



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

**HMP/YOI Hindley**

for reporting Year  
1 January –31 December 2019

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*Monitoring fairness and respect for people in custody*

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## 1. Sections 1 – 3

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### **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, every part of the prison and also to the prison's records.

## EXECUTIVE SUMMARY

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**2.1** This report presents the findings of the Independent Monitoring Board (IMB) at HMP/YOI Hindley for the calendar year of 2019, 1 January – 31 December, inclusive. Evidence was gathered from members' weekly rota visits, scrutiny of records, attendance at meetings, formal and informal contact with prisoners, and applications to the Board.

### **2.2 Main judgements**

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**2.2.1** The levels of violence gradually rose throughout the year, reaching a peak in July and August, particularly on the young adults unit (see paragraphs 4.1 and 4.4).

**2.2.2** The Board has been concerned about the implementation of an effective incentives and earned privileges (IEP) policy which can be operated consistently and understood clearly by prisoners (see paragraph 5.10).

**2.2.3** The Board found that many prisoners did not know who their key worker was, and so questioned the effectiveness of the support system within the prison (see paragraph 7.18).

**2.2.4** There has been investment and associated improvements in better planning for release, including an enhanced 'through-the-gate' service and 'Greater Manchester intensive community orders' for young offenders. However, the high turnover of prisoners within the establishment has meant that not every individual has experienced effective preparation for release (see paragraphs 3.4, 11.8 & 11.12).

### **2.3 Main areas for development**

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**TO THE MINISTER:** Would the Minister support a better coordinated approach to improve the release of prisoners from custody into the community?

**TO THE PRISON SERVICE:** In 2019, a major concern was the lack of adequate security around the prison perimeter, resulting in throw-overs and fence breaches. There has been some investment to address the situation, but the issue remains.

Would the Prison Service support prioritising further improvements to mitigate these security breaches?

**TO THE GOVERNOR:** The Board continues to be concerned about the effective implementation of an IEP scheme. Does the Governor have a clear timescale in which the revised scheme could be operational?

The recovery wing has been waiting for a designated gate since it was relaunched in June, to control access to this vulnerable group of prisoners.

When does the Governor think that this will be installed?

### **2.4 Improvements**

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There were considerable improvements throughout the year, including the designation of a wing specifically for the induction of category C prisoners; the installation of in-cell telephones; and the growth of activities leading to employment on release. Vulnerable prisoners were supported through the relaunch of the substance misuse recovery wing and the opening of the preparation for psychologically informed planned environment (pre-PIPE) – the only one in the category C estate. The number of family visits increased and a designated residential area for enhanced prisoners opened. More staff and resources were invested in the through-the-gate service, including the development of a release hub.

### 3. DESCRIPTION OF THE ESTABLISHMENT

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- 3.1** The secure site at HMP/YOI Hindley was originally opened in 1961 as a borstal and was re-roled in March 2015 as a resettlement prison for category C adult prisoners and young offenders aged 18–21 years.
- 3.2** The prison used six main residential wings in 2019, with the seventh being closed early in the year owing to major structural defects. The care and separation unit (CSU) is a separate wing, and the pre-PIPE unit was opened in October for up to 10 prisoners who meet the strict criteria set for this externally funded unit.
- 3.3** The adults and young offenders mix throughout the day in all areas, with one wing dedicated to those under 21 years. The operational capacity is 606 and, at 31 December 2019, the baseline certified normal accommodation was 580, which included the 10 beds on the pre-PIPE unit.
- 3.4** The establishment houses category C adult men who have less than four years of their sentence to serve, and young adults, aged 18 to 21 years, who are serving sentences of over 12 months and up to four years. In 2019, 1,029 prisoners entered Hindley, with 1,007 releases. This high level of turnover produced challenges for assessment, prisoner peer support roles, education, resettlement programmes and administration.
- 3.5** There is a large sports hall, marked out for football, badminton and volleyball; two fully equipped weightlifting areas; a cardiovascular area; a remedial room; good showering and changing facilities; two Astroturf football pitches; and a grass sports field (full-size football and rugby pitch). Security issues limited the use of the pitches during much of 2019. A wide range of professional sports qualifications are available to prisoners wishing to gain employment in the health and fitness industries.
- 3.6** Healthcare services were provided by Bridgewater Community Healthcare NHS Foundation Trust and the Greater Manchester Mental Health NHS Foundation Trust Partnership, operating as an integrated team. This team operates 24 hours a day, seven days a week, with qualified nurses available throughout. The healthcare centre is purpose built and houses daily general practitioner (GP) and twice-weekly dental surgeries, immunisation sessions, regular ultrasound scanning, and a variety of nurse-led specialist healthcare clinics aimed at maintaining and improving an individual's health and wellbeing.
- 3.7** The education services are provided by Novus, which is part of The Manchester College. The courses offered link in with the national employers' engagement strategy and the Prison Service for the north west, which stipulate that all learners are mandated to achieve a minimum of level 1 in literacy and numeracy before they can move to an employment pathway of their choice. They are then supported to work towards level 2 in literacy and numeracy.
- 3.8** The enhanced through-the-gate programme since April 2019 has consolidated partnership provision as a 'one-stop shop' in preparation for release. This includes the work of Shelter in assisting with accommodation, and the Department of Work and Pensions for advice.
- 3.9** Maintenance of the estate is provided through Amey. There are positive relationships between the prison and on-site managers but there are continuing concerns about some delays in completing outstanding works.
- 3.10** The prison has two multi-faith centres, which provide a full programme of services and groups for all faiths. Prisoners are informed of these on reception and given a leaflet with full information. The team provides support to those of all faiths and none.
- 3.11** While retaining its independence, the Board has had an open and honest relationship with the Governor and the management team, with excellent communication between all parties.

## 2. Evidence sections 4 – 11

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### 4. SAFETY

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**4.1** There have been considerable concerns about the increasing levels of violence during the year and, as a result, prisoners, particularly young adults, do not feel free from coercion and bullying. In 2018 the total number of violent incidents was 260 which increased by 45% to 378 in 2019. However, decency incentives towards the end of the year did have an impact. In July 2018 there were 22 incidents compared with 45 in 2019 but by December, in 2018 there were 27 compared with 20 in 2019.

However, when asked, most adult prisoners have indicated that they feel the establishment is safer than others they have experienced.

**4.2** Forty-six per cent of the prison population was under 25 years old, which contributes to a higher level of volatility, along with the higher turnover. By the nature of a resettlement prison, 65% of the prisoners were in the last six months of their sentence, and 90% in the last 12 months.

**4.3** Various measures have been implemented to address violence, including split association on the young adults' wing and the implementation of the 'Choices and Changes' programmes to identify and address maturation needs. In the latter part of the year, awards for good behaviour were implemented, linked with the decency programmes throughout the prison. This led to some reduction in violence in the run-up to Christmas.

**4.4** The number of incidents involving the use of force increased, associated with the levels of violence, including a higher level of staff assaults. This is robustly monitored, and the Board has attended most of the monthly meetings.

**4.5** The Board has been concerned about the increase in self-isolators across the prison. The reasons given are often because of threats from other prisoners, usually linked with debt.

**4.6** New prisoners arrive in good condition after transfer from other prisons, and the Board has been satisfied that the reception process is thorough and careful. However, reports from prisoners of missing property during transfers continue to be an issue.

**4.7** There were continuing concerns about the number arriving from other establishments without completed initial offender assessment system (OASys) assessments, and it has been a challenge to identify and address prisoner needs promptly.

**4.8** Assessment, care in custody and teamwork (ACCT) procedures have been rigorously implemented, reviewed and monitored by the safer custody team. This was maintained despite a 41% on the previous year, with 349 in 2018 and 492 in 2019.

**4.9** There were changes in the use of challenge, support and intervention plans, so that targeted support was focused on a very small number of the most challenging or vulnerable individuals. This has meant that, although agreed actions are implemented, because of the complexity of the individuals concerned, the full benefit of the scheme is yet to be realised.

**4.10** Effective multi-agency public protection arrangements (MAPPA) are in place, with a monthly review of the eligible prisoners and good cooperation with community-based services.

**4.11** There was an increase in the number of Listeners and peer supporters throughout the establishment, but the high turnover of prisoners meant that by the end of the year this had reduced again.

**4.12** First night arrangements have been considerably improved by the introduction of revised induction processes, but Samaritan telephones have not always been accessible. In-

cell telephones did not have information about how to access the Samaritans free telephone line, leaving some vulnerable prisoners exposed.

- 4.13** Many security measures have been implemented but they have been impeded by the lack of an effective perimeter fence, allowing repeated throw-overs and fence breaches. There is a lack of effective closed-circuit television around the prison, including the perimeter.
- 4.14** Unannounced staff searches have taken place on several occasions, with low-level breaches found. Intelligence reports have triggered individual cell and wing searches, and full prison shut-down searches have been supported by the regional specialist teams.
- 4.15** Searches have consistently found illicit substances, mobile phones and associated paraphernalia. The introduction of in-cell telephones has, so far, not reduced the number of mobile phones found.
- 4.16** Robust measures were taken to restrict the supply of illicit substances through daily patrols, recovery of throw-overs, installation of window grilles on particularly vulnerable cells, and searches, including of visitors.
- 4.17** The needs of identified methadone users are addressed by accommodating most of them on a designated wing.
- 4.18** Those who have indicated a willingness to work towards recovery are considered for the designated recovery unit, which relaunched in June. There have been approximately 20 prisoners who have completed the course. Effectiveness of the unit is impaired by the lack of a secure gate to prohibit access by prisoners who are not residents in treatment.
- 4.19** Induction has improved, with a dedicated residential area. The Board has been concerned about some delays in moving prisoners into other residential areas after the designated five-day induction period, and about the quality of the induction experience for those who have had to be placed on other wings for their first night.
- 4.20** There have been no deaths in custody during this reporting year.
- 4.21** There have been no inquests, although one scheduled inquest was delayed until 2020.

## 5. EQUALITY AND FAIRNESS

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- 5.1** The Board monitors any disadvantages resulting from protected characteristics primarily through the prison's equalities forums, applications, checks on discrimination incident report forms (DIRFs) and analysis of data provided to the equality action team.
- 5.2** There has been a significant increase in the collection and analysis of data around all protected characteristics, supported by a full-time equalities officer and safety analyst. The data provided nationally is not timely, arriving up to five months after the end of the period, and, as such, has limited use in assisting decision making.
- 5.3** There has been additional analysis of men with experience of the care system, with improved data collection, greater awareness and increased self-identification (130; 24% of prisoners as at the end of the reporting year). Other characteristics have been identified, with specific forums and activities formed for Travellers, ex-military, older prisoners, foreign nationals, etcetera. The chaplaincy team has taken a lead in supporting many of these more 'marginalised' groups.
- 5.4** Each protected characteristic is led by a named senior manager, including the governors, to ensure focus and prompt action.
- 5.5** During the year, the number of DIRFs received (53) was the same as in 2018. Each complainant received an interview and appropriate support. These are checked by the Deputy Governor and independently reviewed by the Samaritans.
- 5.6** The prison is not accessible for prisoners, staff or visitors with significant mobility issues, but wheelchair users are able to access the visits hall via a lift.
- 5.7** The new centralised induction procedure included the completion of an equalities form and details of the services available, including the Board and the complaints process. This has been a significant improvement in ensuring consistency.
- 5.8** The Board ensures that prisoners are aware of the stages in the complaints process during responses to applications, including details of the Prisons and Probation Ombudsman.
- 5.9** The Board undertook one recruitment campaign during the year, where several venues, including places of worship, libraries, medical centres and supermarkets, were asked to advertise vacancies in order to diversify the Board. There was a diverse group of applications and the membership was widened.
- 5.10** The IEP scheme was reviewed and updated but proved to be over-complicated and complex. The updated version was never fully implemented, and revised proposals were drafted for introduction in 2020. Previously, there appeared to be insufficient differentials between basic, standard and enhanced levels. There is a risk of 'double jeopardy' by an immediate sanction being imposed after an incident, which is overlooked at adjudication.
- 5.11** The visiting area is spacious, light and well monitored. Visit times are on seven afternoons a week, with a maximum visit of 1.5 hours. There were 14 family days (eight in 2018), attended by 242 prisoners, with 454 adult and 443 child visitors. In August, a family room was introduced for enhanced prisoners. This was used by families 37 times in the five months of operation until the end of the reporting year. There were nine family intervention visits, supported by the chaplaincy team, during the year.

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

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- 6.1** The use of the unit has remained at similar levels to the preceding year.
- 6.2** There have been several staff changes during the year, including the custodial manager. This has presented some staff training challenges but there has been an overall improvement in the conditions and facilities.
- 6.3** The year has seen a high level of destruction to cells by prisoners, which at times has led to five out of 11 cells being out of use. Repairs and redecoration have finally been completed.
- 6.4** Overall, the Board is satisfied with the conditions, facilities, regime, staffing and security in the unit. We feel that the regime is strict but orderly and fair. The unit officers are always available, attentive and mindful of the prisoners' needs. Prisoners are given the opportunity to shower, exercise and use the telephone daily.
- 6.5** Radios are made available to all CSU prisoners, although there have been concerns about whether there have been sufficient working radios to have one for each cell. The prisoners can have their own personal radios.
- 6.6** The Board is not always informed within 24 hours of new arrivals in the unit, and this issue does need to be addressed.
- 6.7** Attendance at the segregation review boards has improved, especially by healthcare staff. All governors put a priority on prisoner attendance, and focus is placed appropriately on prisoners' mental health and return to normal location. ACCT plans inform the decisions made at reviews, which are acted on appropriately.
- 6.8** The Board is able to speak to prisoners on request, and every prisoner is seen as part of the weekly rota duties.
- 6.9** The Board regularly inspects and contributes to records of prisoners on the unit and is satisfied that they are completed accurately, in a timely fashion.
- 6.10** Prisoners are aware of their rights of appeal following adjudication, and have sought help from the Board appropriately.
- 6.11** Special restraints have not been used, and all dirty protests have been handled promptly, hygienically and in accordance with best practice.
- 6.12** Six prisoners have stayed on the unit for over 42 days during the reporting year. Five were detained for their own interest and protection, with one detained for poor behaviour, owing to illicit drug use. The Board was satisfied that all procedures had been carried out correctly, and the appropriate approval given.
- 6.13** Segregation, monitoring and review group (SMARG) meetings were held quarterly, attended by all relevant parties.
- 6.14** A small number of prisoners remain behind their doors on normal location as self-isolators or while awaiting adjudication, and the Board has been satisfied that these have been monitored more effectively this year.

## **7. ACCOMMODATION (INCLUDING COMMUNICATION)**

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- 7.1** Accommodation is located over eight wings, including the pre-PIPE unit, a relatively new therapeutic addition to the prison estate, opened in October.
- 7.2** The prison has limited access facilities for people with a physical disability, which has an impact on access for prisoners, staff, visitors and volunteers.
- 7.3** During 2019, there have been some improvements to the standard of accommodation in respect of cleanliness and hygiene but there continue to be concerns. This in part is due to the age of the prison estate and the increasing need to repair and update some areas to maintain a good standard of hygiene and general accommodation.
- 7.4** The plans to ensure that prisoners who are assigned to clean the wings are appropriately trained in the use of industrial cleaning materials were implemented.
- 7.5** Despite a previous deep clean of the showers on the wings, Board members noted that on two wings there were small flies on the ceilings of the showers. After we reported this, the showers were cleaned.
- 7.6** There is a space certificate for the cells, detailing their suitability for either double or single use.
- 7.7** Equipment on the wings is often out of use and awaiting repair, but this is usually reported in a timely way and the disruption to the laundry routines and associated working patterns is minimised.
- 7.8** The living quarters of the prisoners are generally well maintained, but overall cell cleanliness, including toilet hygiene, is up to individual cell occupants. This situation can cause some tension in shared cells. There has been one complaint received regarding a damp cell. Upon receipt of the complaint, the prisoner was moved to another area and his cell was reported to be undergoing damp repair.
- 7.9** The environmental standards observed across the different wings can vary, with one wing observed to be very clean, bright and welcoming and another to be much cleaner and tidier after the appointment of a new cleaner.
- 7.10** A competition for the cleanest wing engendered an improved sense of ownership and respect for the local environment. However, discrepancies in the quality and cleanliness of the wings remained an issue. This is of concern, partly to avoid a repetition of the infestation of vermin in both the kitchens and adjacent wings, which was a major issue in the previous year.
- 7.11** The introduction over the past year of in-cell telephones is generally welcomed but there are reports that the prisoners find this communication method expensive to use as they do not have a time limit and extended calls can be costly.
- 7.12** The kitchen is generally maintained to a high standard, with professional routines and a positive atmosphere.
- 7.13** The maintenance of kitchen equipment is an ongoing problem because of its age.
- 7.14** Attempts have been made to ensure that prisoner feedback informs improvements in food quality, variety and menu choice. Themed food events, such as Chinese, American and Indian meals, have been established. A food survey received around 100 responses; overall feedback was positive.
- 7.15** Healthy food options are available and specific dietary requirements are catered for.
- 7.16** There have been some reports about insufficient portion size and the food served being cold but these are not consistent and reflect more on the management of the meal distribution.
- 7.17** Relationships between staff and prisoners are generally positive and supportive, although there has been an increase in the number of staff assaults

**7.18** Under the Offender Management in Custody (OMiC) scheme, the prison aimed to allocate a key worker to each man. However, there were operational difficulties in implementing the model consistently, culminating in key working sessions being virtually suspended towards the end of the year due to other essential staff training. The Board found that many prisoners did not know who their key worker was, so questioned whether this scheme was as effective as it should be.

**7.19** Each prisoner receives a 'facilities' list and a canteen order sheet on a weekly basis, and this works well.

**7.20** Communication is regularly provided through 'Notices to prisoners' as well as wing representatives.

**7.21** The Queensland consultation meetings are attended by wing representatives. They provide a forum for the prisoners to raise and discuss issues and concerns. Feedback from prisoners indicates that these are not felt to be as effective as they might be in addressing some of the issues raised.

## **8. HEALTHCARE (INCLUDING MENTAL HEALTH AND SOCIAL CARE)**

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- 8.1** Staff turnover has been a particular concern in 2019, which reflected the national position. There were significant vacancies in both the physical and mental healthcare teams. This led to a higher than usual use of agency staff, with some occasional disruption to the normally good service and relationships between nurses, prison staff and prisoners. However, vacancies had been filled by the end of the year and a considerable number of new staff were expected to start at the beginning of 2020.
- 8.2** The main healthcare suite is bright, clean and welcoming, with all clinical rooms of a good standard.
- 8.3** Overall, prisoners are positive about healthcare provision and the availability of appointments. They can access a wide range of medical services, and prescriptions are filled promptly. However, the increase in applications to the Board concerning healthcare reflects prisoners' concerns over the inconsistency in their healthcare management.
- 8.4** The level of unattended appointments during much of the year led to a number of approaches to reduce this, including prisoners being asked to sign 'refusal to attend' slips. The implementation of this system was somewhat inconsistent, but during the final months of the year the rate had fallen from around 20% to 13%.
- 8.5** There are quarterly meetings of the local health delivery board, with senior prison managers and the Board in attendance. Representatives from the local authority and commissioner were invited but their attendance has been spasmodic.
- 8.6** There is a range of health promotion programmes available to prisoners, held throughout the year. These include thematic groups around substance misuse issues which are available to prisoners who are not on the recovery unit.
- 8.7** The healthcare team publicises the complaints procedure widely throughout the prison, and prisoners are encouraged to use it for any specific healthcare issue.
- 8.8** All prisoners see a mental health practitioner within their first 24 hours at the establishment.
- 8.9** Communication between mental health teams in different prisons and the community can be weak, leaving prisoners vulnerable. However, there has also been some outstanding work by individual mental health and learning disabilities staff to obtain more appropriate therapeutic placements for some very complex prisoners. The through-the-gate service has also improved the situation, registering prisoners with a local GP, a critical link with the community mental health team.
- 8.10** The Greater Manchester Mental Health Trust has a specific homelessness team, acknowledging the number of prisoners released to no fixed abode.
- 8.11** Although the establishment benefits from the use of regional mental health beds in HMPs Liverpool, Manchester and Preston, these are only ever an interim solution. There was an acute shortage of mental health beds for prisoners sectioned under Rule 47 (five in 2019).

## **9. EDUCATION AND OTHER ACTIVITIES**

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**9.1** The education provider for HMP/YOI Hindley is Novus, and a new contract and performance framework started at the beginning of April. The prison now has control of the budget for education, and works very closely with Novus to provide suitable courses and activities to aid the prisoners in their rehabilitation. As far as possible, the prison aims to integrate the workshops with the provision of mathematics and English tuition to the activities and thereby improve prisoners' skills. This has happened successfully in some areas but is a work in progress in others.

**9.2** The induction procedure for each prisoner is conducted by the prison and the Growth Company, which took on this role from Novus during the year. This company informs the prison and Novus about the achievements and skills of the prisoners recently arrived at the prison. From this information, prisoners are offered appropriate courses and training, if places are available, the aim being to have the prisoners in classes as quickly as possible.

**9.3** The basic literacy and numeracy teaching was revised, and the half day sessions now include some time in the gym. Men now need to participate in all elements of these sessions rather than just opting for the more popular gym time. It appears these classes are working well, with better management and attendance.

**9.4** Practical classes specifically linked to future employment included Osco Homes, Heyrods Construction, catering and restaurant courses, barbering and the forklift truck simulator course (Tenstar). Art classes are available, and also a developing class in refurbishing furniture to make a profit.

**9.5** The restaurant workshop prepared healthy meals and snacks, which were available to prisoners on occasion (linked to the decency awards) as well as the staff.

**9.6** The virtual classroom now has a lead trainer, who is also responsible for the library. Board members have observed it being used by prisoners to work with basic skills and gain certification. The prisoners can access information on driving tests, employment and the Open University (OU). In December, two prisoners were accessing OU courses, more than 50 were on writing class and a group was working with students from Manchester University. A monthly report is available within the prison on education activities and prisoners' progress. The library is used daily and there is a rota for evening use by prisoners on the residential wings. The library staff deliver books to the wings on a rota basis, and we have observed this taking place.

**9.7** Through the virtual classroom, prisoners are also able to access certification for food hygiene, and health and safety qualifications which are accepted outside the prison when seeking employment. Shannon Trust mentors provide support with reading for prisoners, and there are classes and activities available for self-isolators.

**9.8** Novus has a special educational needs coordinator, who regularly assessed prisoners with learning difficulties and special needs, to ascertain their educational needs and provide the relevant assessment of their needs.

**9.9** Attendance data was monitored weekly and assessed monthly. There was continuing research by Novus and prison staff for suitable activities that could be introduced into the prison which would assist prisoners into employment.

## **10. WORK, VOCATIONAL TRAINING AND EMPLOYMENT**

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**10.1** The prison continued to seek contracts in various work areas, to enhance the prospects of employment for prisoners on release. These included operating plant machinery, house building and bricklaying, and, latterly, constructing steel frames to be used in reinforced concrete.

**10.2** All workshops were risk assessed, and the appropriate health and safety measures were put in place. The Board checked that tutors were aware of the location of risk assessments and methods of work.

**10.3** Work was not always available in the workshops but when this happened, the prison ensured that there were other tasks for prisoners to do. In addition, the prison has contract services, which is low-skilled work but gets prisoners out of their cells and makes them feel valued.

**10.4** The vast majority of prisoners were very keen to attend work, and it was normally other commitments, such as medical appointments, which stopped them from attending or arriving on time.

**10.5** Work was occasionally cancelled owing to operational constraints, such as a prison lockdown search.

**10.6** There continued to be a shortfall of just over 100 places in full-time activities for all prisoners but this was improved from the previous year.

**10.7** Attendance in education/college activities varied between 78% and 84%, for wing work between 87% and 93%, and in workshops/industries between 90% and 93%.

**10.8** The majority of activities promote work on release, construction skills being the main one, followed by waste management and bioskills, and then Heyrods Construction. All of these skills have accredited awards, and the success rates are high.

**10.9** There are several recognised qualifications, mainly in the construction industry, using 'sit' machinery, (for example, Tenstar), Construction Skills Certification Scheme cards, Mobile Elevated Working Platform, petrol-driven cut-off saw, bricklaying, plastering and waste disposal accreditation.

**10.10** The prison had some very influential employers involved with the workshops available, including building companies, Osco Homes, Heyrods Construction and local authorities.

**10.11** The prison also offers an excellent recycling workshop, providing prisoners with the opportunity to gain qualifications in the management of waste, including recycling and biocleaning.

**10.12** Prisoners are now able to obtain training and qualifications in horticulture while maintaining prison grounds to a high standard.

**10.13** The Board was pleased to hear of encouraging reports of prisoners gaining employment on release. The introduction of the 'Hindley Hairport' (the hairdressing/barber shop facility) proved to be a good, well-used facility. It provided recognised training opportunities and qualifications (levels 1 and 2) in barbering that can be used by the prisoners on release in gaining employment or setting up as self-employed individuals.

## 11. RESETTLEMENT PREPARATION

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**11.1** The OMiC model operated and was fully implemented in the prison throughout 2019, with each prisoner being allocated a prison offender manager (POM) who was either a probation officer or an operational band 4 senior prison officer. The POM was responsible for assessment, sentence planning and case reviews, including OASys. They also supported prisoners when the community offender manager was responsible, nearer to a prisoner's point of release or when a prisoner was serving a recall to prison.

**11.2** Each full-time-equivalent POM held 50 cases and there were 12.5 officer posts in the team. However, the largest proportion of applications to the Board in 2019 concerned sentence management, which reflected the pressure on the offender management unit to deal with outstanding OASys assessments, recategorisation applications and arrangements for release.

**11.3** Offending behaviour programmes are thought to be helpful by the prisoners overall, with a number highlighting to the Board how their attitudes to the courses changed during the time they were attending them. With many of the prisoners having histories of domestic violence involvement, the lack of any accredited programmes relating to this important area is a shortfall.

**11.4** The various pathways to reducing reoffending are well developed and work well together. A multidisciplinary meeting was held every quarter, at which the work of the various strands was shared and clear objectives agreed for the next period.

**11.5** Cooperation with community-based services was generally good, with solid links made via the MAPPA process. Regular liaison occurred, particularly with various local authority children's services and local police.

**11.6** An improved and closer working relationship developed between the offender management unit staff and the integrated through-the-gate service, which helped ensure that there was thorough advice and assistance available to the most risky and vulnerable prisoners prior to their release.

**11.7** The resettlement hub was opened during the latter part of the year and operated from Monday to Friday, offering a safe space for prisoners to engage with immediate resettlement support services, provided by a range of partner agencies. The hub is operated by the community rehabilitation company through-the-gate team, which organised resettlement activity both in custody and the community, to ensure effective coordination of services and resources 'across the gate'.

**11.8** However, the Board was aware of a number of cases where prisoners seemed unaware of where they would be going only a few weeks prior to release. Members continued to be concerned that there appeared to be some communication breakdown between different departments dealing with release processes and prisoners. The Board observed that the absence of an integrated approach for all prisoners resulted in some good intentions being lost or reduced. Having said that, the Board heard of considerable efforts being made for prisoners to attend interviews after release, which they failed to attend. Successful resettlement for all prisoners remains a challenge.

**11.9** In 2019, there was one prisoner who had three successful resettlement day release visits to a training company to take site licence tests for various plant equipment. There was also one successful special purpose licence (SPL) to attend a family court hearing. However, an SPL for a prisoner suffering with cancer was withdrawn due to poor behaviour while on licence.

**11.10** The Board was made aware of two prisoners being held in prison at the request of the Immigration Service. Both were frustrated at not feeling informed about their situations, and their inability to influence their progress.

**11.11** Removals and transfers appeared to be well managed when planned (for

example, transfers to category D establishments or to specialist units). When transferred because of behaviour management issues, the Board observed good professional practice in the safe management of these prisoners.

**11.12** 1,007 men were released from the prison during 2019. The enhanced 'Through the Gate' service which is targeted at offenders with identified vulnerability or complexity began in April 2019, between 1 July and 31 December they dealt with 203 men. It is to the credit of them and other resettlement services that the IMB understand that most prisoners had a bank account and residence on release.

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### 3 The work of the IMB

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<b>BOARD STATISTICS</b>	
Recommended complement of Board members	20
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	9
Total number of visits to the establishment	459
Total number of segregation reviews attended	266

<b>Code</b>	<b>Subject</b>	<b>Current reporting year</b>	<b>Previous reporting year</b>
A	Accommodation, including laundry, clothing, ablutions	10	6
B	Discipline, including adjudications, IEP, sanctions	15	16
C	Equality	2	2
D	Purposeful activity, including education, work, training, library, regime, time out of cell	12	7
E 1	Letters, visits, telephones, public protection restrictions	8	4
E 2	Finance, including pay, private monies, spends	8	6
F	Food and kitchens	5	0
G	Health, including physical, mental, social care	28	17
H 1	Property within this establishment	14	10
H 2	Property during transfer or in another establishment or location	17	9
H 3	Canteen, facility list, catalogue(s)	2	2
I	Sentence management, including home detention curfew, release on temporary licence, parole, release dates, recategorisation	32	20
J	Staff/prisoner concerns, including bullying	12	7
K	Transfers	9	0
	<b>Total number of IMB applications</b>	<b>174</b>	<b>106</b>