



**INDEPENDENT MONITORING BOARD
ANNUAL REPORT**

FOR

**HM YOUNG OFFENDERS INSTITUTE
AND
REMAND CENTRE
GLEN PARVA**

DECEMBER 2003 – NOVEMBER 2004

CONTENTS

1. INTRODUCTION AND MATTERS TO NOTE

- 1.1 Introduction
- 1.2 Matters to note

2 MATTERS AFFECTING PRISONERS

- 2. Education
- 3. The Sports Academy
- 4. Library
- 5. Chaplaincy
- 6. Workshops and Laundry
- 7. Catering
- 8. Healthcare
- 9. Drugs Strategy
- 10. Visits
- 11. Psychology
- 12. Court Liaison Services
- 13. Welfare to Work
- 14. Race Relations
- 15. Diversity
- 16. Suicide Prevention
- 17. Anti-Bullying Strategy
- 18. Transfers
- 19. Regime
- 20. Probation
- 21. Reception
- 22. Segregation
- 23. Foreign Nationals

3. WORK OF THE BOARD

HM YOI & RC Glen Parva is a Young Offenders' Institute holding young men from 18 –21 years old and with an operating capacity of 808. The average population in November was 669. The prison was opened in 1974 as a Borstal and is now in need of substantial refurbishment if not wholesale renovation. Units 3 and 4 are currently unsuitable to hold prisoners but are being utilized as an extension to the education facilities.

The prison comprises of 14 residential units which have been organized into three residential areas with dedicated staff working within these units, a hospital, gymnasium, workshops, laundry, chapel, education department and administration blocks.

It houses a mix of remand, pre-sentenced and convicted young men, who can serve up to a maximum of 4 years at the prison.

Questions for the Prison's Minister

1. Is the Home Office looking into the matter of Foreign Nationals being held beyond their release dates? (23)
2. Are there any plans to introduce alcohol treatment programmes? (9)

Questions for the Governor

1. Is there a starting date for the opening of the catering shop in the visits area? (10)
2. Are there any plans to increase the Psychology staffing? (11)
3. Are there any plans to improve data on Foreign Nationals prisoners by supplementing LIDS? (23)
4. Will the Anti-Bullying Strategy be reviewed? (17)
5. Is there a timetable for the showers in the units to be refurbished (19)
6. Will the evening meal for late arrivals in the reception area be improved? (21.3)

1. INTRODUCTION AND MATTERS TO NOTE

1.1 During this reporting year Glen Parva has been going through a performance improvement plan with a time structure notified as early in 2005. The prison is at Performance Level three.

There has also had an announced inspection from the Inspectorate during September when many areas of concern previously identified by the Board were highlighted.

1.2 The Board has picked up the following main concerns over the last year:

- There is still concern regarding the large number of overcrowding drafts from other establishments. There have been 311 compared with 309 during the last reporting period. The selection as to the type of prisoner being transferred does seem to have improved with less disruptive prisoners arriving on overcrowding drafts. (18.2)
- The delivery of education, both in terms of hours and quality by Matthew Boulton College, has been of great concern especially after the critical report undertaken by an in-house consortium at the end of 2003. (2.3)
- Purposeful activity is still below the YTD target of 20 hours but great strides are being made to increase this figure and in November the figures had been increased to 19.5 hours, by making all courses part time to allow more prisoners to attend and a change to self roistering for officers, improving the overall structure of the working day. Most of the improvement has been achieved within the last three months. Time out of cells in November was 10.1 hours, above the forecast of 9 hours. (19.7)
- The holding of Foreign Nationals beyond their release date. (23.2)
- The Board was unable to identify Foreign Nationals easily. This, combined with the difficulties of language has been a matter of concern. (23.2)
- The introduction of a rolling week induction programme makes it impossible for the Board to talk to all new prisoners about our role, although efforts have been made to correct this, we find many prisoners unaware of our existence. (24.7)
- The anti-bullying strategy is in need of urgent updating as the Board feels not sufficient input is given to prisoners who are placed on “stage three” who then spend a large proportion of that time locked behind their cell door with no intervention, showers or exercise. However steps are being taken to replace this strategy by the introduction of a Violence Reduction Review.(17.1)

All aspects of the prison continue to be monitored by the Board and the Governor is aware of our concerns.

1.2 Matters to Note

Areas of Achievement:

During this reporting year there have been many areas of achievement, with a rewards and recognition policy being established, rewarding good practice throughout the prison. Below are achievements awarded from outside agencies.

- A PEI officer won the national category for Diversity for his work with Parva against Racism.
- Glen Parva's Sports Academy was the only nomination from Leicestershire and Rutland Criminal Justice area to reach the national finals and received a highly commended award.
- A Mental Health In reach manager received a highly commended award for the Prison Health category at the Nursing Standard Awards 2005.
- The Last Chance Project has been submitted for an award from the Butler Trust but the results are not yet known.

The following improvements have also been seen within the prison:

- The positive drug testing has continued to improve with an average of 4.41% on Mandatory Drugs Testing with two months actually achieving a zero result. The totals recorded since June has been outstanding. The staff must be complimented on this excellent progress. (9.4)
- Introduction of three residential areas within the prison giving staff a more structured approach to their responsibilities.
- The Self Harm monitoring team and their assessments of self harm acts. (16.4)
- The appointment of two Family Liaison Officers to the visits area. (10.3)
- The Library refurbishment and increased staffing. (4.3)
- Parva Against Racism initiative, has been actively addressing racism and diversity with help from outside local agencies, some of which are Leicester Tigers Football club, Leicester City Football Club, Leicestershire Cricket Club and Leicester Riders Basket Ball Club to name but a few.(3.5 & 15.4)
- The reintroduction of the Oath of Allegiance at a full staff meeting for all new prison officers.

- An Officer received the Director General's Commendation for his help in resuscitating a prisoner.
- We are pleased to see a more structured approach to sentencing with the commencement of OASys and the resettlement teams input being based on information contained in each individual assessment.
- The opening of exercise yards to all units.
- We welcome the introduction of the Community Liaison Development Group.

Areas of Concern:

- The conditions, long journeys and late arrival times of Prisoner Escort vans (21.2)
- The serving of a Pot Meal to late arrivals at the prison. (21.3)
- Cancellations of committee meetings at short notice. (24.4)
- The Anti-Bullying strategy (17.1)
- The shortfall in the educational hours provided by Matthew Boulton College against their contract with the prison.(2.3)
- The lack of any alcohol treatment programme for prisoners to undertake to address alcohol misuse. (9.5)

MATTERS AFFECTING PRISONERS.

2. Education

2.1 At the end of the last reporting period, the Governor commissioned a detailed report on the education contract, delivered by Matthew Boulton College, from the newly appointed Head of Learning and Skills at Glen Parva. This detailed report revealed areas for improvement in the range of contracted education provision and management, together with prisoner recruitment, guidance and achievement.

2.2 An inspection by the Adult Learning Inspectorate in September of this year validated the conclusions drawn by the Head of Learning and Skills, but noted that an action plan had been formulated and is being implemented to improve quality of delivery. The Adult Learning Inspectorate will be invited to reappraise the Learning and Skills provision in 2005.

2.3 Recent dialogue between the establishment and the college has been focussed on the unacceptable level of class cancellations being experienced. Matthew Boulton College agreed that due to staff shortages, leave requirements and unsuccessful

recruitment programmes it would reduce its delivery to 18,000 hours to concentrate on the quality and delivery of its core service. The Contract Procurement Unit is in the process of inviting expressions of interest to deliver a further 14,000 hours of education. Commencement of new contracts leading to an overall provision of some 32,000 hours of education is expected to start on or before April 1st 2005.

2.4 In cooperation with other areas of the establishment, the Learning and Skills Department has supported changes in the 'core day' to facilitate both increased time out of cell and purposeful activity. The latter now amounts to 3½ hours in the morning and 2½ hours in the afternoon from Monday through to Friday. Greater inclusion by a move towards a more balanced programme of part-time vocational training, education and physical education together with improved attendance has led to a more effective use of education resources despite the current reduced contract delivery.

2.5 The overwhelming impression in talking to both the Head of Learning and Skills and the new on-site Education Manager from the College is that there now exists a robust framework to ensure future delivery of the quality and quantity of education provision. However whilst there appears to be ongoing dialogue between the establishment and the current education provider, more support and involvement is required with the education manager in order to deliver the contracted hours.

2.6 Education is central to the whole concept of resettlement: priority is focussed on the Skills for Life curriculum of literacy, numeracy and information communication technology embedded into a broad and balanced curriculum. Education should also aim at developing the whole person and for this reason cultural activities such as music, drama and art should also be encouraged and given a significant role.

2.7 Despite the presence of computer suites, stand alone machines in classrooms and technician support on hand, teachers are hampered by the lack of functioning equipment.

2.8 The establishment is developing a Learning and Skills Intranet with each subject area and learning zone developing its own pages with subject information and archives of resource materials. This will be introduced during the induction process.

2.9 A lack of (limited) access to the internet and a shortage of CD Rom references mean that opportunities for students to use ICT in other subjects are limited. The use of computer technology in physical education has enabled feedback and self evaluation of performance whilst encouraging ICT participation.

2.10 The lack of networked computers within the ICT suites effectively reduces learning to one-to-one, discouraging independent learning. The teacher should have a central computer network to oversee individual progress on other machines.

2.11 It is planned that effective careers education and guidance will be further facilitated by the inclusion of Job Centre points sited within the libraries.

3. Sports Academy

3.1 At present the Sports Academy has a team of staff consisting of

- 1 PE Principal Officer
- 1 PE Senior Officer
- 7 PE Officers
- 2 Sports and Games Offices

3.2 General the facilities are in a good state of repair, although one sports hall was out of action for 3 weeks.

3.3 The lifestyle room is equipped with modern equipment, which enables the prisoners to be assessed on their fitness and health levels, which in turn enables the sports academy team to create an individual fitness program as and when required. The facilities include body fat monitors, body water content monitors, and endurance testing systems. This lifestyle testing is usually aimed at those prisoners who were drug users and usually has a positive effect on the prisoner once the results have been discussed with them.

3.4 The NVQ room has also recently been upgraded with a new PC, which has increased the number of NVQ's being completed within the academy. The academy also has involvement in offender behaviour programmes including substance related offending and enhanced thinking skills. There are 10 OCN courses available for learners, two gym courses are run each week (one in the morning and the other in the afternoon lasting 3 weeks in length usually). On average there were approximately 35 sessions in various types of sporting activity running each week, with the weight training courses being the most popular.

3.5 The Sports Academy now has a Community Liaison Officer and a Re-Settlement Officer whose joint role is to link up with external bodies to improve the relationships of the establishment with the local community. Through the year there were several visits from different sporting establishments including Leicester City Football Club, Leicester Tigers Rugby Club, Leicester Riders Basketball club, Leicester Hockey club and Leicestershire County Cricket club.

3.6 The Sports Academy was nominated for The Butler Trust Award and The Criminal Justice Awards receiving a highly recommended award. Four members of the team went to a ceremony in London to receive the award from Baroness Scotland.

4. Library

4.1 The library service had been an area of concern for some time, and identified as such both in last year's IMB report and by the HM Inspectorate in September 2004. The concerns focussed on the limited hours the service was available for prisoners, mainly because the staffing of the service was significantly reliant on prison officers, often called away to carry out more pressing duties elsewhere.

4.2 There have been significant improvements to the service over the last few months. It has now been contracted out to Leicestershire County Council. Two additional full time librarian staff have taken up the post (total dedicated staffing = 2.5FTE)

4.3 The main library site is now in refurbished and well equipped accommodation in the South Unit, providing an attractive and well-stocked service. (There is also a separate library room in the North Unit, providing a more basic service). By November 2004 both libraries were staffed so that all prisoners could have weekly access if they wish. The usage by individual units of this more expansive service, and numbers attending, are being monitored by the staff.

4.4 The main library has a good range of material for prisoners whose first language is other than English, and a range of adult material aimed at readers with low literacy skills is being developed. Up-to-date computer equipment has also been installed for prisoners' use.

4.5 The new library arrangements appear popular with prisoners, with only occasional cancellations of visits now reported.

5. Chaplaincy

5.1 2004 has been a rather fragmented year which has tested the flexibility of the Chaplaincy Team. Individual members have been away on sabbatical leave or extended leave for a range of personal reasons. The retirement of the current Chaplain, the Reverend John Fitzgerald, on 19th December 2004 will create a difficult interregnum period, which is likely to extend well into 2005.

5.2 Core activities revolve round the weekly Saturday morning worship for Roman Catholics and the Sunday morning Anglican service. A series of Bible Study Group sessions, led by Marvin Hector, have taken place in the multi-faith room on Monday evenings, attracting a weekly attendance of up to 18 prisoners. ALPHA courses, of 10 weeks' duration have been held throughout the year, each attracting around 14 participants, on Tuesday afternoons between 1.45pm and 3:45pm.

5.3 In addition religious services are held for Hindus on Monday evenings; for Sikhs on Tuesday and Thursday evenings; and for Muslims on Thursday evenings and Friday afternoons thus indicating that arrangements for prisoners from ethnic minorities and for foreign nationals, being developed last year, have been consolidated during 2004. Special arrangements are also be made on an ad-hoc basis for prisoners with specific religious requirements.

5.4 The Chaplaincy also has a dedicated team of eight cross denominational volunteers, who support the central worship function of the prison, in addition to undertaking a number of prison visiting activities, including listening, letter-writing and providing practical support for prisoners.

5.5 Members of the Chaplaincy Team are also involved in lending support to the Enhanced Thinking Skills Course, which builds upon the objectives and ethos inherent in the ALPHA courses. In particular, they make input on several aspects

including drugs, family dynamics, and sexual relationships, as well as personal values and morality.

5.6 The Reverend Les Gill also continues to be involved with rehabilitation, through his links with outside organisations such as the Prince's Trust to identify suitable work placements before offenders are released into the community. He is also involved with mentoring ex-offenders outside prison.

5.7 A key objective for the coming year will be the development of the Chaplaincy's role in providing pastoral care and support for the prison officers and ancillary staff within the prison. It is hoped that this will help to raise the profile of the Chaplaincy and its activities.

6. Workshops and Laundry

6.1 Last year's report expressed major concerns about the range, extent and coordination of meaningful work activities and opportunities for prisoners

6.2 The new Labour Board has now been running for over a year and has begun to make a significant difference to the coordination of training and work experience throughout the establishment. The possibilities of work training are now raised at induction and each prisoner is offered the chance to develop an individual training plan appropriate to his needs and skills. However, despite the Labour Board's best efforts at advertising vacancies and opportunities in the various workshops, there is still a disappointingly slow uptake of jobs in some areas.

6.3 It is gratifying to see that there is now a greater degree of collaboration between the Education and Skills Department and the workshops in providing relevant skills such as literacy and numeracy actually within the respective workshops.

6.4 The area of the establishment's activities encompasses individual workshops devoted to joinery, bricklaying, machine setters' course, injection moulding and workshop three (contract services). Unfortunately the plastics workshop is currently working at reduced capacity pending the arrival of a newly appointed instructor and a vacuum forming machinery.

6.5 These existing workshops potentially provide a relevant occupational experience at different skill levels. A limited number of prisoners are able to realise outstanding expertise and quality in their work, notably in the areas of metal turning and bricklaying. On the other hand, the work available in Workshop 3 (Contract services) appears tedious and far less challenging. The staff of Workshop 3 admits that their workshop is providing 'therapy' rather than meaningful work experience, and suffers from a lack of coherence and continuity, arising from there being no regular workforce in place. Nevertheless, the dedicated and caring staff in this unit manages to generate a congenial and surprisingly motivated working environment.

6.6 It is hoped that the painting and decorating workshop will recommence operation on Monday, 6th December, following the appointment of a new instructor. This will be located in a vacant unit in the main workshop area. A new building operative's

workshop will hopefully commence on 4th January, 2005. This unit will be devoted to training in the installation of drains, slabbing, paving and decking. This unit will occupy the open area between the bricklaying shed and the main workshops, and it is hoped that this enterprise will eventually undertake some limited in-house maintenance work throughout the prison.

6.7 Finally a new forklift drivers training shed is currently being constructed near the main workshop complex, and will hopefully be up and running by the end of January 2005. Training for this new initiative will be provided by **Learn Direct**, and the scheme is being heavily sponsored by the **Norman Gill Charitable Trust** which is interested in providing subsequent work opportunities on the outside to successful participants in the course.

6.8 In the laundry there are currently three full-time members of staff, acting as instructors for the unit. The optimum prisoner complement is currently 25, which allows for daily absences for medical appointments and education etc. During the year, there has been a significant change in recruitment strategy. Until recently, all operatives were drawn exclusively from the Motivation and Skills Unit. However, work in the laundry is now open to prisoners from any unit, although at the present time recruits are primarily drawn from Unit 8. It is hoped that wider participation from other units will be achieved over the coming months.

6.9 The Governor has decreed that work in the laundry should be regarded as part-time, thereby allowing access to other meaningful activities including education and physical recreation. However, this policy does present problems for the laundry. The instructors find it difficult to plan working rosters, and the prisoners are less committed to their work as they tend to look forward to their next gym session.

6.10 Currently the laundry deals with in-house laundry, together with outside contracts for Stocken and Leicester Prisons. However, during the current year the throughput of items has fallen by between 25 and 30 per cent in each case.

6.11 This significant reduction in activity is accounted for primarily by an increasing number of laundry items, particularly jeans, tracksuits and towels, being processed on individual units. However, in the long term, this may have potential significant health and safety implications, particularly as laundry activities are largely unsupervised on individual units. It is also undermining the economic viability of the whole operation unless additional contracts can be negotiated.

6.12 During the latter part of the year, preparations have been made to introduce SATRA, a new nationally recognised laundry qualification, equivalent to a GNVQ, and accredited by the Guild of Cleaners and Launderers. The Technicians' Certificate is achieved by prisoners successfully completing five of seven sections, which normally takes between five and six months. The three instructors have duly undertaken the assessors' accreditation course, and one prisoner has already embarked upon the SATRA course.

7. Catering

7.1 Last year the Board noted significant concerns regarding obsolete kitchen equipment and the time taken to complete repairs. This year in the main equipment has been at a reasonable level, with the exception of a broken dishwasher.

7.2 The issue of adequacy of lunches appears to have been resolved during 2004 with prisoners now having a pre select choice of roll and soup. It is intended to monitor the process of choice at unit level.

7.3 During the year, the catering department has arranged a survey of prisoners, undertaken as part of an education project. It appears that this increased the department's credibility, and there was a good response. The findings have been taken note of and acted on.

7.4 Meals provided for late receptions continue to be something of a problem.(see also Section 21). There continue to be some staffing problems of long term sickness and shortages.

7.5 The arrangement of a complaints book held on each unit for comments regarding quality and quantity of food is rarely used and a more open approach would enable the catering department to identify the day to day problems that are experienced on the units.

7.6 During the year the establishment obtained funding (estimate cost £180K) for the implementation of an estate investment relating to the development of the Catering Academy. This will allow prisoners to learn basic and more advance catering skills, which will inform lifestyle or employment choices on resettlement. This is in the course of being implemented.

8. Healthcare

8.1 Healthcare has undergone significant restructuring. It has recently become the responsibility of the local NHS Primary Care Trust which has just appointed an Associate Director for Glen Parva. There is a workshop planned in the next few weeks on the reorganisation which will involve the PCT, prison staff and the IMB.

8.2 The Director is looking at a model of care, which will include community nursing. There are at present 11 beds in the Healthcare unit and there are no plans to reduce that number to the six envisaged in 2003. A day care centre is currently being established with art therapy and education already in place and the position of occupational therapist recently advertised. Progress is being made in the plan to equip a Living Skills Centre.

8.3 A therapeutic garden has been provided for patients in the Healthcare Unit but is very seldom used.

8.4 The dental unit is open twice a week. Urgent cases are seen as soon as possible, although at present the average waiting time for routine appointments is 18 days.

8.5 The pharmacy has been refurbished and is equipped to a high standard, and has a responsibility to provide services to five other establishments as well as Glen Parva.

8.6 Two visiting forensic consultant psychiatrists attend the prison each week together with the mental health in reach team who together deal with the many mental health problems experienced by the young prisoners in Glen Parva.

9. Drugs Strategy

9.1 820 prisoners accessed the programme between November 2003 and October 2004. The CARAT team has seen a small reduction in referrals compared to the previous year which can be largely explained by a drop in the population at the establishment.

9.2 The PASRO rehabilitation programme continues, having achieved 100% in Audit, with a total of 81 offenders accessing the programme this year. This is a slight increase on last year. From October this year a Short Duration programme was introduced for prisoners serving less than six months or awaiting trial. To date 30 prisoners have entered this course.

9.3 The number of positive drug tests has dropped from 12% in February this 2004 to 0% in November which is an excellent improvement. This is due to a combination of good security intelligence and drug treatment.

9.4 There are no specific accredited alcohol treatment programmes for alcohol abuse with ring-fenced funding within the establishment and is a matter of concern.

10. Visits

10.1 Last year's report noted that major refurbishment to the visiting areas was forthcoming. 2004 has seen significant developments and improvements, although some aspects need further attention.

10.2 The Visitors Centre has been open from January 2004. The ID recognition system is in place and staff feel that keeping and retaining the Cards at the Centre for future visits has proved to be an effective way to ease the pressure on the gate as well as making visiting a more convenient experience for the visitors. To further support this system, the Governors have indicated that there might be a way to link up the current Thumbprint technology, currently operating at reception, to be used with visitors in order to make the process as fast and efficient as possible without jeopardising security. Currently coloured badges for young people accompanied by adults to visits are provided in order to make them more visible in the visits room and for security to be able to monitor their movements.

10.3 The voluntary staff have been recruited and they seem to be a valued addition to the running of the Centre, with their efforts to make the Centre as comfortable as possible. However there are currently no refreshments facilities with the Centre. The Family Liaison Officers are located within the Centre, and offer direct contact for visitors who have specific concerns about the welfare of the person they have come to visit. The Officers assist with many practical enquiries. The introduction of a direct

telephone number for visitors to use has increased the number of calls made to the Family Liaison Officers over the past 12 months. They offer a very valuable service, and can help visitors before and after the visit, with practical information about the prison and other matters arising.

10.4 Amnesty bins are now available for visitors to deposit anonymously any drugs etc they may be carrying with them. It is hoped that this will deter people from trying to bring drugs and other prohibited items into the establishment.

10.5 A TV screen has been put up in the Centre, but is not yet operational. This is going to be used to show amongst other things, a DVD which will highlight the key messages about drugs and trying to bring drugs into prison.

10.6 The visits area within the prison has undergone major refurbishment work over the past 12 months. Staff and prisoners have commented on the clean appearance and also the positive changes made to visits by removal of the traditional 'Snake'. The room has now got tables and chairs.

10.7 The use of a dog with handler seems to be an effective deterrent and also a sound method to detect any drugs trying to make their way into the establishment.

10.8 A new metal detector is in place as visitors come through.

10.9 The current provision made for refreshments is not satisfactory. This is also recognised by staff and management and a space has been allocated where the staff from the staff mess will come down and run a cafeteria during visit hours. The shop will replace the current vending machines.

10.10 A mother and baby changing room facility is available. There is a crèche facility within the main visits room, and children are left there at the parents' own discretion. Volunteers run the crèche. Some questions have been raised as to the experience of the volunteers working with young children. However overall the crèche seems to have received positive feedback and is a welcome facility for the adults and children alike.

10.11 Due to staff shortages the closed visits are sometimes not monitored by staff and staff shortages also affect the monitoring of the CCTV cameras.

11. Psychology

11.1 During the year the Psychology Department has run six Enhanced Thinking Skills (E.T.S.) courses compared to eleven in the previous year.

11.2. This reduction in delivery and consequent reduction in psychology staff has arisen from progressive cuts in the delivery of E.T.S. Last year the target number of prisoners completing E.T.S. was seventy six (that was exceeded). The target number for the current year was fifty six (exceeded with sixty completions).

11.3 The target for 2005 is forty four, so it is disappointing to see a continuous lowering of the target. However the Department has attained 100% in the audit for E.T.S.

11.4 Last year's report noted that there were no courses available to prisoners serving short sentences. (i.e. under 12 weeks) and this is still the case, and therefore a matter of continued concern.

11.5 The results of the evaluation of the Induction Unit (referred to in last year's report) are available and the recommendations are being implemented. It is interesting to note that many prisoners mentioned they wanted more time out of cell in the induction unit and greater access to activities.

11.6 The department has also carried out an analysis of the use of force within the prison during the year

11.7 Current staffing levels:

- 1 senior full time psychologist
- 1 senior part-time psychologist
- 1 E.T.S. Officer
- 2 full time trainee psychologists
- 1 part-time trainee psychologist
- 1 part-time psychological assistant

As from January 2005 there will be a part time administrative assistant.

Vacancies

- 1 full time psychologist
- 1 full time psychological assistant

11.8 New projects for next year include:

- the implementation of violence reduction strategy
- the introduction of alternatives to violence (being run as a pilot)
- analysis of C.A.L.M (an accredited course linked to E.T.S.) and whether C.A.L.M. can be implemented in the prison.

12. Court Liaison Services

12.1 The Service has responsibility for legal aid, bail services and the Court Video Link.

12.2 The staff in the Court Video Link now work a five day week instead of the seven day shift cycle, which is in line with most of the scheduled court appearances. The second court is not operational but is nearing completion. The video link is used as a link to many of the magistrate's and crown courts both in the immediate area and countrywide and also used for inter prison visits. The video court is going from strength to strength, sometimes facilitating up to 27 appearances per week. When the second court is operational this should rise even further and will prove to be very cost effective both in court time and transport costs

12.3 The induction programme now includes Legal Aid Services seeing all new prisoners. Sentenced prisoners are informed about possible appeals, legal aid where appropriate, and access to their solicitor.

12.4 Court appearances sometimes have to be rescheduled owing to outside courts and solicitors falling behind schedule owing to pressure of work. Another factor causing delays is when probation applications are made, as these are usually lengthy.

13. Welfare to Work

13.1 Previously a six week course the Welfare to Work programme has been cut this year to a six week course but mornings only. The programme has dropped courses in Basic Food Hygiene, Health and Safety and Information Technology. The new course is a voluntary option for prisoners, with a programme starting every two weeks and accommodating up to 30 prisoners. The course includes literacy, numeracy and a Getting into Work module (delivered and accredited by NACRO).

13.2 The facility is excellent and during a twelve month period prisoners completed over 450 full qualifications.

13.3 However there are still concerns about the number of students that are withdrawn from the course. Reasons for this are mainly exclusions by welfare to work staff and H.D.C.

13.4 Since September this year the programme has been suspended due to a reorganisation of the Education and Skills Department, with only I.T. and Life and Social Skills classes available. There are plans to run a new course from April 2005.

14 Race Relations

14.1 Race relations seem to be generally good at the establishment (but also see Section 23 Foreign Nationals). There have been no major incidents resulting from race issues over this reporting period.

14.2 However it is interesting to note that in a straw poll conducted amongst prisoners who have spent time at Feltham and Glen Parva, it was felt that Feltham had the better race relations. The prisoners perceived the staff there to be more understanding. However, Feltham also has a higher number of staff from the ethnic communities. Glen Parva's figure for ethnic staff is 5.9% meeting the local target, but recruitment is handled at area level, so there is little that the establishment can do directly to improve this ratio

14.3. During the reporting year the Introduction of the International phone card on the pin system to allow prisoners to keep in touch with families abroad at prices 50% cheaper than the BT phone rate has been welcomed. Another excellent initiative has been Black History Month when the kitchen provided a 6th choice of meal made up of Minority Ethnic Dishes from around the world.

14.4 Efforts are being made to get a balanced distribution of the various races across the prison. There appears to have been an increase in incidents recorded on Racist

Incident Reports, there having been 77 in the year from January 2004 to December 2004, 52 of these since July, directly linked to the appointment of a full time Diversity Manager. This reflects increased awareness of racial incidents and also the improved availability of reporting forms, rather than deterioration in race relations.

15. Diversity

15.1 The Diversity meetings are held quarterly with members from all areas of the establishment and chaired by the Governor.

15.2 During 2004 the diversity awareness programme was maintained. A Diversity Pack is issued to all new staff, the policy having been agreed and signed by the Governor and the Area Manager.

15.3 The forward of this document states:

- We will strive to be at the forefront of modern Prison Service thinking
- We must maintain an environment that feels right and is professional
- We must be open, decent, and challenge the use of a blame culture.

15.4 “Parva against Racism” (PAR) has been one of the outstanding projects undertaken by all members of the PE department during this reporting year and has received recognition within the prison service and in the local community (see Matters to Note). This has shown diversity through sports and debate with the local community being invited into the prison to recognize this achievement.

15.5 Diversity training is now available “in house” although there is still a shortage of trainers and some concern about the attendance of officer grade at some events. There is also a successful ongoing programme of Prejudice Reduction and Diversity workshops for staff and prisoners provided by the National Coalition Building Institute.

15.6 The board is pleased that Diversity is being strategically promoted, with all staff being made aware and receiving training when available.

16. Suicide Prevention

16.1 There does not at first appearance to be any improvement in the figures for self harm against last year. There are some factors which have influenced this:-

1. The establishment now report very minor cases of self harm
2. The establishment has had a number of disturbed overseas prisoners.
3. Some 10 prisoners have accounted for 3 or more self harms each.

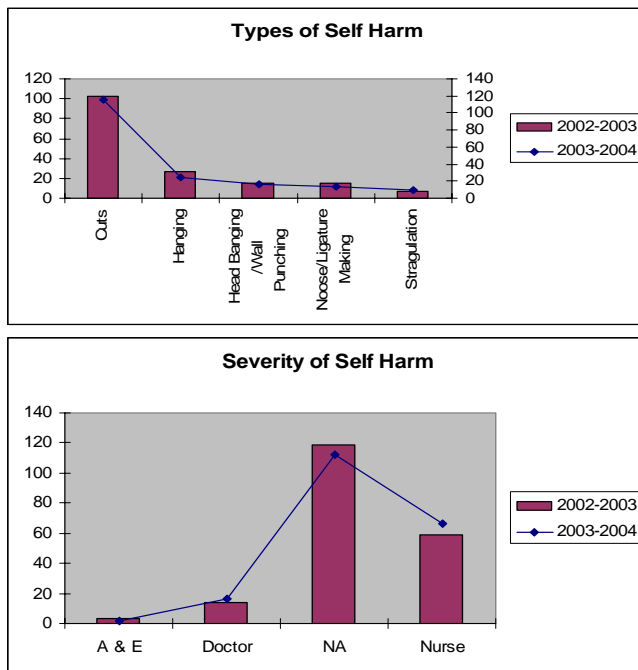
16.2 The present self harm co-ordinator is a trained nurse, although the nature of the post is a clerical one. The Board, whilst acknowledging her primary role in managing policy change, has some concerns that under the current prison re-organisation her liaison with Healthcare and Psychology departments may be weakened.

16.3 The co-ordinator holds monthly meetings attended by a Governor, nurse, psychologists and IMB member. All self harms are discussed and learning points noted.

16.4 The co-ordinator also holds a monthly cross departmental self harm meeting. The Board has concerns that this meeting is poorly attended, although assurances have been given that this situation is being rectified.

16.5 There are regular contacts with the Samaritans and there is a full complement of trained Listeners.

16.6 The Board acknowledges the good work being directed at the reduction in self harm and that staff are not complacent and will continue to work at the improving downward trend.



17. Anti-Bullying Strategy

17.1 There have continued to be problems with the management of bullies. Uniformed staff are not necessarily being given sufficient time to monitor the strategy across all units. A shortage of staff in the probation department has also meant that intervention has not been regular or consistent, in particular with “stage three” bullies who are monitored on a regular basis by the Board. It is to the establishment’s credit that very few prisoners reach “stage three”.

17.2 Regular review meetings have not taken place, and the low numbers could indicate that across the establishment problems are not recognised. However there are indications that this is being tackled with a regular pattern of meetings scheduled for early in 2005, and a generally more rigorous monitoring of the problem.

17.3 There are no notices in other languages explaining the anti-bullying strategy and this should be redressed.

17.4 The anti-bullying strategy is in need of urgent updating as the Board feels that insufficient input is given to prisoners who are placed on “stage three” who then spend a large proportion of that time locked behind their cell door with no intervention, showers or exercise. The Probation Department representative now attends the regular Governor’s Operation meetings and should be made aware of any bullying issues at a much earlier stage. With the introduction of a Violence Reduction Review it is hoped this strategy will be improve.

18. Transfers

18.1 In its previous report the Board expressed serious concerns about the transfer situation during 2003.

18.2 However comparing last year’s figures of 309 prisoners received into the establishment on population movements, with the current year’s total of 311 prisoners, it appears that Prison Service practices have not changed and the Board therefore remains concerned. The majority of these prisoners have been from Feltham, Ashfield, Woodhill, Norwich, Chelmsford and Brinsford making contact with their families difficult due to the distances from their home area.

18.3 It has not been so noticeable that “problem” prisoners have been the main target for overcrowding drafts, making the regime more settled.

19. Regime

19.1 The “Incentive and Earned Privileges Scheme” (IEP) is based in fact on two separated systems, making it very confusing for prisoners being transferred between units. There is no set information available to prisoners informing them of how the points or merit system works or how points/merits can be earned or lost making the system open to interpretation by individual officers. Awards for similar behaviour can be treated in different ways. The Board often receives applications regarding what is deemed “the unfairness of both systems”. The Board is pleased to understand that the Governor is intending to replace the present arrangements with a single incentive scheme.

19.2 The Resettlement department has made great headway this year and with the introduction of the OASys software programme this should further improve the information upon which decisions are based. The work in the community with local companies has enabled prisoners to join **Transco** whilst still serving a sentence, attend the Prince’s Trust gaining confidence from the programme provided and other community based work that has been acquired in the passed year.

19.3. Some problems do arise when prisoners return to the prison from ROTL with monies, mobile phones and items in use daily in their possession outside the prison. It would be logical to have a dedicated unit, holding say about 20 prisoners on ROTL to allow them to socialise and look after themselves and get ready for work in a more structured way, giving them more confidence in their work place and establishing a

way of life for release into the community. Perhaps Unit 6 or the Pizza Hut could be looked at as a possible location. This would also help to reduce the pressure that is sometime put onto prisoners released into the community to bring in drugs back into the prison. This has been successfully established at HM YOI Reading and is looked at as good practice.

19.4 2% of the prison total population is now receiving ROTL of which 1% is receiving ROTL to attend interviews, hospital visits and funerals. Significant numbers are released on day release to attend interviews for employment and accommodation. The introduction of a dedicated unit for ROTL prisoners would allow, in the long term, greater flexibility.

19.5 The Personal Officer scheme is being superceded by a Case Officer scheme and with the addition of OASys the Board is hopeful that this will have more impact on prisoners' passage through their prison sentence than previously with the information available being extending into the community upon release. However there are concerns regarding short term prisoners who appear not to be included by OASys and the Case Officer scheme still being in its infancy.

19.6 Time out of cell has improved during this reporting year with the target of 9 hours being exceeded in November (10.02 hours) mainly due to the restructure of the working day. Exercise yards are used daily and association time is now delivered on a regular basis, credit must be given to the staff for the improvement in the regime.

19.7 Purposeful Activity in 2004 was still below the target of 20 hours but has improved to 18.9 hours during 2004. This has been achieved mostly over the last few months due to the improved core day. With the introduction of part time courses and with new workshops being introduced the target figure should be easily achievable. (see workshop report).

19.8 The service from **Aramark** has now settled down and canteen provisions are delivered on a weekly basis. Problems arise when prisoners arrive in the prison just after a delivery has been made. Although a pack is given to help the prisoner until he can order directly from **Aramark** this is inadequate and some provisions should be put into place to allow a more flexible approach.

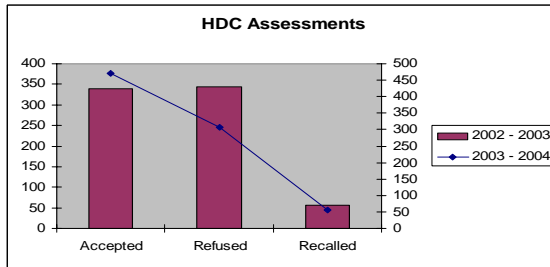
19.9 Showers – The unit showers throughout the establishment are in a very poor condition and a refurbishment should be undertaken at the earliest opportunity in line with recommendations made by the Inspectorate. The Board notes that this work has been duly affected on Residence One.

20. Probation

20.1 The past year has been one of huge change for the Probation Service. A new Head of Probation was appointed early in the reporting year and has spent the year consolidating the probation team and getting it up to full strength. The team has been complete since September 1st 2004, although recently one Probation Officer is now on long term sick leave.

20.2 New key policies have come into operation during the year. The Public Protection Manual was implemented in May 2004, although sections are still being completed at National Level. The OASys system has now been implemented but is also in its early stages.

20.3 The introduction of a new format Risk Assessment Request form for HDC has speeded up the process a little, although the smooth implementation of the system is hampered by a lack of resources externally. Probation officers in the community are still struggling to provide these Pre Discharge Reports as noted in the Board's previous report of 2003.



An increase in assessments during 2003-2004 periods shows more HDC are being allowed and the refusal rate greatly reduced.

20.4 Over the last year the Head of Probation has now been included on the Senior Management Board, which has dramatically improved communication between the two Services with the introduction of NOMS and therefore the efficiency of the Probation Department in the Prison.

20.5 In addition the Probation Department representative now attends the regular Governor's Operational meetings. This is crucial; for instance, the Department is now made immediately aware of any bullying, Self Harm or Public Protection issues and can get involved at an earlier stage.

21. Reception

21.1 Last year the Board noted that reception services had been refurbished and identified two areas of concern: late arrivals of prisoners and provision of inadequate meals, and length of time spent in prison vans.

21.2 Both of these areas of concerns remain. The Home Office has now undertaken to monitor the transport arrangements following complaints from the prison.

21.3 The Board considers that the serving of inadequate meals such as "Pot Noodles" to late arrivals after court appearances and late arrivals needs urgent attention.

21.4 The unit appears to be functioning well – much of the holding area has been refurbished and staff morale is good.

21.5 On arrival, prisoners have their photographs and thumbprints recorded on the new Photographic and Identification computer system and this process enhance prison security. The first night officer appointment has been in place for the last six months. This officer interviews each prisoner on arrival at reception and decides on what type

of accommodation is suitable. This interview takes place even if the prisoner has been out of the prison for only a few hours on a court appearance.

22. Segregation

22.1 Board members continue to visit the segregation unit at least four times each week, in order to speak to the prisoners, to check the physical state of the unit and to monitor the regime, including attendance at prisoner’s reviews.

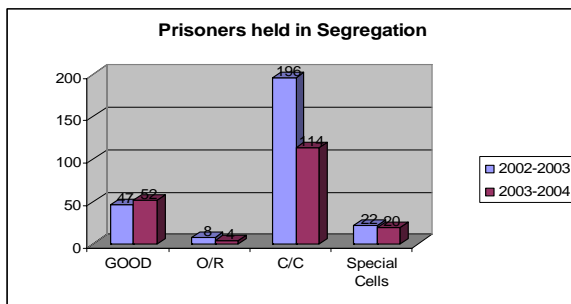
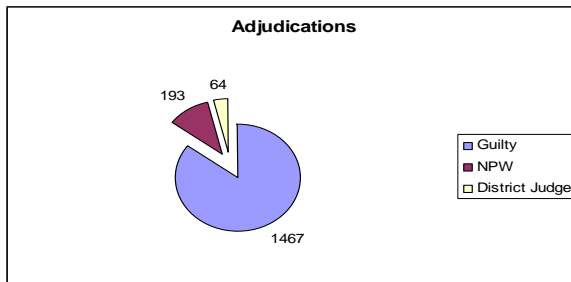
22.2 Staff have been “hand picked “for their ability to defuse situations and encourage good behaviour whilst prisoners are in segregation and this is supported by the quick turnover of prisoners held in the segregation unit.

22.3 There has been a noticeable and positive decrease in the number of prisoners held in segregation during the reporting year, and there have been occasions when the unit has been empty.

22.4 Each prisoner in segregation is made aware of the unit rules and procedures, the incentives and earned privileges scheme (I.E.P.S.) and the unit regime. An interesting aspect of the I.E.P.S. is that prisoners on cellular confinement can be returned one day early to their unit if their behaviour reaches the standard required under the scheme.

22.5 Finally the Board notes that access to showers for prisoners in segregation is insufficient and should be on a daily basis. If numbers of prisoners in the unit continue to remain generally low, it is hoped that access to showers will be increased.

Figures for Adjudications:



Figures for prisoners held in Segregation:

The number of prisoners held in segregation compared to last year is noticeably down with 114 prisoners on C/C compared to 196 last year. Congratulations must be given to the staff for their hard work in reducing the number considerably.

23. Foreign National Prisoners

23.1 Foreign National prisoners are defined as anyone without a U.K. passport. The Board has difficulties in identifying Foreign Nationals within the prison (5% of population). LIDS are not able to filter sufficiently, although work has been carried out creating some improvement in the classification of prisoners. Form 1337 recording country of origin, sentence and whether the prisoner would like his consulate informed of his imprisonment is making the tracking of prisoners within the prison easier by the creation a formal document raised for all Foreign Nationals. The prison has a contact within the Immigration Service who can help identify prisoners who have “got lost” in the system. Good work is being carried out between the two services on a voluntary basis, with information being exchanged on a regular basis.

23.2 Language problems and help to appeal against deportation are also causing problems. On many occasions, prisoners who are going to be deported once their sentence is completed, only find out this information towards the end of their sentence, making their stay in prison extend beyond their release date, as no decision has been reached by the Immigration Service regarding their asylum status. More effort should be made to ensure prisoners do not stay in prison after their sentence is completed and are not held awaiting a decision on their deportation.

23.3 There is a suggestion by officers dealing with immigration matters that overcrowding drafts contain an above average number of foreign nationals, increasing the work load being carried out by officers at the establishment.

3. WORK OF THE BOARD

24.1 The Board recruited three new members this year and three members resigned. A member transferred to another prison but has now returned to the establishment. The Board should have a complement of eighteen members but is currently three members short. Further recruitment is under way, in the hope of attracting new members. The Board is made up of eight women and seven men and includes three magistrates and two representatives from ethnic minorities. Our members have a broad range of experience and expertise, drawn from their varied spectrum of professions, including health care, teaching, university, business management and the legal and probation services.

24.2 The Board has experienced problems with its clerking during the reporting period with three clerks being **in situ** this year making the support very limited whilst the new clerk takes time to understand the role. The payment of expenses is also very slow on occasions.

24.3 Board members have attended the following prison committees:

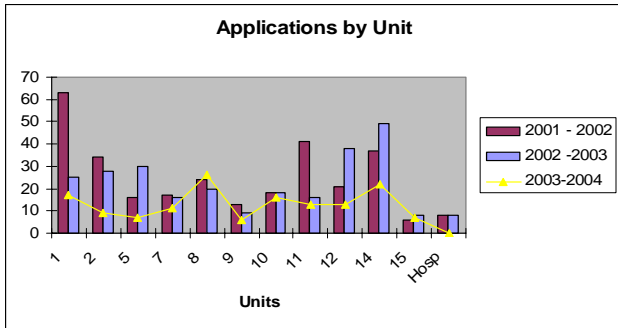
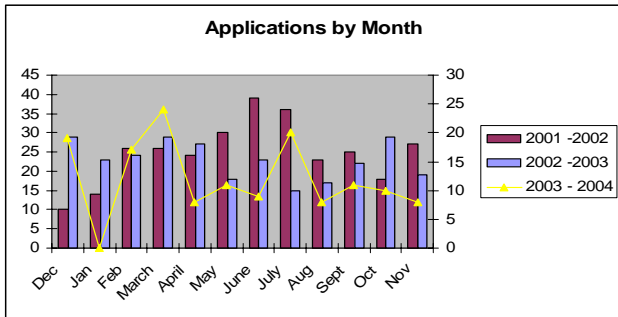
- Suicide prevention
- Race Relations
- Security
- Release on temporary licence
- Home detention curfew
- Diversity and Equality
- Health and Safety

24.4 Due to late rescheduling of some other meetings, Board members often found themselves unable to attend due to other commitments.

24.5 The Board has actively supported Parva against Racism by attending many of the functions held to promote this excellent programme. This includes the NCBI events which were found by the Board, to be helpful on diversity issues.

24.6 145 applications were taken on a wide range of topics over 2004 which include, transfers, HDC, bullying and health. This total is down by 50% on the previous year, but as many of the applications was concerning HDC release dates, and this area has now been successfully documented to let prisoners know exactly what stage their HDC has reached, and thus making applications unnecessary.

24.7 The Board is however concerned about having no regular input into the prisoners' induction due to the a rolling week being in place, making it very difficult for members to cover every day. Incoming prisoners are therefore unaware of the I.M.B.'s role. The change of the Board's name from B.O.V to I.M.B with little advertising has also been seen as a problem with the prisoners being unsure of the Board's role. The reverse can be said for all new staff, as the IMB has been given a regular opportunity to speak to them all as part of their induction.



24.8 Statistics

During the past 12 months the Board has undertaken the following specific duties:

Monthly Meetings	12
Visits to the Prison	638 *
Applications	145
GOOD	52
Special Cells	20

* Equivalent to 4 visits to the prison per member per month

24.9 Training is ongoing and members have attended both the New and Experienced members' courses during the year. In-house training continues to be arranged with two half day courses a year being delivered. Two members attended the Annual Conference at Keele University.

24.10 The unique position members hold as watchdogs for the local community in a closed institution is represented by the dedication of Board and the diversity with which this role is carried out.