pay, private monies, spends	6	14	-57%
F	Food and kitchens	1	4	-75%
G	Health, including physical, mental, social care	26	23	+13%
H 1	Property within this establishment	31	35	-11%
H 2	Property during transfer or in another establishment or location	30	24	+25%
H 3	Canteen, facility list, catalogue(s)	1	4	-75%
I	Sentence management, including home detention curfew, release on temporary licence, parole, release dates, recategorisation	25	9	+178%
J	Staff/prisoner concerns, including bullying	35	17	+105%
K	Transfers	4	2	+100%
	Others	9	-	-
	<b>Total number of IMB applications</b>	<b>229</b>	<b>236</b>	<b>-3%</b>

Applications dealt with under confidential access: 20