



Annual Report
of the
Independent Monitoring Board
at

HMP LIVERPOOL

for reporting Year
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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

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

Main judgements

Are prisoners treated fairly?

Members of the Independent Monitoring Board (IMB) have maintained a regular presence throughout the reporting year, and we believe that, overall, prisoners are treated fairly and with decency at HMP Liverpool. Staff endeavour to support even the most difficult and challenging of prisoners. However, as we have previously reported, there are occasions when fairness has been compromised in relation to prisoners with the most complex mental health problems owing to the delays in transfer to specialist NHS mental health provision.

Are prisoners treated humanely?

Prisoners are treated humanely at HMP Liverpool, Board members regularly observe very skilled management of prisoners by staff. This is especially evident in the care and separation unit (CSU), where Board members have witnessed sensitive and supportive treatment of prisoners. The overall condition of the prison has continued to improve, with the large-scale refurbishment of the Victorian wings continuing throughout the year. Prisoners are now housed in much more appropriate conditions, with each cell having its own PIN-restricted telephone. However, as we have pointed out previously, Liverpool is an old Victorian prison with an ageing infrastructure, and this will always create difficulties, especially when dealing with increasing numbers of old and frail prisoners.

Are prisoners prepared well for their release?

The Board consider that, overall, prisoners are prepared well for their release from HMP Liverpool. In May 2019, the prison introduced the resettlement board and the resettlement hub. The resettlement board is held weekly and is attended by a variety of staff, including those providing housing services, mentoring and benefits advice, as well as support for physical and mental health and wellbeing. This holistic approach is aimed at helping the prisoners have a smoother transition from custody back into the community, with a bespoke release plan.

Main areas for development

TO THE MINISTER

Prisoners with severe mental health issues are frequently kept in the healthcare wing and the CSU (Care and Separation Unit) for prolonged periods. The waiting time for transfer of such prisoners to specialist provision is taking too long and needs to be improved as it can have a severe impact on their mental health.

While the physical condition of this old Victorian prison has improved greatly and the backlog of outstanding maintenance jobs has decreased markedly, this is only as a result of significant additional financial investment. This level of investment needs to be maintained at HMP

Liverpool or there is a very real danger that conditions will again deteriorate to unacceptable levels.

TO THE PRISON SERVICE

It is planned for HMP Liverpool to become a category C training prison. Significant improvements and investment will be required to improve the training and education facilities. Many of the original workshops have been closed or put to other uses and require very significant investment if they are to provide high-quality and meaningful training for future employment.

TO THE GOVERNOR

As we reported last year, the kitchens require a major refurbishment programme. Too often during the year, equipment such as the freezers have broken down and resulted in significant loss and expense for the prison.

Improvements

There has been a major improvement in the physical conditions in which prisoners are held at HMP Liverpool. The condition of cells and the external environment of the prison are significantly better. The installation of in-cell telephony throughout the prison has greatly improved the ability of prisoners to keep in touch with their families and helped to maintain relationships.

3 DESCRIPTION OF THE ESTABLISHMENT

HMP Liverpool is a category B local prison serving the Merseyside area and courts. There are plans for Liverpool to change to a category C training prison.

At the start of January 2019, there were 658 prisoners housed in the prison, with an operational capacity of 700, and at the end of December 2019 there were 676 prisoners, with an operational capacity of 700. The operational capacity has been significantly reduced in order to facilitate a very extensive programme of prison refurbishment.

Liverpool is a Victorian prison and consequently faces ongoing problems with the infrastructure of the main body of the establishment which houses cells and showers. The prison has suffered from a lack of capital investment in the past but during the year has been undergoing a major programme of refurbishment. The cells vary in size, from single occupancy to dormitory cells.

The prison is split into nine wings, A, B, F, G, H, I, J, K and the healthcare centre, with some wings providing specific roles within the prison:

A wing	Drug rehabilitation
B wing	First night
H wing	Closed for refurbishment
J wing	Health and wellbeing
K wing	Vulnerable prisoners

The following contractors deliver services in the prison:

Healthcare	-	Mersey Care NHS trust and Spectrum Healthcare
Learning and skills	-	The Manchester College/Novus
Resettlement	-	National Association for the Care and Resettlement of Offenders (NACRO)
Works	-	Amey

Evidence sections 4 – 11

4 SAFETY

Prisoners interviewed were generally positive about their experience in reception and on their first night. The area has been refurbished and decorated, and the whole screening and assessment process has improved. There is an emphasis on ensuring that all new arrivals feel safe and that there is adequate provision of hot food, showers and access to a telephone. In addition, prisoners value the support provided by peer mentors and Listeners.

While prisoner numbers continued to decrease in 2019, recorded incidents of prisoner-on-prisoner assaults increased slightly compared with 2018, (207 in 2018, and 219 in 2019). Similarly, recorded incidents of prisoner-on-staff assaults increased in 2019 compared with the previous year (64 in 2018, 77 in 2019). Strategies are in place to address these concerning trends, including a monthly 'safer Liverpool' meeting, to identify patterns and causes, but the impact of these strategies is not yet discernible.

ACTS OF VIOLENCE 2019												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
23	14	19	17	22	13	20	24	18	22	21	13	226

The number of ACCT (assessment, care in custody and teamwork) documents opened during 2019 was 1,059 and the number closed was 851. These figures are lower than in 2018 and reflect the decrease in prisoner numbers. While some good practice was noted by Board members in relation to the completion of ACCTs, it was clear that improvements to this process are still required. ACCT assessors indicated that they are sometimes unable to undertake their roles effectively, as they are called away to fulfil other duties. Workshop trainers stated that ACCT folders were often not brought to the workshop by wing staff. Now, files are brought by the escort, or an officer on the wing telephones the workshop staff.

ACCT DOCUMENTS OPENED 2019												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
90	69	75	118	106	84	92	80	80	87	93	85	1059

A worrying concern at Liverpool, which is mirrored across the prison estate, was the number of recorded incidents of self-harm, particularly in the context of decreasing prisoner numbers. In 2018, there were 479 recorded incidents of self-harm, whereas in 2019 this had risen to 655, an increase of 37%. These figures are high compared with those at similar prisons. However, there was evidence that this increase could partly be attributed to some prolific self-harmers and more robust recording of incidents. New strategies have been implemented to address the causes of self-harm and to support the individuals concerned more effectively. However, the upward trend of self-harm incidents appears to be continuing.

INCIDENTS OF SELF HARM 2019												
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
48	62	45	71	80	64	49	40	56	57	46	37	655

A list of self-isolators is sent out daily in a safer custody email.

Good practice was observed on J wing, which is used as a wellbeing unit to support prisoners with their personal and physical wellbeing. Officers seemed extremely committed to this provision and prisoners spoke highly of the opportunities available. The environment on the wing seems relaxed and purposeful, and this clearly represents an area of good practice

During rota visits by the Board prisoners commented that drugs were readily available. This fact undoubtedly contributed to the increase in violence during 2019, as was noted across the whole prison estate. Liverpool has been working closely with HMP Altcourse, in order to use their body scanner to target prisoners suspected of carrying illicit items. Good intelligence work has led to the successful recovery of drugs prisoners have been trying to smuggle into the establishment. The random mandatory drug testing rate was high, at around 23%, during the latter part of 2019, of which 3.5% could be attributed to new psychoactive substances. This figure is higher in Liverpool than in most other comparable prisons.

The number of self-inflicted deaths reduced significantly in 2019, compared with 2018 (four deaths in 2018, one death in 2019). However, the number of recorded deaths from natural causes rose from one in 2018 to five in 2019, reflecting the increase in the number of elderly prisoners held in the prison.

While significant improvements have been noted in respect of the safety and security of prisoners at the establishment, there remain some concerns around the increased levels of violence, self-harm and the availability of illicit substances.

5 EQUALITY AND FAIRNESS

The prison's equality action plan and progress on actions are monitored through the two-monthly equalities action team meetings. This is attended by equality prisoner representatives from each of the residential units.

The prison monitors the protected characteristics, as set out under the Equality Act, and records any complaints submitted using the discrimination incident report form (DIRF) process. These forms may be completed by prisoners, staff or visitors. Dedicated DIRF boxes are located on all wings.

The number of DIRFs received in the year is shown in the table below.

<u>Protected characteristic</u>	<u>Number of DIRFs received</u>
Race	22
Religion	3
Disability	3
Gender	0
Sexual orientation	2
Total	30

Notices, DIRFs and other publications are translated and displayed in numerous languages, although the foreign national prisoner population at Liverpool is fairly low, normally averaging around 5–6%. The equalities team continues to promote and monitor the use of the Big Word translation and interpreting service for foreign national prisoners with limited understanding of spoken or written English. Handsets and instructions for use are sited in all residential areas and other areas of the prison. Only about 10% of the prison's population are from Black, Asian and minority ethnic (BAME) backgrounds.

The prison holds two-monthly forums for older, younger, LGBT+, disability and BAME prisoners, and a prisoner equalities representatives meeting.

Family days are actively promoted and there is a strong attempt to tie into families and encourage family engagement whenever possible, especially through award ceremonies on the successful completion of courses or programmes such as the Sycamore Tree. This enables prisoners to maintain contact and be reflected in a positive manner with their families.

The chaplaincy provides multi-faith support within the prison, providing for Church of England, Roman Catholic, Salvation Army, Jewish, Muslim, Buddhist, Pagan, Jehovah's Witness and Spiritualist faiths. The prison maintains a calendar of special religious days, and care is taken that appropriate foods are provided during these periods by the kitchens (for example, for Ramadan). The chaplaincy provides a vital role to prisoners and their families, and offers huge comfort, especially at times of bereavement. The Board considers the work that the chaplaincy undertakes with prisoners and their families to be tremendously impressive.

Personal emergency evacuation plans (PEEPs) for prisoners with a disability requiring support in the event of an evacuation are in place, and those with a plan are clearly identified on each wing. However, as the Board has previously reported, it does have some concerns, given the age and design of the buildings, if the plans ever had to be implemented on a large scale.

The isolated prisoner scheme, which identifies, supports and monitors prisoners who have no visitors or may not engage with anyone, and may not want to leave their cell, appears to be working successfully.

The impact of the key worker scheme has, again, been slightly problematic this year. An issue has been that officers' key work time has not always been protected, and this has made it difficult for them to fulfil their role. However, recent changes protecting key work time appear to be making a difference and the number of sessions has increased, but we will continue to monitor the situation.

6 SEGREGATION/CARE AND SEPARATION UNIT

The accommodation in the CSU (Care and Separation Unit) consists of 15 cells with in-cell sanitation, and two special accommodation cells. Residents are located in the CSU for a number of reasons, including assaults on staff and other residents, possession of contraband, damaging prison property and, at times, for their own safety. The special accommodation cells are used when residents become disruptive. These cells are used to enable prisoners to calm down, but on occasion to prevent them from self-harming. Residents in these cells are checked regularly and are held for the minimum amount of time possible.

CSU cells not in use are clean and prepared with fresh bedding, to avoid any delays when relocating prisoners there. There is a private room available that is equipped with a table and chairs for ACCT reviews, R45 reviews, adjudications and other prisoner interviews to take place while maintaining privacy and confidentiality. These meetings are documented appropriately. There are two outside areas for exercise. All areas within the CSU are clean, and hygiene is maintained to a very high standard throughout.

The Board is informed promptly when a resident is located within the CSU for good order and/or discipline (GOOD) or for their own interest. The Board regularly attends R45 reviews and adjudications; these are conducted appropriately, with the attending governor, healthcare and chaplaincy representation.

All prisoners in the CSU are visited regularly by healthcare staff, chaplaincy and governors make daily visits.

The Board members witnessed sensitive and supportive treatment of prisoners placed in the CSU. Officers generally manage to maintain a calm and ordered environment and appear to know the individual prisoners very well. One of the prisoners spoken to was keen to write to the Governor about the 'fantastic' support he had received in the unit, where officers were prepared to sit and talk to him, in his cell, during times when he was feeling particularly agitated.

Overall, the unit is managed professionally, with the objective of having prisoners in segregation for the minimum time necessary.

HMP Liverpool Number of prisoners in CSU by month for 2019

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	<u>Total</u>
32	22	31	31	36	34	31	31	20	22	25	21	336

The number of prisoners held for over 42 days is 12.

7 ACCOMMODATION (including communication)

The refurbishment of the prison continues and has seen an excellent improvement in the accommodation for the prisoners. H wing is currently undergoing major refurbishment.

Last year, we reported on many improvements in the cleanliness of external gullies surrounding the wings, and attributed this, in part, to the cell window refurbishment programme. However, there are cells which still have broken windows, allowing detritus to be thrown from them and the potential ingress of contraband. In some cases, because of poor ventilation in warm weather, windows have been broken deliberately.

Some temporary fixes have been attempted, to ameliorate these problems, including the provision of waste baskets. In some cells, Perspex window inserts, with a ventilation aperture, have been fixed to the existing windows. In other cells, the insert is completely removable. The improvement evidenced in other areas of the prison will not be totally achieved until all cells are fitted with new cell windows. It has to be said that although there are still issues with rubbish along a number of gullies, the residential governors work tirelessly to ensure that they are cleaned on a regular basis.

The food prepared by the kitchen is of a good standard and is relatively well received by the majority of prisoners. The kitchen caters for a variety of dietary groups but still, in the main, manages to produce appropriate meals on time. The Board reported last year that there were major issues with equipment in the kitchen and stated that it required a major refurbishment programme. Some equipment is to be replaced but the main issue is that of the breakdown of refrigerators and freezers, which has not been resolved. These breakdowns have resulted in significant financial loss, with large amounts of food having to be destroyed and mobile freezers being hired at an astronomical cost.

The Board has concerns about the supervision and training of the servery staff. We feel that this is well below the standard required and has an impact on the health and safety of the prisoners. There is confusion about the use of implements, especially for halal food, and the Board is extremely concerned that the temperature of the food is not being checked as it should be. The temperature probes are kept in the office and are not readily available; we are led to believe that there is a security issue with the existing probes. The Board also observes that, in many instances, 'whites' for servery workers are not worn as required.

8 HEALTHCARE (INCLUDING MENTAL HEALTH AND SOCIAL CARE)

Healthcare services are provided by Spectrum Healthcare, and mental healthcare services by Mersey Care NHS Foundation Trust. As a result of costs, agency staff were released at the end of 2019, resulting in temporary staff shortages. The healthcare provider keeps detailed records to meet key performance indicator requirements.

At reception, a prison assessment and healthcare assessment are carried out, and then a mental health assessment. Information is entered on the healthcare database, SystmOne, on arrival. This means that information goes directly through to the healthcare unit. If necessary, prisoners are taken directly to the healthcare unit.

The inpatient unit has four medical staff and four officers. There are 22 well-equipped cells, some of which are out of order for several weeks at a time, and the personal alarms did not work for over a month – the maintenance company does not appear to prioritise this. There are a number of older patients with complex health needs which requires significant resources, both clinical and officers on 24-hour watches in the final stages of the patient's life. The exercise yard is open all day, and access is recorded, but in some months, because of the number of patients on a four-officer unlock, other patients have less time for association, showers and exercise. Due to staff shortages towards the end of the year there have been few activities on the unit. Guitar lessons were popular in the first half of the year but have been discontinued.

The outpatient unit is modern and well equipped, with seven clinics, including dentistry and optometry, and a separate screened waiting room for vulnerable prisoners. Waiting times are similar to or better than in the community. The average prisoner non-attendance rate is 36%, and 40% of these are cancellations by the patients themselves, often because the appointments conflict with work, association time or visits. The prison has undertaken to arrange appointments at more convenient times, but this is in its early stages.

'Kiosks' (computer terminals on each wing) have been introduced, so prisoners can book appointments online. Prisoners lacking information technology (IT) skills have struggled to get used to them and complained that the language was unfamiliar. With the aid of mentors, they are supported to use the kiosk and are now reminded of appointments at unlock and at the time of the appointment.

Hospital appointments are missed at least once a month and up to four times a month because of the taxi booked to transport the prisoner arriving late at the prison. The prison's own car is not operational. The number of cancellations due to a lack of prison staff was around 3–4 per month until October, when the number reduced. Monthly data on cancellations and late arrivals has become more detailed over the year.

Mental health: There are two psychiatrists but there is a waiting list for one-to-one mental health counselling. This is due to staff shortages, but new staff are being recruited. Owing to the secure hospitals' triage system, prisoners with serious mental health issues stay in the prison as inpatients for long periods.

The wellbeing unit, J wing, is now functioning. Prisoners self-refer and are vetted sympathetically. They have activities twice a day and have a dedicated day working in the greenhouse and a dedicated slot at the gym.

A fortnightly rehabilitative committee has been meeting for rehabilitative adjudications regarding drug use since August 2019.

Medication: There are a number of complaints about queues for medication and the times that the wing pharmacies are open, as this can conflict with work commitments. In-possession medication is restricted as some prisoners are not suited to possession. There are also complaints about sleeping medication being given as early as 3pm, so prisoners sleep in the early evening and cannot sleep at night.

Social care: The healthcare governor accepts that social care is inadequate. There are prisoners identified as requiring PEEP (Personal Emergency Evacuation Plan) support on all wings, with PEEP cells clearly identified in the wing and on the cell door. People needing PEEP assistance have 'buddies' however they do not provide personal care.

Activities: There are numerous notices about healthy living throughout the prison. The football pitch has been reopened, and CGL (Change Grow Live) staff say that it is well used. There are two gyms. The trainer says that they are not used to capacity, as many prisoners prefer to sit in their cells and play computer games.

Communication: There is a monthly inpatients forum and a monthly Better Health Liverpool – Prisoners Voice meeting. These are not well attended, and actions agreed on are not always followed up promptly, but those who do attend participate fully.

9 EDUCATION AND OTHER ACTIVITIES

Basic skills

On day two of their induction, prisoners are assessed for English and mathematics. Staff feel that these assessments can be a challenge for some prisoners as they may not be motivated at this early stage. The prisoners are allocated a classroom, and further diagnostics are undertaken to ensure that they are suitably placed. The online tests give instant feedback, which is discussed with prisoners during subsequent sessions.

If assessed to be below level 1, they are encouraged to undertake the functional skills course and are helped to reflect on their interests and possible future plans.

Shorter-stay prisoners can now access level 1 awards and certificates in basic English and mathematics. The level 2 diploma takes 4–6 months. The OMU (offender management unit), Shelter and an education manager are working with 'sentence planning', so the education and activities on offer can best suit the prisoner. This will assist 2020 planning and the move towards becoming a category C prison.

There is an increasing demand for the CSCS (Construction Skills Certificate Scheme) that helps prisoners access work in the construction industry on release.

Progression and prisoner feedback

The student council meets monthly, attended by volunteers, some of whom are not in education. Two members of that group attend the two-monthly 'Learner Voice' forum. Staff say that they endeavour to meet their intention to provide 'fair and prompt' responses to issues raised. The feedback from this group is overseen, and, along with the information from student support workers, informs decision making and planning, such as the implementation of a set break during teaching sessions. There is a quarterly QTD (Quality of Training and Delivery), and all records are filed and available.

A prisoner feedback survey was carried out in October by Novus staff. Of the forms completed, the following results give a positive picture:

Teaching and learning feedback	Percentage agree (%)
Teachers help me to develop skills in IT	70
I am enjoying my learning on this course	91
Teacher and other teaching staff treat me with respect	94
Teachers encourage me to behave well and work hard	92
I am developing skills I need for a job	77
The feedback I get tells me what I am doing well/what I need to improve	94
I am making good progress during my classes	87

Prisoner pay has been restructured, so that prisoners receive an increase when they achieve level 1 and the top pay scale can only be achieved with level 2. Education staff feel that this system has helped in motivating prisoners to agree to placement in appropriate courses. There is an issue with foreign national prisoners with little spoken English, who cannot access level 1 and are stuck on basic pay. This has been raised at governor level.

Progression by level, March 2019: English – 70% one level, 30% two levels, 2% three levels; mathematics – 80% one level, 32% two levels, 4% three levels. Some prisoners are progressing at a faster rate than others. Further analysis may highlight areas/barriers to targets.

Learner Voice has reported that the CSCS (construction skills certification scheme) is seen by prisoners as helpful to their future. There have been 11 courses this year, with over 100 prisoners being awarded the certificate. The education leadership is committed to link all curriculum areas to employment and transferable skills. Managers measure this on OTLA (outstanding teaching and learning assessment) and monitor it with course leaders by ongoing review of schemes of work and course materials. Novus staff attend the resettlement board. Information and discussion inform future provision.

All prisoners have an individual learning plan, which is planned to be tracked when the piloted system is rolled out. The piloted system consists of when a prisoner chooses a course, he has a diagnostic assessment and sets agreed target areas that are logged and tracked through a series of one-to-one feedback sessions with their tutors who direct areas to improve the work. The feedback from tutors and prisoner are logged.

Novus staff undertake regular 'learning walks', and managers report that they are confident that there are good levels of engagement which they feel is backed up by the majority of OTLA feedback. The current prison regime supports fixed start and finish times, and although there has been some early finishing observed in workshops, this has not been a feature in classrooms.

Allocation and access

Prisoners are inducted by Novus staff members, in partnership with MGC (Manchester Growth Company). Prisoners are provided with a prospectus and supported to make appropriate choices. There is a separate prospectus for K wing, which provides a narrower range. Student support workers (Novus staff) review the progress of prisoners within each of the courses after three weeks.

The allocation of prisoners to courses runs at around 70–80%, as indicated by weekly figures. There is capacity for 100% of prisoners to be allocated to appropriate courses/activities while the population remains at present numbers. Education staff report that they are working to increase capacity and the range of opportunities in preparation for the prison to become category C. At the moment, they feel they have the capacity for full-time activity for all prisoners. Attendance rates are available in the daily report.

Prisoners who are not employed are reviewed regularly by activities staff and are offered individual plans to support and encourage their participation.

More recently, prisoners have been able to request changes to their allocations using the kiosk system. If and when learners complete their course, they should be allocated to an appropriate activity within two days of the request by AAU (Activities Allocation Unit).

Education delivery is 27 hours per week over 50 weeks of the year. Some of the outreach work to prisoners in activities is covered over 44–46 weeks. The start and finish times are in line with the core day. Registers are tracked daily through HMP Tracker and the daily performance meeting.

Vulnerable prisoners located on K wing have their own provision, based around the workshops adjacent to the wing. There is a narrower choice of courses and activities for these prisoners. Prisoners can access English, mathematics, art, and information and communications technology. There is a successful bicycle repair shop, sign writing facility and packing of canteen items for other prisoners that offer work opportunities. The education team has been running focus groups and has begun a review of the curriculum offer. There is a dedicated student council for vulnerable

prisoners. Painting and decorating, and industrial cleaning courses have run successfully for these prisoners, with good uptake this year. There are four vulnerable prisoners who are being supported with Open University and other level 4 courses.

There is a dedicated member of staff who provides in-cell education support for both morning and afternoon sessions. They also visit prisoners in the CSU as needed. Prisoners are encouraged to take their normal study work back to their cell for revision and consolidation.

Prisoners who are in classes get weekly access to the library. There is a scheme, 'Diffusion', which provides access to lower entry levels of literacy. These books were written by prisoners. The prison also works with the Shannon Trust to provide entry-level books used in daily support sessions, facilitated by peer 13 mentors. One of the mentors is present at induction and attempts to pick up potential students who may otherwise be reluctant to engage. There are also library sessions in the learning resource centre. Education staff work with the library service to help certain students move from 'Storybook Dads' to other programmes supporting family relationships. There have been visits from authors, and podcasts on the prison radio.

Learner needs and aspirations

All prisoners are assessed for basic English and mathematics, and LDD (learning difficulties and disabilities) needs on day two of arrival. Learners are supported by the Shannon Trust and peer mentors in making choices. They should have a weekly catch-up. SENCO (special educational needs coordinator) is working under the new contract with LDD nurses to deliver 'language for specific purpose', using appropriate LDD resources.

Prisoners are not allowed to repeat the same level of course. All learner performance is monitored on 'Progress Tracker'. All qualifications are nationally recognised, including City and Guilds and NCFE (northern certificate of further education).

There is an appointed member of staff who currently supports 12 prisoners in applying for level 4 qualifications and above; they are available on Wednesdays and Thursdays. There are partnerships between Novus and Stonebridge, JMU (Liverpool John Moores University Criminology Department) and LHM (Liverpool Hope University). Sessions in philosophy and drama are planned for May 2020, with LHM, and criminology and creative arts units planned with JMU, which will carry 24-unit credits for higher learning courses.

Work opportunities, along with prison catering and cleaning, include construction, laundry and leather work. The range of access has been hindered by problems with workshop access, as some need significant refurbishment and are not fit for purpose. After the laundry was refurbished, there was a delay before the volume of work through the workshop increased.

There is capacity for a greater number of prisoners to access gym facilities and the newly refurbished sports field. A number of prisoners are following the level 2 gym instructors' course.

The family day graduations have proven popular and are an important element in the celebration and promotion of education achievement within the prison and for prisoners' families.

Attendance

Month	Education attendance %
April 19	69
May 19	62
Jun 19	64
Jul 19	63

Aug 19	72
Sep19	79
Oct 19	79
Nov 19	78
Dec 19	82

There is an appointed prison officer who works with long-term absentees or those who refused initial induction work, to produce individualised activities to engage them in a route to full-time education/work.

Novus student support staff will chase up any prisoner who has missed a session as part of the rapid response first-day approach. The information is provided to the education and activities managers, to initiate changes to facilitate attendance. Education staff feel that this cooperation has led to a steady increase in attendance, as fewer prisoners now miss sessions through circumstances beyond their control.

Classes are rarely cancelled by Novus within the prison. The only occasion this year was the cancellation of the Training Academy Day. Novus is fully staffed and rearranges teaching to ensure that staff absence does not lead to cancellation. There are no staff vacancies. There was a spike in cancellations in January – 24 hours cancelled by external providers and 69 hours by the prison.

Education staff (Novus) report that the PEF (Prison Education Framework) contract means they cannot contact 'activities staff'. There have been some clashes with prison training schedules and there may be absences due to wing searches, etcetera. Overall, staff feel that their proactive approach and communication between managers is helping.

10 WORK, VOCATIONAL TRAINING AND EMPLOYMENT

The process of allocating work has become fairer and more transparent. It is now carefully and fairly managed. Vacancies, which are usually created by prisoner moves, are quickly filled. Industries, education classes and jobs on the wing provide opportunity for 87% of the prison population. Attendance at work during the reporting year was 78%, which a decrease is compared with the previous year; this might be due to the number of prisoners on the roll. This percentage includes acceptable absences, such as for healthcare appointments, family visits, court days and sickness.

There are work opportunities on the wings for cleaners, painters, server workers. Posts are available in other areas as well. Work is available part time for prisoners working in the leather workshop and in cleaning services, and full time in the kitchens, and these link to a range of accredited courses, at level 1 or 2, including City and Guilds in cleaning, hospitality and catering. In the kitchen and in workshops, prisoners work independently (under supervision) and as part of a wider team.

Qualification:

Education and training (level3)

Textiles (level 1–2)

Skills for employment and further learning level 1

Introduction to catering and hospitality (City and Guilds level 1)

Peer mentoring (level 1–2)

Available choices of activity are easily accessed by prisoners, and applications are generally processed on the day of receipt, taking into account availability, any disabilities and security clearance. Work tutors do not currently have information about learners on ACCTs.

The establishment does its best to help prisoners make a start on qualifications which can be continued on transfer and which will improve the prospect of employment on release. The focus of activities is mainly on the development of prisoners' functional skills.

The vocational training workshops have spaces as follows:

Site joinery: 10

Bricklayer: 10 (course was not running)

Plastering: 10

Cleaning: 10/15 per wing depending on the number of cleaners on that wing

Hospitality: 16

Waste management: 18

Mentoring: 16

Prisoners who are not involved in any form of purposeful activity are those who are currently awaiting security clearance, undergoing education screening or refusing to work.

Other opportunities provide purposeful work, relevant to work in prison and supporting 'through-the-gate' outcomes. These include opportunities in mentoring, cleaning, recycling, catering, and as servery workers.

Opportunities in the staff bistro continued to be much appreciated by prisoners. However, prisoners complain that pay does not reflect the fact that they work on weekends and Bank Holidays, which others do not.

A new pay structure was introduced during the year, mitigating some unfairness and inequality. Complaints continue to be made about these pay rates.

In common with other prisons, Liverpool functions with the assistance of prisoners in areas such as the reception, laundry, kitchen, serveries and library. They act as reference points for other prisoners, enabling them to obtain information about many aspects of the prison.

While activities are rarely cancelled, the Board observation indicates that prisoners do, in general, engage positively with their activities. Each workshop has a system to support personal development and skills this continues to be well received by prisoners.

The Board is unclear about any vocational benefit to prisoners that these workshops provide in the current employment market. The Board is still unclear about the development of the prison workshop 10 (Re-upholstery Workshop) that has lost most of its important community contracts. Work has been commissioned to re-develop this workshop.

The Board has noted that shortages of essentials in some workshops, such as re-upholstering, and the lack of contracts in the laundry have had an impact on the levels of activity.

11 RESETTLEMENT PREPARATION

In the last reporting year, the Board reported that, 'there has been a restructuring of the resettlement services within the prison, which has led to improved outcomes for prisoners and the Board considers that overall prisoners are prepared well for their release'. This continues to be the case.

In May 2019, the prison introduced the resettlement board and the resettlement hub. The resettlement board is held weekly in the chapel, and is staffed by a variety of departments, including those offering practical support – for example, housing and benefits advice, and mentoring, as well as support for physical and mental health and wellbeing. This holistic approach is aimed at helping prisoners have a smoother transition from custody into the community, with a bespoke release plan. The resettlement hub is held in the 'Partners of Prisoners' (POPS) visitors centre every weekday morning. CRC (Community Rehabilitation Company, part of the Probation Service) ensure that prisoners have a full introduction to their licence and begin the claims process for universal credit and other practical release necessities, with the aim of giving maximum support from the moment of release and thus encourage engagement on licence. From what the Board has seen, through meeting minutes and statistics, Shelter appears to be effective in securing accommodation, and proactive in engaging with providers where gaps are identified.

RELEASE LOCATIONS 2019

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Friends/Family (transient)	2	0	0	0	0	0	0	0	0	0	0	1	3
Homeless - Other	13	13	13	14	19	25	13	9	8	14	12	2	155
Homeless - Rough Sleeping	0	0	0	0	1	0	0	0	0	0	0	0	1
Transient/short term accommodation	1	1	1	0	1	0	2	4	3	3	10	10	36
Grand Total	16	14	14	14	21	25	15	13	11	17	22	13	195

The hub was highlighted in the inspectorate report as an example of good practice and does appear to be an effective initiative. Monitoring of the reducing reoffending OMU strategy meetings shows a commitment by staff to continue to develop further and good working between the various contributors. With the changes to the prison status going forward, this will continue to be monitored, in terms of engagement and effectiveness.

The majority of the applications to the Board about resettlement focus on prisoners' lack of movement to establishments appropriate to their categorisation; this is a perennial problem and is clearly a frustration for prisoners and the establishment alike.

The prison reports having no prisoners released on ROTL (release on temporary licence). Statistics provided show that 85 people were released on HDC (home detention curfew) during the reporting year. Forty-five of these were released on their eligibility date, 40 being late for administrative reasons – for example, because the eligibility date fell on a weekend, and the prison cannot release before this or for reasons beyond the control of the prison, such as awaiting appropriate and approved accommodation. Applications to the Board about HDC indicate that the reason for delays, or why they are not eligible, is not always made explicit to some prisoners.

The Board report for 2018 reported a decrease in OASys (outstanding offender assessment system) assessments: '...over 20 outstanding assessments at any one time, this is now down to single figures. Last year, the prison completed 167 OASys reports but stated that the backlog has risen to 28. They report that 'this figure has gone up recently due to outstanding cases being

moved into prisons as per the OMiC (Offender Management in Custody) model'. This issue has been addressed, including an escalation processes where this is a community-based requirement.

With regard to key work, the prison has a 'key work suite', with seven interview rooms, six of which have IT available. It reports to be currently delivering above the 52% target for key work sessions, despite high sickness levels and restricted duties. It will take time for effective processes to become embedded into the fabric of the establishment, but the prison has provided good evidence that training (motivational interviewing and briefing sessions with a psychologist etcetera) is taking place, as well as monitoring and quality assurance under the management of the Community Director. There have been no applications to the Board with direct regard to key work sessions, and prisoner reports are generally positive, although there is a mixed response when asked on the wing if they know who their key worker is. OMiC is still relatively new for all concerned, and its impact will be an area that will also be monitored going forward.

Overall, there is proven effective work in this area, with some exceptions. Given that many of the initiatives and practices are new and have been introduced at a time when the prison has had the luxury of a relatively high staff-to-prisoner ratio, the effectiveness and sustainability of the positive changes will be followed closely by the Board during 2020.

B Section – The work of the IMB

BOARD STATISTICS	
Recommended complement of Board members	16
Number of Board members at the start of the reporting period	7
Number of Board members at the end of the reporting period	10
Total number of visits to the establishment	358
Total number of segregation reviews attended	104

C Section – Applications to the IMB

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	10	21
B	Discipline, including adjudications, incentives and earned privileges, sanctions	4	9
C	Equality	4	14
D	Purposeful activity, including education, work, training, library, regime, time out of cell	20	20
E 1	Letters, visits, telephones, public protection restrictions	26	33
E 2	Finance, including pay, private monies, spends	10	19
F	Food and kitchens	3	5
G	Health, including physical, mental, social care	24	31
H 1	Property within this establishment	6	18
H 2	Property during transfer or in another establishment or location	28	20
H 3	Canteen, facility list, catalogue(s)	0	3
I	Sentence management including HDC, ROTL, parole, release dates, recategorisation	20	28
J	Staff/prisoner concerns, including bullying	26	27
K	Transfers	20	12
	Total number of IMB applications	201	260