



Annual Report of the Independent Monitoring Board at HMP Risley

**For reporting year
1 April 2019 – 31 March 2020**

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Introductory sections 1 – 3

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 is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- 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
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- 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.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that States designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The Independent Monitoring Board (IMB) is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

HMP Risley is located near Warrington, Cheshire and is a large category C training prisons in the UK, housing an average of 1,100 male prisoners.

The prison continues to be a hub for foreign national prisoners in the North-West, and Home Office Immigration Enforcement (formerly UK Border Agency) staff are permanently based in the prison. The population profile showed that, at the end of this reporting year, there were 100+ foreign nationals, 187 prisoners convicted of a sexual offence, 50 serving an indeterminate sentence for public protection (IPP) and 70 lifers.

HMP Risley consists of seven residential wings, two of which house vulnerable prisoners. There is a care and separation unit (CSU) with its own outside exercise area. The training facilities within the establishment provide 12 workshops and 14 education classrooms, together with a library. There is also a health centre with full-time doctors and nursing staff.

In addition, dental, podiatry and physiotherapy services are provided. Other facilities include a sports hall and two gyms. To cater for the various faith groups of the prison, there is a multifaith centre, supported by several ministers from the various faiths.

3. Executive Summary

3.1 Background to the report

The onset of the COVID-19 (COVID) pandemic had an impact on the Board's ability to gather information and discuss the contents of this annual report. The Board has covered as much ground as it could in these difficult circumstances. Ministers are aware of these constraints. The outbreak was confirmed in March 2020 and new systems and ways of workings were devised and introduced. Prisoners were kept informed of developments and accepted and understood circumstances. Therefore, there is less detail and supporting evidence contained within this report.

3.2 Main judgements

How safe is the prison?

It is the opinion of the Board that the overall safety of the prison meets a high standard throughout, and the reception processing unit works closely with the transport contractor. Prisoners are generally positive about their treatment in the reception area. Initial health screenings for new arrivals are undertaken promptly by a registered nurse. Immediate healthcare needs are identified, including mental health and substance misuse. IEP forums align with the aims of the Incentive Policy Framework with a view to improving the sense of procedural justice and linking to better outcomes in areas like safety. Assessment, care in custody and teamwork (ACCT) documents are completed if deemed necessary. Initial cell-sharing risk assessments are also completed.

How fairly and humanely are prisoners treated?

It is the opinion of the Board that, overall, prisoners are treated fairly. Budget cuts in the past couple of years have meant that HMP Risley had been playing catch-up for things like staff and staff training. Investment in the establishment has resulted in staffing levels being improved throughout the year, which has enabled prisoners to attend the various workshops available to them and also increased the attendance at healthcare appointments. Repairs to the roof were completed on the education department building, and courses resumed.

The prison's focus on decent and humane treatment is demonstrated through the decency agenda introduced by the safer living department, including a 'Room Ready' programme and ensuring that all new prisoners receive a decency pack. There is an ongoing programme of upgrading all cells within the prison.

How well are prisoners' health and wellbeing needs met?

It is the opinion of the Board that prisoners' health and wellbeing needs are, in the main, being addressed. However, the Board is aware that there have been instances of repeat cancellations/missed appointments owing to staff shortages. Services are provided by the health centre staff, which includes full-time doctors and nursing staff, dental, podiatry and physiotherapy services, plus a full mental health team. Prisoners use the appointment system, which is available to them, but the 'did not attend' (DNA) rate is around 25–30%.

How well are prisoners progressed towards successful resettlement?

Prisoners are encouraged to develop skills through good educational provision and training in a range of workshops. All agencies are aware of the prisoner's imminent release.

At the start of the year, there were still problems for families wishing to book visits. This has since dramatically improved, with the introduction of the online booking system and allocated visit times. This is certainly not perfect but is a vast improvement on the previous system.

3.3 Main areas for development

TO THE MINISTER

3.3.1 Is there a plan to speed up the process for dealing with foreign national offenders who cannot be moved to a detention centre for security reasons and are currently stuck in the prison system?

TO THE PRISON SERVICE

3.3.2 There are frequent instances of prisoners being transferred to establishments that cannot facilitate the courses required for their identified needs with regard to sentence management and rehabilitation. Why are prisoners transferred to prisons which cannot ensure completion of sentence management requirements, and might the Prison Service be considering a more efficient way of eradicating these problems going forward?

3.3.3 The Board continues to receive a large number of applications regarding loss of prisoners' property. What plans does the Prison Service have to introduce a more streamlined system of handling this when prisoners are transferred between prisons? This would avoid unnecessary distress for prisoners being transferred and also minimise the number of compensation claims.

TO THE GOVERNOR

3.3.4 The showering facilities have been proving problematic over the last 12–18 months, with issues around the sufficient provision of hot water and bad water pressure, as well as showing a definite need for maintenance, decoration and refurbishment. What is the prison's intention with regard to rectifying these issues?

3.3.5 The Board still has concerns about the efficient provision of prisoners' property. What plans does the prison have with regard to developing a more efficient, consistent and streamlined approach to handling and allocating this on arrival, departure and movement within the prison?

3.3.6 There have been instances of untimely attendance by healthcare staff to prisoners on ACCT documents following self-harm incidents. How does the prison intend to ensure that all incidents of self-harm are attended to promptly?

3.3.7 Mainstream prisoners are now being housed with vulnerable prisoners on F wing. Despite these two sets of prisoners not being allowed out of their cells at the same time, to avoid the possibility of social mixing, many vulnerable prisoners are expressing their concerns to the Board about their safety, as well as being verbally bullied and subjected to unacceptable noise on the wings. What plans does the prison have about mixing mainstream and vulnerable prisoners on the wings going forward?

3.4 Progress since the last report

3.4.1 This year a new Information, Advice and Guidance team was set up at Risley to offer prisoners professional and impartial advice and guidance regarding their work and training requirements so they can make the most of their time at Risley. In addition, closer to a prisoner's release date, they help them focus on what career/training they would like in order to find employment in the community, including with putting CVs together and liaising with employers in the Greater Manchester area. A prisoner engagement session has been introduced as part of the staff induction process. Comprehensive staff training has been rolled out – for example, in conjunction with both the Alzheimer's Society and the National Autistic Society – in order to ensure that staff may more easily recognise/identify prisoners with Alzheimer's disease or autism.

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

4.1.1 Reception is the processing unit for all prisoners entering or leaving HMP Risley, and it works closely with the transport contractor, GeoAmey. The prison experiences a significant throughput of prisoners, with new arrivals each week, many with complex personal needs.

4.1.2 Conditions in the reception area are adequate, and prisoners are generally positive about their treatment there. There is access to decent toilet and hygiene facilities, as well as a television in the holding room. However, no books and/or magazines are provided.

4.1.3 Initial health screenings for new arrivals are undertaken promptly by a registered nurse. Immediate healthcare needs are identified, including mental health and substance misuse needs, as well as the completion of ACCT documents if deemed necessary. Initial cell-sharing risk assessments are also carried out.

4.1.4 While much progress has been made with regard to the reception process, the Board feels that the reception of prisoners into the establishment could be open to further improvement. The paperwork is particularly onerous, and prisoners complain to the Board that this takes a very long time to complete and does not always provide an accurate record of property and medication; the Board would therefore welcome an improvement in this record-keeping.

4.1.5 The Board must note the number of instances of property being turned away when prisoners have arrived from category D prisons, as a result of a lack of space, and returned to the sending prison. In some cases, prisoners were left with only the clothes they stood up in, and without access to their property for long periods of time. The Board also observed that there was no proactive process either to recall the property once storage space had been freed up at HMP Risley, or to make arrangements to log and store the excess property centrally at the Branson storage facility and/or return unwanted items to family members. The Board is pleased to say that these issues have now been rectified, and due processes are now being followed.

4.1.6 Forces veterans are now identified at reception.

4.1.7 Prisoners are provided with bedding, toiletries and eating utensils in the induction wing on their first night.

4.1.8 Over a period of two days, the needs of prisoners arriving through reception to the induction wing are assessed and they are provided with the following information:

- Room 1 – general presentation by two prisoners, which takes between 30 and 40 minutes.
- Room 2 – Shelter, mentoring programme, safer custody, Change Grow Live (CGL) (drug support), Phoenix Futures (family issues) and the library.
- Room 3 – chapel, education and induction officer assessments are carried out in the education block on the afternoon of day one.

4.1.9 The induction rooms are clean and bright, with adequate information posters clearly visible around the room. The induction presentations are generally well constructed, covering the most critical issues and giving prisoners the opportunity to ask questions. Nevertheless, the complaints processes are not always consistently handled and/or explained verbally in any depth, which has caused some confusion, especially for first time prisoners. In addition, sessions are not always consistent in the delivery of information – for

example, sometimes not mentioning the role of the IMB, Samaritans, Listeners or the Prisons and Probation Ombudsman service.

4.1.10 A comprehensive induction pack is now sent to all new receptions, which may be translated into one of 11 different languages on request. Free reception letters are provided. However, emergency evacuation procedures are not covered as part of the induction session.

4.1.11 A functional skills assessment is completed for all new receptions, along with a gym induction. Prisoners are actively encouraged to apply for work or education on arrival at induction, and the prison's focus is for all prisoners to be in active employment or education within seven days of arrival, with a *Prisoner Pay and Allocation Policy* given to each prisoner for their information.

4.1.12 The regular presence of Home Office Immigration Enforcement officers at induction sessions has proved successful and has been well received by prisoners.

4.1.13 There have been instances of delays before new prisoners received their first visit.

4.1.14 There are no toiletries or cosmetics for prisoners on the first night induction canteen list.

4.2 Suicide and self-harm, deaths in custody

4.2.1 The number of suicides, self-harm incidents and self-inflicted deaths in custody, has been 2 within this reporting year. Key workers discuss the reasons for self-harm with the prisoners as part of their ongoing one-to-one sessions, actively signposting and supporting them. The introduction of key workers has alleviated a lot of the issues which were a contributing factor.

4.3 Violence and violence reduction, self-isolation

4.3.1 The prison has a highly challenging population. The number of assaults during the reporting year reduced because of the safeguarding pilot scheme introduced, but staff assaults by prisoners are still a concern. Risley employs a robust and comprehensive violence reduction policy that is enforced fairly and consistently throughout the establishment. The prison encourages the use of body-worn video cameras, and these may be turned on when there is a violent incident.

4.4 Vulnerable prisoners, safeguarding

4.4.1 Mainstream prisoners are now being housed with vulnerable prisoners on F wing. Despite these two sets of prisoners only being allowed out of their cells at different times, to avoid the possibility of social mixing, many vulnerable prisoners are expressing their concerns to the Board about their safety, as well as being verbally bullied and subjected to unacceptable noise on the wings.

4.5 Use of force

4.5.1 The use of force has increased, and HMP Risley took part in a successful pilot scheme to train officers in the use of PAVA spray. This has now been implemented throughout the prison. The board would welcome additional training being provided in this regard, especially around the incorrect instructions given by Healthcare to prisoners following its use.

There have been instances of untimely completion of use of force paperwork and/or post-incident review paperwork, with only 94% of use of force incidents being reported on time via the newly implemented digital "use of force" reporting module.

4.6 Substance misuse

4.6.1 Illicit substances and substance misuse are the main drivers for violence and debt within the prison. Unfortunately, the smuggling in of drugs remains a constant challenge for prison staff, and the security team in particular. The security department works very hard to identify routes of ingress through intelligence received, closing these down as soon as they are identified.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

5.1.1 Generally, the residential areas are clean and tidy, but with the majority of the areas ageing, they are in need of comprehensive refurbishment, and this will require significant investment, including in fire and general alarms, roofs, flooring and showers, as well as ensuring that all areas of the prison are Disability Discrimination Act (DDA) compliant. Some steps have been taken in this regard, including:

- An award of £180k recently approved to make repairs to the roof of the education area
- New resin flooring being laid in the segregation unit
- 124 cells being given a refresh, in accordance with the 'Creating Rehabilitation, Enabling Decency' programme
- Netting of the A wing exercise yard
- Non-compliant fire-retardant bedding being replaced.

5.1.2 Several shower surveys were conducted by the Board during the reporting year, and the condition of these continues to be of concern, despite a deep clean of these facilities having been recently undertaken. In the Board's opinion, showers across all wings are in need of major refurbishment, with many out of action for long periods of time, as well as peeling paint and tiling in urgent need of repair. In addition, maintaining the consistent provision of hot water for showering, as well as adequate water pressure, is proving problematic and requires frequent attention.

5.1.3 Many of the cell vents on F wing are inoperable and in need of repair.

5.1.4 Telephone faults are a consistent problem, with some remaining out of action for long periods of time. This is an ongoing issue that is currently being addressed by senior manage.

5.1.5 The Board has observed regular incidents of batteries being removed from cell fire alarms. The Board would like to see regular daily checks conducted.

5.1.6 Several IMB applications, as well as general complaints, boxes are either unlockable or in need of repair, and this is being address by the management team.

5.1.7 The Board is also concerned that cell clearances are not carried out promptly when a prisoner moves location within the prison, leading to loss of property.

5.1.8 The Board has concerns over the issuing of clothes and footwear, as there have been issues with new arrivals not receiving clothing from the stores. This has led to some prisoners having to walk around in their own clothes for months. The Board has been proactive in discussing this and trying to resolve the matter with the management team. Discussions are ongoing.

5.1.9 The Board remains very impressed with the quality of the catering, considering the budget allocated. A pre-order meal system is fully operational, which allows prisoners to complete their menu requests one week in advance, thereby giving them an opportunity to make informed choices about their dietary requirements. The catering manager has recently

added pictorial keys against menu options, so that prisoners may more easily recognise options that are healthy, vegetarian, halal, and so on.

5.1.10 Separate implements are used for halal food preparation and there is a separate freezer for halal raw food, to prevent any cross-contamination. The kitchen keeps an up-to-date food logbook, which records such things as the temperature of food at the time of production and distribution, to how often oil is changed.

5.1.11 Food is wheeled from the kitchens to the wings by wing servery workers, who ensure that the food is served at the correct temperature.

5.1.12 Governance around security (for example, knives and tools) is well established and well controlled.

5.1.13 The establishment employs a fair and equitable selection process for those prisoners wishing to work in the kitchens and serveries. and this is reviewed regularly.

5.1.14 In the reporting year, the Board has conducted regular surveys of the serveries on the wings and has regularly sampled the food on offer. The cleanliness of the serveries is up to standard on most visits, and since the last report the Board is pleased to say that staff supervision of meal portion control has improved, checking that each prisoner is given the same size portion and that no favouritism is shown. However, the Board must note that:

- servery workers are not always consistent in wearing whites and appropriate footwear
- food waste bins are absent on some wings
- dividers are not present on all servery stations, with the possibility of compromising the correct serving of halal food
- incorrect washing and storage of halal servery tools was observed on several occasions
- items such as butter pats and sauce sachets are not made freely available. The Board notes that servery workers on some wings are keeping these items out of view, either in a cupboard or under the counter, only making them available to certain prisoners or if a prisoner specifically asks for them.

5.1.15 In most cases, prisoners are positive about the food on offer, and food comments books are available for prisoners to record any comments they may wish to make. A recent food satisfaction survey was circulated to prisoners, but the response rate was disappointing – only 21% responded. However, the more popular dishes identified by those who did respond have been introduced onto the pre-select menus on an ongoing basis, including those dishes that were popular during Black History Month.

5.1.16 The catering manager has recently introduced food forums/food focus meetings, which have proved valuable and informative, and have been well received by the prisoners. Menus at the weekends have been standardised, and healthy options introduced on the evening menus on Saturdays and Sundays to promote healthy living, as well as an enhanced breakfast meal now offering toast. Plans to introduce a roast for Sunday lunch is currently under consideration. These weekend changes incorporate all dietary requirements, such as halal and vegetarian.

5.1.17 Food theme days are held regularly throughout the year, with more currently under consideration, including pancakes on Shrove Tuesday and a Chinese menu for Chinese New Year.

5.1.18 The catering contingency plans are strong and are continually under review. The Board is confident that, should any unforeseen issues arise, the contingency arrangements would prove adequate to maintain a continued service.

5.2 Segregation, special accommodation

5.2.1 Prisoners located in the CSU fall into three categories: those who have committed misdemeanours, those facing threats from other prisoners and are put in the CSU for their own protection, and those segregated for good order or discipline (GOOD) reasons.

5.2.2 The unit comprises 12 cells, including one constant observation cell, special accommodation cells, one holding cell and a meeting room used for adjudications, GOOD reviews and general meetings. There are a number of showers, toilet, small kitchen and dedicated exercise yards.

5.2.3 On arrival in the CSU, all prisoners are seen by healthcare staff and they monitor the prisoners thereafter on a regular basis. A governor, member of the healthcare and chaplaincy team visit the CSU on a daily basis. The Board visits all prisoners weekly.

5.2.4 Under statutory regulations, the Board should be informed of any new prisoners on the CSU as soon as they arrive there, so that they are visited as soon as is possible in order to ensure that all their statutory needs are met. Unfortunately, the advice to the Board in these instances is not consistent, and process improvements need to be made in this regard.

5.2.5 GOOD reviews are carried out routinely, as required, and Board members attend the majority of them. The reviews that members have attended have always been conducted in accordance with the set procedure and are documented accordingly.

5.2.6 The Board monitors adjudications on a regular basis by attending hearings, which take place daily. Independent adjudications (tier 2) are held at least twice a month, depending on the caseload (normally between 12 and 15 per month), and the Board also monitors these reviews wherever possible by sitting in with the district judge.

5.2.7 The Board considers the CSU to be a well-run unit, with staff providing a high standard of care. It continues to be clean and relatively peaceful, given its purpose. At a time of extreme difficulty in relocating prisoners from the CSU to other establishments, the Board has witnessed the hard work that the officers put in during the reviews, particularly to achieve relocation to other establishments when appropriate to do so. The prisoners inform us that they are well treated by the officers, who form a small, dedicated and appropriately trained team. However, the Board remains concerned about the vulnerable prisoners with mental health issues held in the CSU for unacceptable periods. We believe that more appropriate accommodation should be provided for these individuals.

5.2.7 Comprehensive CSU statistics are kept by the prison, and the segregation monitoring and review group (SMARG) meets regularly to monitor trends and to address any key issues.

5.3 Staff/prisoner relationships, key workers

5.3.1 In the Board's opinion, the introduction of the key worker scheme has been a great success at Risley. Prisoners have said that their key workers are a constant support to them. During the first four weeks of the scheme, there was a 23% reduction in violence and a 33% reduction in self-harm incidents compared with the previous four-week period. Key workers provide one-to-one support to five to six prisoners. Weekly sessions comprise 45-minute conversations, getting prisoners to engage in rehabilitation and to maintain links with family members. Key workers can identify concerns with individuals and offer additional support from other prison departments and probation staff. Key workers have a healthy relationship with the prisoners, treating each with courtesy and respect while maintaining authority. This pilot scheme has now been fully introduced and continued to be operational throughout this reporting year. The majority of the prisoners also treat the staff with respect and courtesy.

5.4 Equality and diversity

5.4.1 Equality and diversity continue to have a high profile, and there is a clear and coordinated diversity and inclusion policy, committed to 'promoting fair and equitable outcomes for all prisoners in an inclusive, supportive and tolerant environment'.

5.4.2 The initial and ongoing identification of prisoners with protected characteristics is working well and the prison has a good understanding of the make-up of its population. Equality-related data is monitored and presented for review and discussion at the regular diversity and inclusion senior management team meetings, with actions identified, agreed and monitored by the team.

5.4.3 Diversity and inclusion, including coverage of the nine protected characteristics and how to make a complaint, if required, is comprehensively covered within the induction sessions; however, the Board would like to see more discrimination incident report forms (DIRFs) made readily and freely available on the wings.

5.4.4 Two equality representatives from the prisoner population are present on each wing, with the exception of G wing (the vulnerable prisoner wing), where there are six representatives present.

5.4.5 DIRF complaints are responded to within appropriate timeframes, and DIRF quality assurance is undertaken by diversity and equality representatives from the prisoner population; however, the Board has noted that these representatives are not able to perform independent spot checks from the total population of DIRFs, but only from a pre-selected set of DIRFs presented to them by the prison complaints clerk. Going forward, the Board would welcome a more transparent way of performing DIRF spot checks or, if this is not possible because of the prisoner population performing these checks, then we would welcome another independent source undertaking these checks.

5.4.6 The Board remains very impressed with the regular equality forums held. The spectrum of established forums includes ethnic minority, LGBT, older persons, disability and foreign national. In addition to these, several new forums have been introduced during this reporting period, including Gypsy, Romany, Traveller; young persons; forces veterans as well as an incentive and earned privileges (IEP) forum linked to the Lammy review. These forums are well received by prisoners and staff alike and have proved very proactive in addressing any issues identified.

5.4.7 The Black, Asian and minority ethnic, IEP, SMARG, use of force and prisoner council meetings all include an agenda point to discuss the recommendations arising from the Lammy review.

5.4.8 All transgender prisoners at Risley are treated in line with the newly introduced 2019 framework for operational guidance, and the Board is invited to transgender reviews, and attends as many as is possible.

5.4.9 Steps have been taken to improve the management of transgender prisoners' issues and needs surrounding the provision of care – for example, ensuring that all items allowing prisoners to live as women are now easily available to order on the canteen sheets; however, the Board would welcome transgender toiletries and cosmetics being added to the first night induction canteen list.

5.4.10 Transgender prisoners are able to request clothing parcels to be sent into the prison every three months, provided that the proper application and approval process is followed.

5.4.11 Disabled prisoners are flagged up on arrival at the prison; however, the Board notes that not all areas in the prison are DDA compliant.

5.4.12 The Board recognises the good work undertaken to conduct comprehensive staff training in conjunction with the National Autistic Society, in order to ensure that staff may more easily recognise/identify prisoners with autism, as well as helping to better address and deal with their needs.

5.4.13 Deaf Awareness Week was well promoted within the prison, which resulted in some favourable outcomes for prisoners, including identifying members of staff who are trained and experienced in British Sign Language.

5.5 Faith and pastoral support

5.5.1 The chaplaincy team is led by a full-time Sikh chaplain, who is supported by a mix of full-time, part-time and sessional chaplains, catering for a diverse mix of faiths, as well as celebrating the full range of multifaith festivals throughout the year.

5.5.2 Chaplains are accessible to new receptions on the morning after their arrival.

5.5.3 Times of services are well advertised, and if prisoners cannot attend services for whatever reason (including being too ill or frail), the process for contacting the chaplaincy for a personal visit has been easy to arrange. Worship packs are produced weekly by faith and distributed to the wings.

5.5.4 Vulnerable prisoners have the same access to services as other prisoners, and there is a well-maintained shower room for the use of prisoners who need to wash before going to prayer.

5.5.5 The chaplaincy makes visits to segregated prisoners on a daily basis and attends GOOD and ACCT reviews. Prisoners from the segregation unit can attend religious worship if approved by the security department.

5.5.6 Excellent pastoral support is given to all prisoners, whether they follow a faith or not, and prisoners are generally very positive about the support they receive from the chaplaincy. The team is well represented across the prison and attends a wide range of multifunctional

meetings. Chaplains work closely with the prisoners, providing an excellent support service on both a short- and long-term basis, as dictated by the needs of the individual prisoner.

5.5.7 The chaplaincy provides pastoral support for bereaved prisoners, as well as men given temporary release on licence to visit relatives or attend funerals. The chaplaincy also speaks to families, arranging compassionate visits if and when appropriate, as well as providing palliative religious support to both the prisoner and their families if that is what the prisoner wants.

5.5.8 During this reporting year, the chaplaincy has increased the number of Sycamore Tree courses, which are linked with the restorative justice process, available.

5.5.9 No applications or significant issues in respect of the chaplaincy have been brought to the Board's attention during the year; indeed, the chaplaincy has been open to the Board's enquiries about wider pastoral matters and has often assisted the Board in addressing particular prisoner applications in respect of personal issues.

5.6 Incentives and earned privileges

5.6.1 Data available shows that the IEP scheme is fair and effective, and that prisoners make good progress under this scheme where it is warranted. All IEP reviews are conducted in line with Lammy review recommendation number 24, regarding fairness and effectiveness.

5.6.2 An incentives forum (IEP), chaired by the equality's manager and the head of residence, has recently been introduced at HMP Risley, and is open to officers and prisoners alike, who, together, review the fairness and effectiveness of the prison's incentives approach, in line with Lammy review recommendations. Among the main areas open for discussion are:

- How fair is the Incentives scheme?
- Are rules applied consistently to everyone?
- What evidence is there that the scheme is working and motivating good behaviour?

These forums have proved to be a good way of including prisoners in the processes that affect them, helping to ensure that outcomes are fair for everyone, including prisoners with protected characteristics, as well as ensuring that the incentives process is more transparent and neutral generally. The forums align with the aims of the incentives policy framework, with a view to improving the sense of procedural justice and linking to better outcomes in areas such as safety. This is a work in progress, reviews continue to take place, results of which will be published within the next years report. From January the IEP scheme changed to the Incentives Policy Framework. This was a national prison wide change. The idea behind the change was that the old IEP scheme was unfair in individual cases and based on punishment rather than reward of positive behaviour. As this is an ongoing issue, under review, findings of the new scheme will be reported in next year's report.

5.6.3 The forums also discuss the results of the monthly incentives ethnicity quality assurance statistics, which are compiled and analysed to ensure that the incentives scheme is fairly applied across all prisoners, regardless of ethnicity.

5.6.4 Prisoners from a variety of both minority ethnic and white backgrounds are invited to attend these forums. Going forward, the Board would welcome the cross-section of those invited to include some prisoners with learning disabilities, special educational needs and English as a second language.

5.6.5 Governors also take part in these forums, and the outcomes from the discussions, together with any common trends and lessons learned, are discussed at the regular senior management equalities meeting. Any actions are added to the diversity and equality action plan.

5.6.6 As the forums become more deeply embedded going forward, the Board notes that the prison is intending to include specific examples for discussion, highlighting where the forum has supported appropriate changes in practice.

5.7 Complaints

5.7.1 A new prisoner application system has been introduced this year supported by monthly statistics analysis to help monitor effectiveness. The Senior Management Team at HMP Risley monitor these complaints at every SMT meeting. Trends are identified and any emerging issues are addressed through the functional head.

5.8 Property

5.8.1 The Board recognises that there are problems with individuals' property, as property does remain one of the most frequent subject of prisoner applications, many relate to transfers between prisons. We suggest action should be taken up nationally regarding this issue.

6. Health and wellbeing

6.1 Healthcare: general

6.1.1 Healthcare services, for both physical and mental health, are provided by a joint partnership arrangement between Bridgewater Community NHS Foundation Trust (BCHT) and Greater Manchester West NHS Foundation Trust (GMW). The service aims to provide primary and mental health services within the prison setting that are equivalent to those which would be available within a community setting.

6.1.2 The healthcare building is clean and well equipped, and regular clinics are held for GP appointments, dental services, optometry, physiotherapy and mental health issues. Waiting lists for GP, dental, optometry and other services are within national timescales; however, the Board has noted that, in certain circumstances, appointments are cancelled/missed owing to staff shortages at busy times.

6.1.3 The (DNA rate for appointments is around 25–30%. The Board is unable to find any simple reason for the number of DNAs. However, a paper-based system is used, and prisoners tell the Board that the appointment slips often come too late, that they have difficulty, at times, with being unlocked in time to make the appointment, and there is no efficient and timely cancellation policy if they feel they no longer require attention.**6.2.1** There are currently dental sessions running weekly plus optician clinics. There are many external hospital appointments every day, and access to regional inpatient beds at HMPs Preston, Liverpool and Manchester, although access to these beds remains difficult.

6.2.2 C wing has been designated as a health and wellbeing unit, with the north side holding prisoners who require clinical intervention, and the south side being the recovery unit. Other projects across other wings are currently in progress, including hepatitis C testing/diagnosis.

6.2.3 Medication is only withdrawn for a 24-hour period when prisoners are found to be under the influence of an illicit substance, thereby ensuring that any possible medical complications are prevented.

6.2.4 In order to help free up more GP appointments, appointments with nurses are now published on the wings, together with information on what treatments/ailments these nurses can address.

6.2.5 There have been instances of repeat cancellation of physiotherapy appointments due to staffing issues in that area. The Board is pleased to report that this has now been addressed.

6.3 Mental healthcare

6.3.1 There is an established mental health team from Greater Manchester Mental Health Trust (GMMH), including registered nurses, psychological wellbeing therapists, a counsellor and a psychiatrist. All prisoner referrals are discussed at a weekly single-point-of-access meeting.

6.3.2 The service aims to provide primary and secondary mental health services within the prison setting that are equivalent to those which would be available within a community setting.

6.3.3 All ACCT reviews are attended by the mental health team representative.

6.3.4 While the Board acknowledges that there have been instances of untimely attendance by healthcare staff to prisoners on ACCT documents following self-harm incidents, with officers asking for the Board to assist in this regard, the Board acknowledges that this issue is being addressed.

6.4 Social care

6.4.1 The Board is pleased to report that prisoners needing special aids or physical adaptations to the cells or equipment generally receive them in a timely manner. The Board has not had any complaints during this period from prisoners about a lack of equipment, although adequate wheelchair provision still continues to be a problem. Ear buds have been made available to those prisoners who request them, in order to address noise levels on the wings.

6.4.2 It must also be noted that the Board has received a lot of concerns regarding the thinness of mattresses.

6.5 Exercise, time out of cell

6.5.1 All prisoners have time in the fresh air on a daily basis, in line with national directives.

6.5.2 Outside exercise equipment has been placed on all exercise yards, and this has been well received.

6.5.3 It must be noted that gym sessions were negatively affected for a time, including some course provision, because of staffing issues.

6.5.4 The prison is actively working on setting up inter-wing football tournaments with a mix of staff and prisoners. The Board welcomes this approach, and as part of the Choices and Changes Project, the Board feels that it would be useful to provide younger prisoners with more opportunity for exercise and PE, in order to address and give release to high energy levels, including indoor PE sessions.

6.6 Drug and alcohol rehabilitation

6.6.1 There is a substance misuse team (from a separate provider, CGL/pathways) comprising a specialist GP (substance misuse) and two nurses during the day. A healthcare improvement adviser attends several days a week and offers wellbeing services for staff and prisoners alike, which are commissioned by NHS England from Warrington Borough Council. Their role is an integral part of the Prison Health Improvement Group and ensures the implementation of the prison health improvement plan, a multidisciplinary approach to wellbeing across the whole prison.

6.6.2 Beating Alcohol and Drugs courses are very well run, each course lasting 16 weeks, with three courses being run over a 12-month period.

7. Progression and release

7.1 Education and library

7.1.1 Staff produce effective lesson plans, and the manager undertakes learning walks as well as lesson observations, to ensure the provision of high-quality learning as well as teaching. A typical morning session of three hours is designed so that prisoners move around to different activities, to ensure maximum motivation and focus. As well as core curriculum subjects, lessons in art, and information and communications technology are also available.

7.1.2 Waiting lists are short, with attendance standing at 60–70%, which, is an increase of 10% on the previous year; however, the Board still feels that some work could be done to improve these figures.

7.1.3 Facilities have been recently upgraded to include a video messaging room.

7.1.4 Teachers have expressed concern at the lack of sufficient reading materials in languages other than English, especially Mandarin. They would also welcome the provision of language dictionaries, as well as picture books as aids for foreign national prisoners learning English.

7.1.5 Teachers have expressed concern that education certificates do not seem to be efficiently transferred across the prison estate when prisoners move establishments, resulting in frustration for prisoners when they are made to take their exams again unnecessarily.

7.1.6 Unfortunately, some of the education portacabins are still not DDA compliant, thereby preventing disabled prisoners in wheelchairs from attending.

7.1.7 The Board must acknowledge the significant work undertaken to set up and provide a wide range of activities to the population of older prisoners. These activities, which include creative writing, wheelchair exercise, drawing and painting, to name but a few, have been very well received by the prisoners, who are very vocal to the Board about what a difference these make to their lives.

7.1.8 Library provision continues to be at an appropriate level, in terms of the quantity and range of material available. Accessibility is enhanced by flexible opening. Provision is made for reasonable access by vulnerable prisoners. Improvement could be made in the range of material in languages other than English.

7.1.9 Teachers often assist prisoners with their applications and would welcome Board and general complaints boxes being installed in the education block.

7.2 Vocational training, work

7.2.1 There is a comprehensive range of prison work available, including joinery, warehousing and storage, building maintenance and industrial cleaning, with plastering and hospitality/catering being available to the standard of level 2 national vocational qualification.

7.2.2 New barbering and painting courses have recently been made available to prisoners. There are plans to deliver contract flooring and fork-lift truck driving courses in the near future.

7.2.3 The allocation of the work to prisoners is fair and quick, and, once allocated to work, their attendance is good. There has been an increase in the number of prisoners attending full-time activity.

7.2.4 Risley is one of the six prisons taking part in the Choices and Changes Project this year. The project seeks to solicit views from young prisoners about the courses available to them while in custody, as well as topics on their sentence plans, with a view to making improvements where possible and to ensure that young people are adequately supported. The Choices and Changes Project resource pack is designed to be completed by the prisoner in conjunction with his key worker/prison offender manager.

7.2.5 The gardening activity available at HMP Risley is very well received by prisoners and they very much enjoy taking part. The gardens won the fresher's section in the Windlesham Trophy.

7.3 Offender management and progression

7.3.1 Offender Management in Custody phase 2 delivery started nationally at the beginning of October 2019, and all newly sentenced prisons with more than 10 months to serve fall within the scope of the new model. Offender assessment system (OASys) assessments were up to date at the end of the reporting year.

7.4 Family contact

7.4.1 Family visits and family days are encouraged by staff in the visits centre and are well attended. With effect from January 2020, the enhanced food service was made available in the visits hall and has been well received.

7.5 Resettlement planning

7.5.1 Board members have attended resettlement meetings with prisoners, and the feedback from attendees is that the offending behaviour programmes are helpful. There have been delays in prisoners receiving their sentence plan, but this is improving, and they are of good quality.

7.5.2 All prisoners who are due for release are informed 12 weeks prior to their release date that they are involved in the resettlement preparation programme.

7.5.3 All communication with regard to multi-agency public protection arrangements (MAPPA) is coordinated through the public protection unit.

7.5.4 Advice and assistance are available to prisoners attending the resettlement programme prior to release. Assistance is provided by an organisation called Purple Futures, which, in turn, contracts the work out to Shelter.

7.5.5 The Board would be unable to make fair and constructive comment on the cooperation between external probation services and the community rehabilitation company, as we were unable to contact the provider for comment.

7.5.6 Home Office Immigration Enforcement (formerly the UK Border Agency) has staff resident at the prison and there is an ongoing progression programme for deportees.

7.5.7 As part of the resettlement preparation programme, prisoners are assisted in completing a bank account application form but are unable to progress their application as they do not have access to the internet while in prison.

8. The work of the IMB

The work of the Board is to meet its commitment to monitoring duties, even though we are well below full complement. Each week, Board members attend the prison to conduct rota monitor segregation reviews. We also respond to prisoner applications and observe prison management meetings. Board members also attend ACCT reviews.

Board meetings are held on a monthly basis, and the Governor has attended on a number of occasions in order to brief the Board on up-to-date prison matters and issues from rota reports. As Risleigh is a training prison for new staff, the Board also gives presentations to new operational officers on the work undertaken by the IMB and ensures that the prison officers are aware that members of the Board are available to prisoners if required.

The Board makes every effort to attend Rule 45 reviews and 72-hour reviews. The Board also maintains its own records on individual segregation reviews, which enables us to maintain a continuous overview on each prisoner.

Having been given total access to files within the safer custody department, all incidents and ongoing incidents are fully and professionally documented.

The Board receives 24 hours' notice for attendance at ACCT reviews, and we attend as often as we can.

Board statistics

| | |
|--|------------|
| Recommended complement of Board | 20 |
| Number of Board members at the start of the reporting period | 8 |
| Number of Board members at the end of the reporting period | 9 |
| Total number of visits to the establishment | 413 |
| Total number of segregation reviews attended | 175 |

Applications to the IMB

| Code | Subject | Previous reporting year | Current reporting year |
|-------------|---|--------------------------------|-------------------------------|
| A | Accommodation, including laundry, clothing, ablutions | 5 | 3 |
| B | Discipline, including adjudications, IEP, sanctions | 9 | 1 |
| 1 | Equality | 5 | 6 |
| D | Purposeful activity, including education, work, training, library, regime, time out of cell | 7 | 3 |
| E1 | Letters, visits, telephones, public protection restrictions | 8 | 4 |
| E2 | Finance, including pay, private monies, spends | 0 | 0 |
| F | Food and kitchens | 6 | 2 |
| G | Health, including physical, mental, social care | 36 | 48 |
| H1 | Property within this establishment | 56 | 72 |
| H2 | Property during transfer or in another establishment or location | | |
| H3 | Canteen, facility list, catalogue(s) | | |
| I | Sentence management, including home detention curfew, release on temporary licence, parole, release dates, recategorization | 66 | 47 |
| J | Staff/prisoner concerns, including bullying | 22 | 29 |
| K | Transfers | 26 | 14 |
| L | Miscellaneous, including complaints system | 63 | 40 |
| | Total number of applications | 309 | 269 |
| | | | |



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