



Annual Report
of the
Independent Monitoring Board
at

HMP and YOI Kirklevington Grange

for reporting Year
2019

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Monitoring fairness and respect for people in custody

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A. Sections 1 - 3

1. STATUTORY ROLE

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

The Board is specifically charged to:

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

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

2. EXECUTIVE SUMMARY

2.1 This report represents the findings of the Independent Monitoring Board (IMB) at HMP and YOI Kirklevington Grange for the calendar year 2019. Evidence was gathered from scrutiny of prison records, rota visits, attendance at prison meetings and conversation with both prisoners and staff.

2.2 An overall view of the prison showed that it had continued to be a well-run operation, and as a result the majority of prisoners had a positive experience during their stay. This was reflected in the number of written applications received by the Board during the reporting year, which was, again, exceptionally low. These facts were supported by the monitoring activity via the rota reports and informal observations throughout the year.

2.3 In August 2019, there was an unannounced inspection by Her Majesty's Inspectorate of Prisons (HMIP) (the report can be found on its website), which gave a positive review. In conclusion, it said that 'Kirklevington was a safe, decent and purposeful place where prisoners' needs were met' and that since the last inspection (2015) the outcome for prisoners stayed the same receiving 4s in all areas of the Inspectorate's healthy prison test. HMIP made a small number of recommendations, and these were being applied during the reporting year.

2.4 In June the incumbent governor left Kirklevington Grange and an interim acting Governor was appointed in July.

2.5 To support the prison's status, a comprehensive delivery plan operated, improving the prisoners' surroundings, living environment and preparation for release. The plan was reviewed and updated on a regular basis throughout the year, with the support and input of staff, prisoners and contractors.

2.6 The prison continued its close relationship with other prisons, particularly HMP Holme House, which helped to create a better understanding between establishments and was beneficial to prisoners on transfer.

2.7 As records showed, there were a few reported incidents of discrimination, but when discovered they were swiftly dealt with.

2.8 The chaplaincy had a good understanding with the prisoners and this was improved by the appointment of an imam during the reporting year. Until this appointment, prisoners were accommodated at the local mosque through release on temporary licence (ROTL).

2.9 Resettlement was one of the cornerstones of Kirklevington Grange, and the year saw considerable success in involving the prison population in education, useful activity, and work experience and placements. There was an increase in ROTL, and cancellations were rare. The recruitment of new employers for prisoners outside the prison was ongoing and successful, resulting in a number of prisoners being employed on release.

2.10 There was a marked improvement in healthcare facilities over the reporting year, with reduced waiting times for appointments, although there were still some concerns. Illicit drugs were still an issue within the prison but this was carefully monitored, with frequent checks and searches carried out.

2.11 Education played a big part in prisoners' rehabilitation, with high success rates in the core subjects of English and mathematics, and continuing education to college and university was encouraged.

2.12 The majority of the accommodation is old, and there is a lack of financial investment to keep up reasonable standards.

2.13 Boredom was an issue with prisoners at the weekend, with many requests for additional television channels and resumption of the prison radio service. The lack of radio, poor television reception and lack of channels was an ongoing issue

Main judgements

Are prisoners treated fairly?

2.14 There were few indicators that prisoners were not treated fairly, with no Board applications relating to this matter. Relationships between staff and prisoners were good, with very few exceptions.

Are prisoners treated humanely?

2.15 In general, prisoners were treated humanely, with no evidence to the contrary.

Are prisoners prepared well for their release

2.16 During the reporting year, there were some issues regarding education and preparation for release, which were highlighted by HMIP, and its suggestions have been acted upon. An increased number of visitor days, including family days, had a positive effect on attitude to release.

Main areas for development

2.17 The transportation of prisoners to the establishment was generally fine, with the main complaint being that all their property did not always come with them. In one instance, it had arrived over three months after the prisoner's transfer, despite lengthy conversations with the sending establishment.

TO THE MINISTER

2.18 The estate at Kirklevington Grange is in need of substantial maintenance, to keep it as a place fit for the 21st century and for the successful rehabilitation of prisoners. K unit, in particular, requires urgent attention.

2.19 The radio and television reception is inconsistent and sometimes non-existent for some channels, and is in desperate need of capital funding. (Prison management are aware of this and as we go into 2020 action is being taken).

TO THE PRISON SERVICE

2.20 How can we ensure that all prisoners' property is delivered during their first week at the new establishment?

3. DESCRIPTION OF THE ESTABLISHMENT

3.1 HMP/YOI Kirklevington Grange is a category D open prison, located in the village of Kirklevington, North Yorkshire, catering for adult male prisoners and young male offenders. The operational capacity was 283 but generally operated slightly below this figure.

3.2 Primarily, the prison placed significant emphasis on its resettlement role, preparing prisoners to move on in the community on release, and employed a range of strategies to achieve this goal successfully.

3.3 It also encouraged prisoners to continue with their education – the core subjects being a level 2 qualification in English and mathematics – and facilitated prisoners to attend local colleges and universities, to gain further qualifications up to degree level.

3.4 Prisoners are accommodated within the main building and in four units located within the grounds. Only one of these units is purpose built – the others are originally oil platform accommodation units. Owing to the age of the original building and the units, there are considerable maintenance issues and costs to ensure continued suitability for prisoner accommodation.

3.4 The grounds are open, which gives the prisoners a pleasant atmosphere for their leisure and work. The whole of the estate is surrounded by a high-security fence, giving assurance to the nearby local community and prison staff.

3.5 There is a building set aside for education and job seeking, together with a library, which was well used by prisoners and staff alike. There is also a multi faith room. The medical centre sits alongside this.

3.4 The visitors centre is attractive to prisoners and families, being child friendly, and has its own cafeteria and shop.

3.6 Within the grounds there was a metalwork shop, joiners shop etcetera, and the grounds are utilised for extensive gardening. Limitations to the capacity of the electrical supply prevents any extension of use of further equipment in the workshops or externally. Produce from these enterprises are sold in an outside shop attached to an outside cafe, sitting alongside a carwash and valeting facility. All of these facilities are used and appreciated by the community, and are also educational for the prisoners.

3.7 There were a total of 202 exit interviews carried out by governors in 2019. Of these:

- 22% respondents had served under 12 months, 44% had served 12 months to four years, 28% had served over four years, and 6% had served indeterminate sentences
- 71% of the total had served their first prison sentence
- 96% said it was easy to maintain personal cleanliness
- 87% said it was quiet enough to sleep at night
- 94% said that their applications and complaints were dealt with appropriately

B. Evidence sections 4 – 11

4. SAFETY

4.1 Reception staff were not aware of any issues regarding the transport of prisoners from other prisons to the establishment.

- In their exit reviews conducted by staff, almost 100% of prisoners said that they were treated well in reception.

4.2 The induction procedure had been updated to include an overview of the Board and its role in the prison.

- In their exit reviews, 98% of prisoners said that the induction programme met their needs

4.3 The prison made every effort to promote a safe environment, and this was evident during rota visits. Safety was always considered a priority by the prison staff, and this was reflected in the low number of safety issues within the facility.

- In their exit reviews, 4% of prisoners said that they had felt unsafe at the establishment.

4.4 There were no reported incidents of use of force during 2019. This compared to one reported incident in 2018.

4.5 There were 14 assessment, care in custody and teamwork (ACCT) documents opened in 2019, compared with 11 in 2018.

- In their exit reviews, 5.3% of prisoners said that they had been placed on an ACCT while at the establishment.

4.6 There were two incidents of self-harm recorded in 2019, compared with one in 2018

4.7 In 2019, the challenge, support and intervention plan (CSIP) replaced the violence reduction support plan (VRSP). This focused on prisoners who posed a raised risk of being violent, and worked to change their behaviour. The CSIP was centred on the needs of the individual, providing them with the right support to improve and manage their behaviour. A total of 12 CSIP referrals were made during the reporting year, resulting in enquiries involving 22 prisoners. These enquiries did not lead to any intervention plans being opened. Prisoners were supported outside the CSIP process.

Feedback from prisoner exit reviews included:

- 8% said that they had experienced or witnessed bullying by other prisoners at the establishment.
- 5% said that they had experienced or witnessed bullying by staff members at the establishment.

It should also be noted that, in many instances, the alleged victim did not want the alleged perpetrator to be spoken to, which led to periods of monitoring of the alleged perpetrator, with staff engaging with the alleged victim.

In 2018, there had been 14 VRSPs opened.

4.8 There were a number of bed bug infestation incident reports during 2019. These were all dealt with appropriately, and treated effectively with professional external services.

4.9 The prison continued to operate an active Listener programme. All prisoners had access to trained Listeners, and were informed of their presence at their induction. Photographs of Listeners were displayed in the prison, and their cell doors were labelled to notify prisoners of their presence. Appointments were not needed to access a Listener, which ensured that they were accessible at all times. This proved to be a very successful service for the overall prison population.

Summary

Prisoner safety at Kirklevington Grange was taken very seriously in 2019, and this was reflected in the above recorded statistics. The overall view of the prisoners regarding safety was very positive, and the environment was perceived as being non-threatening.

5. EQUALITY AND FAIRNESS

5.1 The prison continued to promote equality and inclusion under the 2010 Act successfully within the provision of a single equality plan. The prisoners had equality representatives, who met staff at regular intervals, as and when required, to discuss prisoner to staff issues. These meetings, together with regular prisoner focus groups, ensured that prisoners' requests were heard and acted upon, and were well received and appreciated both by prisoners and staff. Information from prisoner exit interviews indicated that 98% of prisoners got on well.

The prison has a fluctuating population of around 276, of various faiths and nationalities.

5.2 Age breakdown:

Under 21 years	2	0.8%
21–29 years	48	18.1%
30–39 years	103	38.9%
40–49 years	60	22.6%
50–59 years	39	14.7%
60–69 years	10	3.8%
70+ years	3	1.1%

5.3 Religious breakdown:

Christian	128	48.3%
No religion	102	38.5%
Muslim	24	9.0%
Sikh	2	0.8%
Buddhist	5	1.8%
Jewish	1	0.4%
Others	2	0.8%
Hindu	1	0.4%

The chaplaincy continued to represent all faiths, including Church of England, Roman Catholic, Free Church, Jehovah Witness and Buddhist, and other ministries were contacted to come into the prison, if and when required. An imam was appointed during the reporting year but the Methodist leader resigned at the end of the year.

5.4 Ethnicity breakdown:

White - British	223	84.2%
- Irish	2	0.8%
- Gypsy/Travellers	8	3.0%
Others	4	1.5%
Mixed - White/black Caribbean	1	0.4%
White/Asian	5	1.9%
Asian/Asian British		
Indian	4	1.5%
Pakistani	11	4.2%
Bangladeshi	2	0.8%
Other Asian	3	1.1%
Other ethnic group	2	0.8%

There have been no ethnicity issues recorded by the prisoners or staff.

5.5 Throughout the reporting year, the prison organised a range of events to mark the various religious and cultural festivals, including Ramadan, Christmas, Chinese New Year and Black History Month, arranging special menus, which the prisoners helped to prepare. There were no applications received relating to ethnicity issues.

5.6 There were some prisoners recorded as having a disability, mainly hearing impairment, mental health issues and learning difficulties.

All prisoners with a disability and other health issues were assessed by qualified staff (care in custody) on arrival and during their stay, and appropriate measures taken to monitor and improve their situation; these included personal emergency evacuation plans. There were no transgender prisoners

in the establishment. Board members were made aware of prisoners with disabilities by prison staff and photographs on display in the tracker room.

5.7 In addition to the normal visiting times for prisoners, the staff organised 'family days', with four to five days per year; these were held during half-term and holiday periods, when the families could be together, and staff provided activities so that they could all participate. A buffet was also provided. This provision, together with normal visiting days, were well supported and appreciated by the prisoners.

5.8 The discrimination incident report form scheme was implemented, and a notice was issued to the prisoners on its importance.

5.9 A diversity and inclusion event was held in June 2019. This was an open-door policy event, and was well attended. Stalls were held by Age UK, the Samaritans, the Royal British Legion, healthcare staff and other representatives.

5.10 The prison visitor area was much improved during the reporting year, making it friendlier both for visitors and prisoners, providing an informal space with no physical barriers.

5.11 The Board viewed Kirklevington Grange as a well-run and efficient establishment. The relationship between staff, Board members and prisoners was very good. Ideas and recommendations from all sides were shared, and efforts made to make improvements. There were few serious reported incidents to be dealt with, as can be seen by the number of applications received by the Board, and those that did occur were swiftly acted upon. We found that staff and prisoners communicated well on all issues involving equality and fairness.

5.12 There were 107 prisoners returned to closed conditions in 2019. The reasons for return were:

• Drug use	41
• Assault	3
• Mobile phone possession	8
• Non-compliance/breach	12
• Security intelligence	9
• Risk assessment board decision	7
• Security	4
• Police interview	3
• Further charges	3
• Not engaging	2
• Attempted abscond	2
• Inappropriate behaviour	2
• Other (individual reasons)	11
• Total	107

5.13 There were a total of 1,588 intelligence reports in 2019. The following breakdown is by security objective:

• Prevent absconds/ROTL failure	22 absconds; 59 ROTL failures
• Create a safe secure and decent custodial environment	419 drug finds; 133 mobile phone finds; 85 violent incidents; 41 finds of other illicit articles; 45 serious and organised crime issues; 286 safer custody issues; 655 order and stability issues
• Protect the public	32 domestic abuse incidents; two public protection incidents; nine terrorism and extremism incidents
• Prevent corruption	0

6. SEGREGATION/CARE AND SEPARATION UNIT

6.1 Not applicable

7. ACCOMMODATION (including communication)

7.1 The establishment had 12 units of accommodation, with a space certificate dated 29 July 2019 and an operational capacity of 283. Each prisoner had a key to their room; many of the rooms in the newer accommodation had their own individual bathroom facilities.

Domestic accommodation

7.2 The establishment had reasonable levels of cleanliness in accommodation and communal spaces but this varied from time to time and area to area, depending on the skill and continuity of cleaners, sourced from the prison population. The Board received one complaint relating to cleaning during the reporting year. The establishment had more prisoners arriving with a short residence time prior to release, and, in combination with speedier access to ROTL, this caused a shortage of prisoners to do this type of work. Managers did their best to address this and were developing a cleaning qualification with a Novus tutor that provided the individual with both a qualification, recognised to a national standard, and a 'fit for purpose' skill for the workforce. Cleaners had a set area to care for and 'own'.

7.3 There was an ongoing issue of disrepair to the sanitary facilities, relating particularly to the communal facilities located in the older parts of the accommodation and in heavy use. A full refurbishment of the communal facility in K unit was undertaken during the reporting year, which involved the lifting and replacement of the floor supports. The work was completed but issues with its quality were found, resulting in poor drainage to the area and this has been discussed with the contractor to remedy the situation.

7.4 There was a raised incidence of vandalism in the establishment in the second half of the year, resulting in damage, especially to bathroom facilities, which necessitated A/B/C unit facilities being isolated for repair for a short period. Deliberate damage was also caused to the newly refurbished K unit bathroom, which resulted in damage to the fabric of the building. The exact motives for the vandalism were not clear, but the impact on the establishment finances was considerable.

7.5 In line with the increasing incidence in the UK, a major infestation of bed bugs was identified during the reporting year, and one entire unit had to have prisoners relocated to allow thorough professional pest control treatment to be carried out. Although not dangerous, the issue continued, but all efforts were made to identify and eradicate the pest quickly.

7.6 The quality of the food preparation equipment in the prisoners' own accommodation was upgraded during the reporting year, with the provision of more commercial-grade microwave ovens and toasters. The prisoners expressed a desire for more cooking equipment, such as electric grills, to enable them to self-cater. Limitations on Kirklevington's electrical capacity prevent further equipment on units.

7.7 There were ongoing issues regarding prisoners' in-room television reception and channel provision, which caused frustration to them. Managers were aware of these issues.

7.8 The fabric of many parts of the establishment was not in good condition and required investment, including repairs to the main building roof. Even the newer buildings had problems, and it would seem that a continual 'make do and mend' necessity had allowed a lot of building issues to occur.

Kitchens and dining

7.9 The establishment has an external coffee shop, sited in the visitors' car park, which provided training and work opportunities for the prisoners. The Grange Coffee Shop worked to foster good relationships with the local community and provided good value to the public, being extremely popular with cyclists and dog walkers. During 2019, in addition to the homemade cakes and scones baked on site, the establishment provided Costa coffee, which was popular and provided additional experience for prisoners.

7.10 The kitchens maintained their five-star food hygiene rating following inspection in May 2019, with good levels of food hygiene, safety and structural compliance, and high levels of confidence in management.

7.11 The catering staff were skilled at providing specialist diets for medical and religious requirements, and also made special arrangements for Ramadan and the celebration of cultures, including Black History Month. The kitchen also catered for visitors, including families with children, who visited for special events such as Family Days. The food offered was much appreciated by the visitors.

7.12 The kitchens were found to operate to a high standard, both in organisation and hygiene, and with suitable portion control.

7.13 The maintenance and repair of kitchen equipment improved in 2019, and benefited from a new hi-tech oven. An issue with the electrical supply to the main kitchen resulted in the need to hire mobile kitchen units for some time, which staff and prisoners working in the unit dealt with admirably, with minimal disruption to the provision.

7.14 The food was accepted by most prisoners to be of a good quality, with much of the menu being freshly prepared on site.

- In their exit reviews, 90% of prisoners said that, overall, they were satisfied with food quality.

Communication

7.15 Staff had a good knowledge of prisoners, and communication appeared, on the whole, positive and effective. Each prisoner was allocated a personal officer shortly after arrival.

7.16 The establishment had a group of prisoners who acted as Listeners, to provide support to fellow prisoners, and any prisoner at risk of self-harm was provided with intensive support via the opening of an ACCT document. Timely and suitable arrangements were made if there were any incidents.

7.17 There was a monthly meeting of wing representatives and prison staff, where there was the opportunity to exchange views. As noted in previous years, some prisoners reported being afraid to complain, and felt that they were 'walking on eggshells', as they did not wish to jeopardise any benefits potentially available to them. The prison was looking into this issue.

7.18 The establishment benefited from the Digital Prisons Project, with an in-room telephone allowing prisoners to make authorised calls at convenient times from the privacy of their rooms.

7.19 Digital kiosks were installed in key locations throughout the establishment and allowed prisoners to receive communications and news, order canteen, manage their money and report maintenance issues. The further phase, to allocate each prisoner with a laptop-type device to replace the kiosks, was cancelled during the reporting year.

Property

7.20 Prisoners' property being either damaged, lost or delayed on arrival from other establishments was an issue on transfer into Kirklevington Grange. One prisoner had his belongings delayed by several months, which is clearly unacceptable. Chasing up property can be a time-consuming and frustrating task.

- In their exit reviews, 8% of prisoners said that they had had issues with property on arrival.

8. HEALTHCARE (including mental health and social care)

8.1 Healthcare provision at Kirklevington Grange operated as a satellite of HMP Holme House, sharing services and staff. Local Delivery Board meetings for the providers of the different health care services are held monthly.

8.2 Healthcare services were provided by external contractors:

- General practitioner (GP) and pharmacy by Spectrum Health
- Health and clinical services (nursing staff) by G4S Health Services UK Ltd
- Dentistry by Hardwick Dental Practice
- Mental health was overseen by Tees, Esk and Wear Valley NHS Foundation Trust
- Some services (for example, optometry, Henderson's Opticians) were provided in the community given the availability of ROTL.

In September 2019, it was announced that the health and clinical services contract would transfer to Spectrum Health, effective from 1 April 2020. Kirklevington Grange's healthcare requirements differed from those of most other prisons because of its general purpose. Prisoners transferred from other prisons had already received investigations and treatment for any acute health issues by the sending prison. New arrivals underwent reception screening within 24 hours of arrival; a complex case register identified and recorded continuing and social care needs. The prison could not accept some prisoners with severe physical disabilities or wheelchair users, given the nature of the estate.

8.3 The staffing establishment was:

- 1 x 37.5 hours per week senior nurse – clinical responsibilities plus assurance/governance/managerial/supervisory roles)
- 1 x 7 hours per week healthcare assistant – with responsibility for phlebotomy (collection of blood samples) and acting as 'second checker' during the administration of methadone opioid substitution treatment (OST)
- 1 x 23 hours per week clinical nurse [from HMP Holme House]
- 1 x 40 hours per week administrative support.

8.4 There was one GP session per week, supplemented by two nurse prescriber sessions. These sessions were supplemented by additional specific clinics for vaccinations, sexual health, weekly 'well man' sessions, monthly diabetic/asthma assessments and a weekly evening clinic, which took place between 5pm and 6pm. There were no GP sessions cancelled at short notice during the reporting period.

8.5 Prisoner health appointments, medical records and prescriptions were managed/stored on computer-based systems. There were no system fails during 2019.

8.7 Smoking cessation sessions resumed during the reporting year and were administered by a healthcare assistant from Holme House. Eligibility criteria for these courses were reviewed, and only prisoners who had not previously attended a smoking cessation course or were seen to be genuinely struggling were placed on a course.

8.8 Missed appointments ('did not attends') totalled 928 for the full reporting year. This figure represented an increase of 150 from 2018 – despite concerted efforts by healthcare staff to address the problem. Forgetfulness or specific health issues no longer being a problem remained the most frequent reasons for non-attendance.

8.9 A lack of post-discharge information for prisoners attending hospital outpatient appointments or receiving inpatient treatment was a consistent problem in 2019. Data protection/medical confidentiality were cited as the reasons for the lack of discharge summaries, and the problem was exacerbated when prisoners did not attend healthcare following discharge from hospital. Similarly, hospital staff were reluctant to impart information via a telephone call from healthcare staff, despite being invited to call back to verify the identity/status of the caller.

8.10 Mental health referrals could be made via the healthcare team or by self-referral to the mental health team based at HMP Holme House. Again, issues around sleep pattern/insomnia and anxiety featured highly. During the reporting period, there were 57 mental health referrals, as opposed to 30 in 2018. While healthcare staff reported some reluctance to acknowledge mental health problems due to stigma and concerns around the perceived potential to be returned to closed conditions, the increase also indicated a willingness for prisoners to seek support with mental health issues. There was generally one psychiatrist session per week, and this was supplemented by one counselling and one 're-think' session weekly. The administration of depot (long-acting antipsychotic treatment in injection form) medication is facilitated via a fortnightly clinic. Mental health services were allocated the use of a room in the 'new directions centre'.

8.11 Waiting times were equivalent, if not better than community access. Routine dental appointments were usually facilitated the following week, and urgent cases were always fast-tracked. Similarly, GP appointments could be arranged for the following week, with urgent referrals accommodated via a 20-minute emergency slot incorporated into each session.

8.12 Substance misuse, and the provision of support around this, remained a priority of the prison. The drug and alcohol recovery team (DART) offered an induction session for all new prisoners on arrival to the prison. Assessments were completed with all those who chose to engage with the service. Engagement was on a voluntary basis, unless there was a clinical need, such as the prescription of methadone OST (opiod substitute therapy) Ten-week joint clinical and non-clinical DART reviews were carried out for all those prescribed OST. Peer mentoring remained a key part of the DART service, with one full-time peer mentor based within the DART office, one completing a volunteer placement within the Stockton Change Grow Live services, and a number of peer workers supporting group and event facilitation. Self-management and recovery training (SMART) had been completed by all staff, and SMART meetings were held every week, led by the peers within the group. Peer support groups were delivered by the DART peer mentor over the weekends, to provide opportunities for meaningful engagement.

Throughout the reporting period, the following drug tests were conducted:

	Random tests	Risk assessment tests	Suspicion tests
Number conducted	326	184	17
Positive result	12	17	3
% Positive results	3.68%	9.24%	17.65%

Compared with 2018, the percentile for random testing was down to 3.68% from 5%, while risk assessment tests increased from 6% to 9.24% in this reporting period. It should be noted that the number of tests conducted as part of risk assessment increased to 184, against 59 in 2018. The use of illicit/prescription drugs remained an ever increasing problem in the prison and was being tackled assertively by all staff.

8.13 During 2019, the Board received 10 complaints relating to healthcare. While this was an increase of four from last year, it should be noted that a number of these complaints related to issues arising prior to transfer to Kirklevington Grange.

Overall, prisoners were very satisfied with healthcare services: in their exit interviews 91% of prisoners indicated that their healthcare needs were met; 65% felt that DART services met their needs (31% not applicable), and 80% said they were registered with a GP on release.

9. EDUCATION AND OTHER ACTIVITIES

9.1 Education provision came under the general responsibility of reducing reoffending.

9.2 The majority of education provision was the responsibility of Novus but the prison supervised training via workshops in welding, metalwork, gardening and grounds maintenance, woodwork and joinery, car valeting and portable appliance testing. Novus also provided training and qualifications relating to horticulture, cleaning and food safety.

9.3 The range of courses provided by Novus was extensive, their main subjects being English and mathematics, for which the prisoners were expected to reach level 2 before their release. If qualification levels were not known at the point of arrival, Novus prepared a diagnostic test to ensure that the correct level of education was being followed. Prisoners were given extra support if learning difficulties were identified.

9.4 When prisoners arrived, they were seen within seven days for an induction with 'Changing Lives', which is the careers service operating within the establishment. Together, they prepared a skills action plan based on prisoners' previous experiences, including employment, education and qualifications, and discussed any barriers to any of these aspects. They also prepared an employment and training portfolio detailing the prisoners' future aspirations, and this was taken to various internal departments to record progress.

9.5 All prisoners were expected to engage in a learning plan, and we found that the majority accepted this and made good progress. In some instances, a prisoner could go on to higher education. During 2019:

- four prisoners attended local universities to study for a degree
- 23 prisoners attended college on a variety of subjects
- 32 prisoners were completing qualifications via distance learning
- 2 prisoners were self-educating within the prison on degree and masters courses.

9.6 During the year, 325 prisoners were enrolled on education courses to meet their needs, and only 1.15% of classes were cancelled for external reasons.

9.7 The main issue encountered was with short-term prisoners who arrived from another establishment with a poor educational level, as the time spent at the establishment was insufficient to complete a course.

9.8 The careers service, Changing Lives, assisted in the release programme, seeing all prisoners four months before release and again two weeks before release. Prisoners could also engage with Changing Lives at any point during their sentence if they wished to have a review of their skills action plan or advice on employment, training, preparing a CV or developing employability skills. Together with this, Novus also used their outside contacts to source possible employment.

9.9 From prisoner exit reviews:

- 77% said that education met their needs (18% not applicable)
- 20% said that they were helped sufficiently to gain college placements (33% not applicable).

9.10 All prisoners had access to the library and there was a high registration level in 2019, with an average of 91.5%. The selection of books was excellent and every endeavour was made by library staff to obtain specific books requested by prisoners from local authority libraries.

9.11 HMIP carried out an unannounced inspection of the prison in August 2019, from which it received a good report. Recommendations were made to: increase the range of vocational training courses and opportunities for the accreditation of prisoners' skills, ensure that the education assessments of prisoners are carried out in a shorter period after arriving at the prison, and liaise more effectively with future employees. The prison has adopted these recommendations.

10. WORK, VOCATIONAL TRAINING and EMPLOYMENT

10.1 A wide range of internal employment opportunities was offered. These included cleaning, kitchen work, coffee shop and barista positions, woodwork, gardening and administration. During 2019, a reduced number of community project placements were undertaken due both to changes in ROTL regulations (meaning that prisoners could apply for paid outside employment at an earlier stage), and also to an under-capacity in the prison population (averaging 22 prisoners), due to operational matters. External full-time paid employment – for example, in shops, restaurants and warehousing companies – provided work for 80 prisoners (in December 2019).

10.2 Work opportunities were matched to prisoners by means of a ‘skills action plan’. This was completed within a week of arriving at the prison. It identified the desired employment destination, and the required experience and qualifications to achieve this, both initially and looking ahead. Progress was tracked using an information technology (IT) system and shared within the prison departments.

10.3 Figures showed that attendance at work inside the prison and on community projects ran at 92%, with only 1.2% unauthorised absence. Any unexplained absence from work was robustly challenged.

10.4 All prisoners, excluding five who were classed as retired, were usefully employed, either in internal or external work, or in education. Many prisoners of retirement age elected to work.

10.5 No paid employment was cancelled, although finding suitable drivers and vehicles for transport to/from places of work became increasingly challenging. The cost of maintaining ageing vehicles; breakdowns, and a shortage of prisoners not in alternative paid employment who could drive the mini-buses, were the main issues. At times, there were insufficient prisoners to staff internal services, such as cleaning, catering and operating the internal coffee shop, as ROTL changes allowed earlier outside employment opportunities, which were preferred by prisoners. In addition, from April 2019, the prison operated at below capacity (up to 38 prisoners below capacity), due to bed bug eradication. The suspension of the Governor caused some disruption across the prison. Some internal training opportunities were reduced owing to staff absence and changes. Where internal work was cancelled, alternative provision was made. Despite these difficulties, the prison managed to run efficiently.

10.6 High priority was given to seeking greater diversification of employment and training opportunities. Call centre opportunities were added to a largely manual range of jobs. From autumn 2019, Changing Lives provided more specialised career guidance.

10.7 Staff went to great lengths to provide employment and training opportunities. New vocational training opportunities were offered leading to a WAMITAB (Waste Management Industry Training and Advisory Body) level 2 cleaning qualification. For this purpose, an assessor was appointed, new equipment purchased and a training centre created within the prison.

10.8 During the reporting year, Novus employers visited the prison to meet job seekers, and prisoners aged 50+ travelled to Durham to an over-50s job fayre.

10.9 A weekly job club offered prisoners the opportunity to search for and apply for listed jobs. The learning and skills manager promoted the use of a ‘virtual campus’, to raise digital awareness and improve prisoners’ IT skills.

10.10 A ‘music shack’ was available for leisure and vocational opportunities. At the request of prisoners, Novus held open mic nights, along with creative writing, song writing and guitar practice courses.

10.11 A clothing bank was established, to provide suitable interview attire for prisoners seeking outside employment, and this had proved useful.

10.12 In May 2019, an event was held for prisoners to meet representatives from three local colleges. This focused on courses available to maximise local employment prospects – for example, qualifications for access to decommissioning work on the British Steel site at Redcar, and wind turbine engineering opportunities. Forty prisoners attended this event.

10.13 The head of reoffending launched a full learning and skills review during the reporting year, which was not yet completed at year-end. The reduction in time before prisoners were eligible for ROTL had had an impact on the time available to complete internal education courses. This had been noted, and changes were to be made with the new provider in 2020 in light of this.

10.14 The prison forged very strong links with local employers, demonstrated by work being provided for 80 prisoners by 27 local providers. One employer had had an association with the prison for over nine years, and employed 14 prisoners (in December 2019).

10.15 ‘Through the gate’ service provided by CRC effectively supported prisoners to prepare for all aspects of life outside the prison on completion of their sentence.

10.16 Six weeks after release, 91/230 (25%) of prisoners were in employment. This was a new measure, and therefore direct statistical comparison with previous years was difficult.

10.17 For Kirklevington Grange, 2019 was a year of consolidation and review, with many staff changes. The proactive and responsive evaluation of outcomes continued to drive practice. Strong partnership working continued to give prisoners the best opportunity to obtain employment and avoid reoffending on their release.

10.18 Statistics from prisoner exit reviews included:

- 58.3% said that community work placements were helpful (32% not applicable)
- 49% said that they were helped sufficiently to find a job (33% not applicable)
- 35% said that they would be employed on release
- 18% said that they would be self-employed on release
- 2% said they would be retired on release
- 4% said that they would be at college on release
- 41% said that they would be unemployed on release.

11. RESETTLEMENT PREPARATION

11.1 Offender management continues to be of good quality. The offender management unit team was well motivated and shared good practice. Probation officers had caseloads of approximately 30+ prisoners who presented a high or very high risk of harm, and offender supervisors had caseloads of 20–30 medium- and low-risk prisoners. There were 112 high-risk prisoners and one very-high-risk prisoner.

11.2 Offender assessment system (OASys) assessments were still not always completed by the sending prison, and therefore had to be completed when prisoners arrived at the establishment, creating additional work for the officers. This, in turn, meant that there was sometimes a slight delay in processing risk assessments for prisoners. The recent HMIP report stated that ‘OASys assessments were prompt and of sufficient quality to help inform subsequent ROTL boards’.

11.3 Sentence planning boards were held promptly after arrival, and communication with offender managers in the community was good. Sentence planning fed into the risk assessment plans of prisoners, and questionnaires to families enabled family involvement.

- In their exit reviews, 90% of prisoners said that they felt able to contribute to the sentence planning process.
- In their exit reviews, 85% of prisoners said that they felt that their views and opinions were taken into consideration (11% not applicable).

11.4 The new ROTL procedures had resulted initially in more work for staff; thereafter, access to ROTL also contributed to a shortage of prisoners to work in the kitchens, cleaning or outdoor areas. There appeared to be a lack of understanding by prisoners transferred to the establishment about having to go through further risk assessments. They did not understand that there was a requirement for them to undertake a risk assessment before being able to work outside or go on home visits. Kirklevington Grange did send information out to the sending prisons, detailing the requirements for all prisoners transferring to the prison.

11.5 There were 39,597 ROTL events in the reporting year (an average of 3,300 per month), supported through community work, managing family ties and access to activities that assisted in reducing reoffending and minimal ROTL failures.

In their exit reviews, 93% of prisoners said that their personal officer maintained contact with them.

- In their exit reviews, 95% of prisoners said that their personal officer supervisor maintained contact with them.
- In their exit reviews, 96% of prisoners said that staff helped with their queries.
- In their exit reviews, 97% of prisoners said that staff treated them with respect.

11.6 One hundred and thirty seven prisoners were assessed for home detention curfew (HDC); 91 were approved, 12 were ineligible, three opted out, five postponed, 21 were presumed unsuitable and five were rejected.

11.7 There were no absconds.

11.8 Seventeen prisoners were released on parole in 2019.

11.9 The community rehabilitation company (CRC) provided an enhanced ‘through-the-gate’ service from May 2019; this offered prisoners specialist support addressing housing, pre-employability, finance and budgeting before release. Feedback from prisoners found the help they received very helpful, supportive and positive. A total of 143 prisoners were released between May and December 2019; of these, 131 returned an evaluation response:

- 100% said that they had suitable accommodation
- 97% of those who responded had an active bank account; the remainder said that they would sort one out themselves.

11.10 The CRC provided a family worker to deliver a variety of parenting programmes, such as 'parenting from prison' and one-to-one casework involving liaison with children and family programmes in the community. The previously successful after-school clubs to enable dads and children to do homework together, and 'Father Child' days, with children spending time with fathers and grandfathers painting and colouring, had had to end owing to a lack of funding. HMP Holme House Nepacs ran family visits at Kirklevington and provided a play worker on visit days. The establishment held 12 family days throughout the year.

11.11 Visits took place on two weekday afternoons and during weekend mornings and afternoons. The HMIP report stated that '...entry was swift and visits started on time'. According to its survey, 97% of prisoners who had received a visit said that their visitor was usually treated respectfully by staff.

11.12 There were 80 prisoners in paid employment at the end of the reporting year. The increase was, in part, due to the change in ROTL procedures, but also the increase in the number of employers available to offer employment.

11.13 Wellbeing days were held twice a year, organised by DART. The days incorporated healthcare checks; input from various agencies such as Alcoholics Anonymous; nutritional advice and inspirational talks. These events were held in the gym and were well attended. Feedback from these days were very positive: 'Very helpful, provided lots of information and performed hep C test'; 'Event was good, treatment was amazing'.

11.14 In their exit interviews:

- 2% said that they would be retired on release
- 10% said that they would be claiming disabled carers benefit on release.

C. Section – The work of the IMB

- Two members left the Board during 2019, enabling the two members on standby in 2018 to be appointed, maintaining the recommended complement of 10 Board members.
- A rota timetable was produced six-monthly for the Board members. Each member was allocated a rota week and carried out a monitoring visit during that week, as well as having a specialist area to look at in more detail.
- There were very few written applications received; the Board clerk notified the member on duty if any applications had been submitted, and they would come into the prison to deal with them. The majority of applications received were ‘on the hoof’; these were dealt with in the same way as for written applications, and logged in a book for reference.
- An ‘area visited sheet’ was completed during each monitoring visit; this ensured that all areas were visited and monitored over a period of time.
- A rota report was completed by the member on duty and circulated to all Board members, the Board clerk and the governor, highlighting any questions to the governor which required a response. The governor would receive details of any questions, with responses given out at Board meetings.
- Board members attend prison meetings when they can, as well as governor morning briefings and prisoner adjudications.
- Board meetings were always held on the first Thursday of the month, and the governor or a representative attended.
- The annual team performance review (ATPR) was undertaken in October 2019; information from this was collated and fed back to members in November.
- Training needs identified from the ATPR, along with those relating to other areas, such as changes to ROTL, were scheduled during the first half hour of the Board meeting. National training was attended as needed, as was in-house training provided by the prison for new members.
- New Board members were provided with a mentor and accompanied different members on their rota visits until they were deemed to be competent. A written review was also conducted with new members three to four months after appointment, highlighting any areas of concern, and included additional training needs if necessary.
- The gender breakdown of Board members, 10% of which were of BAME ethnicity:

Chairperson	Male
Vice chair	Female
BDO	Male
Member x 4	Female
Member x 3	Male

BOARD STATISTICS	
Recommended complement of Board members	10
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	10
Total number of visits to the establishment	242
Total number of segregation reviews attended	N/A

D.**D. Section – Applications to the IMB**

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	2	1
B	Discipline, including adjudications, incentives and earned privileges, sanctions	6	2
C	Equality		
D	Purposeful activity, including education, work, training, library, regime, time out of cell	6	1
E 1	Letters, visits, telephones, public protection restrictions	3	
E 2	Finance, including pay, private monies, spends	3	
F	Food and kitchens	1	
G	Health, including physical, mental, social care	10	5
H 1	Property within this establishment	1	
H 2	Property during transfer or in another establishment or location	3	2
H 3	Canteen, facility list, catalogue(s)		
I	Sentence management, including HDC, ROTL, parole, release dates, recategorisation	9	1
J	Staff/prisoner concerns, including bullying	2	3
K	Transfers		
L	Miscellaneous	4	2
	Total number of IMB applications	50	17

N.B. The increase in the number of applications is partly due to the increased number of weekly visits by Board members.