



# **HMYOI Werrington**

**Independent Monitoring Board**

**Annual Report**

**1 June 2010 - 31 May 2011**

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### **Glossary of Abbreviations**

## **THE ROLE OF THE INDEPENDENT MONITORING BOARD (IMB)**

The IMB supplies the only regular independent oversight of prisons, young offender institutions and IRCs (Immigrant Removal Centres), apart from that of Her Majesty's Inspectorate of Prisons (HMIP). The IMB Annual Report provides the Minister for Justice, Home Secretary, other ministers, senior managers and stakeholders with feedback on the practice and policies of each institution.

### Statutory Role of the IMB

The Prisons' Act 1952 and the Immigration and Asylum Act 1999 requires every prison and IRC to be monitored by an independent board appointed by the Home Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

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

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

This report is not intended to provide a chronicle of the year or to paint a rounded picture of the establishment but to highlight mainly those areas of particular concern or outstanding practice only.

### Introductory Description of HMYOI Werrington

Werrington is a small Young Offender Institution (YOI), holding juvenile males aged 15 to 18 years with a certified normal accommodation of 160. In 2011 young people on remand were accepted.

The establishment opened in 1895 as an industrial school and was purchased by the Prison Commissioner in 1955. In 1957 it opened as a Senior Detention Centre, converted to a Youth Custody Centre in 1985 and in 1988 became a YOI.

The institution is situated on the outskirts of Stoke-on-Trent and has a collection of reasonably new buildings, old unsuitable ones and redundant farm buildings.

The residential areas consist of three modern wings: A Wing with 38 single and 14 double rooms; B Wing with 26 single and 18 double rooms and C Wing with 20 single rooms and 10 doubles and a Rehabilitation and Support Unit with 6 single and two "safer" rooms, though the latter are not fully safe.

Education and administration are situated mainly in the old, original buildings. The gymnasium and Substance Misuse unit are modern but the VT areas and laundry are largely converted outbuildings. Prior to receiving young people on remand, the Healthcare Department was moved to more modern accommodation.

## Ethos and Atmosphere

Excellent relationships exist between staff and young people and young people consider Werrington to be a safe place. Parents, too, have expressed appreciation for the care their sons are given. Young people are treated with respect and dealt with firmly but fairly on those occasions when discipline is required.

Staff show an empathetic understanding of young people and are often familiar with the difficulties they have experienced. This is evidence of the general commitment and positive attitude of staff to an arduous and stressful occupation. Young people are able to turn to trusted members of staff and receive appropriate advice and support.

Many staff are skilled in employing negotiation as a first means of de-escalating confrontation but when C & R is necessary, staff use minimum force, always try to establish a rapport with the young person and always endeavour to avoid injuries. The establishment continues to be a leading practitioner in the recommended techniques of C & R for juveniles.

Most young people come from the West Midlands region, particularly which means that young people are more likely to receive visits, being nearer home; however, Werrington's population contains young people mainly from the cities like Birmingham, some of whom are rival gang members. It is due to the vigilance of staff that friction is kept to a minimum, despite the drawbacks in having only two main wings and a smaller wing.

## **ISSUES FOR CONSIDERATION BY THE MINISTER**

The Board requests a response to the following concerns, which need consideration at government level:

1. For several years our request that young people who are disadvantaged by mental health problems or significant learning needs be placed directly in institutions where they can receive full therapeutic support, rather than in standard YOIs has not been satisfactorily addressed. We recognise that such provision continues to be scanty and urge that the Minister, in full knowledge of the pressing need, will pursue proper provision of therapeutic and safe places.
2. Once again we have to highlight the fact that no national programme has been written for use with juvenile sex offenders, to be conducted by experts such as psychologists. It is unjust that older offenders have access to such programmes yet juveniles, for whom there is perhaps more hope of rehabilitation, are ignored. To refer governors in the juvenile estate to expensive charitable organisations is no answer in these financially stringent times.
3. For the third year in a row we request that the Minister make the strongest representations to Parliament to end cuts in funding of the Prison Service juvenile estate. The government must have in mind the essential principle that young offenders must be helped towards living as responsible citizens through rehabilitation and training. Expenditure on personal progress should lead to a less criminal society and ultimately reduce costs. We expect the government to have the courage and the will to effect this.
4. Although the situation has improved slightly we wish to draw the Minister's attention to the need for a healthcare service which is child orientated especially in the field of mental health. It is still the case that the standards of care provided fall below those

available in the community at large, this is despite the valiant efforts of Werrington's healthcare staff.

#### **ISSUES FOR CONSIDERATION BY THE MINISTER AND THE YJB**

1. Repeated requests have been made that juvenile offenders serve their sentences in institutions no further than 50 miles from home. The closure of several YOIs means that where in the past only a few young people slipped through the net, many more are now being located far from their families. It is recognised that regular family contact can significantly improve the chances of successful rehabilitation and for young people to find themselves in a distant and unknown place is an isolating and sometimes intimidating experience.
2. We deeply regret that the perilous state of the economy has resulted in the abandonment of many important plans, amongst which were proposals for a new education block to replace the unsuitable and gloomy premises currently in use and an appropriate reception centre. Excellent in so many ways, Werrington is still disadvantaged by the poor quality of its built environment. We request that all such plans are kept in mind, to be implemented as soon as feasible.
3. While there has been a greater willingness on the part of courts to award community sentences to juvenile offenders, there remains a significant proportion, including those with obvious mental health problems, significant learning difficulties or simply suffering from extremes of poverty and neglect since an early age, who could be better helped by specialist care in the community. For these young people, prison is an inappropriate intervention when their main needs are therapy, a stable home setting and the steady example of caring and responsible adults. We ask that the Minister and the YJB give every consideration to providing further alternatives to custody, which would enable disadvantaged young people to make permanent progress.
4. Again we have to point out that HMYOI Werrington continues to suffer from insufficient flexible residential accommodation in which to house, separately, opposing gang members, as well as bullies and their victims. Some young people are therefore inevitably put at risk and staff suffer from the stress of containing and managing some very disruptive young people, without recourse to alternative accommodation. Given the often high level of fights and assaults, we urge that solutions are sought for this ongoing difficulty at the earliest opportunity.
5. The amount of damage done to cells and furniture by the young people is of continued concern to the Board. We felt that until these offences are more widely dealt with by the courts, especially where there is a breach of a court order it sets a poor example for offenders, who have little to lose by such actions and whose behaviour can result in disruption to the smooth running of the regime. We trust that the Minister and the YJB will consider how best to support governors in bringing cases to court.

#### **ISSUES FOR CONSIDERATION BY THE YJB, THE REGIONAL MANAGER OF CUSTODIAL SERVICES AND THE GOVERNOR**

1. We urge the YJB to make every effort to ensure that young people known to be especially at risk of self-harm are not transferred between establishments without pressing reason and full assessment.

2. We remain concerned that some young people stay in Werrington after they have reached their eighteenth birthday, even though they have a length of sentence still to serve. This gives rise to child protection issues, especially as young adults sometimes exert undue pressure on juveniles. Again, we ask the YJB to move them promptly.
3. At the time of writing, the Board was gravely concerned at the failure to secure the regular services of a child psychiatrist or of any psychiatrist able to monitor the essential treatment of young people with mental health needs. These are among the neediest in the population and are at risk of self-harm, suicide or harm to others. Pressure must be brought on health service providers to fulfil their obligations to this group of young people, whose rights are equal to those in the population at large.
4. In the present climate the provision of a video link suite between Werrington and the court system for use on those occasions when a young person's presence in court is not essential, would certainly save money and time and young people would not miss a day's training by waiting in court cells.
5. Poor educational provision and lack of exercise continued to disadvantage young people on the RSU during the reporting period, though RSU officers and some PE staff made heroic efforts to accord young people their statutory rights.
6. The present Reception area is not fit for purpose and is potentially unsafe, as is the VT Kitchen.

## **Commendations**

Again, we must praise the relationship between young people and staff. Young people are treated with respect, good humour and patience. The perception of BME young people was that they were treated equally. The population as a whole felt safe and young people were always able to find support from a trusted adult when needed.

De-escalation during C & R was invariably practised, minimum force used and every effort made to avoid injury. Full searches were kept to an absolute minimum and were only authorised when real danger was posed to a young person or those around him.

Staff continued to maintain a positive approach to their work and set good examples to young people in tolerance, conflict resolution, self-control, hard work and courtesy. We have witnessed many examples of the compassionate understanding of staff, even during stressful and violent situations.

During the year, we have encountered young people who have appreciated the ethos and atmosphere at Werrington and have found their courses and programmes helpful and stimulating.

## **1 DIVERSITY**

- 1.1 Diversity's day-to-day running is undertaken by an enthusiastic and experienced Equalities Manager. His remit encompasses race relations and disability, including proper observation of the Single Equality Act 2010 and weekly reports to the governor, as well as the close monitoring and recording of diversity data. Unfortunately, this does not preclude the manager from being used for other duties, despite time ring-fenced to carry out the many tasks involved in diversity matters. Generally, there has been little involvement in diversity concerns by the majority of staff, though most have now attended the "Challenge It, Change It" course. The

Regional Diversity and Equality Advisor maintains regular contact and the latest MPQL inspection report on Werrington was welcomed by the Regional Custodial Manager.

- 1.2 Since the post of Disability Officer was abandoned this has meant that, while disability is managed by various departments, it is not monitored in detail. There is no cell accessible by wheelchair and stairs and steps elsewhere prevent wheelchair access to education classes and other areas. Those with a physical impairment, such as poor hearing or eyesight, receive attention from Healthcare, while those with learning difficulties, ADHD or dyslexia are catered for by the SENCO and Education. YPs with mental health issues now receive care not only from Healthcare but from the recently established CAMHS team; an important improvement in provision.
- 1.3 The monthly meeting of the Diversity and Race Equality Team (DREAT) is chaired by the governor and is well-attended by departmental heads, as well as up to three YPs' representatives. The latter are keen participants, putting forward the requests and complaints of their peers. They are listened to attentively, with their points minuted and listed for action when appropriate.
- 1.4 Unfortunately, there has been no response or interest shown by outside bodies in attending DREAT meetings, despite approaches made. Regrettably, financial restrictions have prevented a regular IMB presence at meetings.
- 1.5 All YPs attend a detailed Diversity induction session, where the manager is sometimes assisted by YPs' representatives. There is also an opportunity to discuss diversity topics at regular group sessions entitled Activ8. YPs participated in events such as Black History Month, the annual Anne Frank exhibition about the Holocaust and, during the recent Commonwealth Games in India, competitions were entered, Indian meals were offered and a Gatka martial arts team gave an impressive demonstration.
- 1.6 Since the last IMB report, there has been a marked increase in the black minority ethnic (BME) group, which has exceeded 40% of the population at times. In April 2011, 48.9% of BME YPs occupied the remand wing, while the percentage of convicted BME YPs stood at 45.9. The consequent number of young Muslims has sometimes necessitated a move from the multi-faith room to the main chapel for Friday prayers. Ramadan provision is carefully planned, with advice from the Imam and Eid is celebrated with a special meal and a day's holiday. However, halal utensils are not always used for ordinary meals and occasionally Muslims feel obliged to refuse food served using only plastic gloves. Christians are well-catered for by the Chaplaincy team.
- 1.7 From time to time, the higher numbers of BME YPs held on the Rehabilitation and Support Unit (RSU) and, on one notable occasion, referred to the External Adjudicator, gave rise to concern but, on investigation, all proved justified. The YPs themselves did not complain to the IMB that the procedures were discriminatory, though they had the opportunity to do so during the customary weekly visits of the IMB to the RSU.
- 1.9 Not all YPs are aware of what constitutes a formal complaint or the difference between a complaint about racism in contrast to one about a general issue. However, complaints systems are explained during Diversity induction. (The information overload during induction, though given with the best of intentions, is not easily absorbed, especially by those with hearing or learning difficulties or whose second language is English.)

- 1.10 There is quite often a perception amongst BME YPs that they are not always treated fairly by staff and therefore do not always feel that staff are trustworthy. The IMB has found little evidence of discrimination by staff but recognises that prejudice encountered by YPs in the outside community may have engendered an automatic distrust.
- 1.11 A Discrimination Information Report Form (DIRF) has replaced the old Racial Incident Form (RIF). Complaints are promptly dealt with, or notification is given of further investigation, though YPs continue to show a lack of confidence in the procedure.
- 1.12 There is, however, more evidence that racist abuse is sometimes used by the YPs themselves and those using it are referred to a diversity course conducted by Education and lasting eight weeks. Information about known racists is published on the Security Department's notice board for staff to read.
- 1.13 SMART system data are discussed at the DREAT meetings to ensure an acceptable balance of treatment across all ethnic groups. The very occasional anomalies are carefully investigated and accounted for.
- 1.14 Sixteen Equality Impact Assessments had been published by May 2011, covering a range of topics. The Equalities Manager took pains to inform YPs' representatives of the content and purpose of these assessments.
- 1.15 Foreign nationals (FN) receive considerable help from one of the Resettlement caseworkers. Despite being given no ring-fenced time, this officer dedicates some of his free time to completing work for this group, whose numbers rose from none in November 2010 to 16 in May 2011. Welcome progress has been made by the SENCO, backed by Manchester College and the Head of Learning and Skills, in creating a suitable ESOL course. When necessary, interpreters are used, as is the "Big Word" system, though the majority of FN YPs are able to speak adequate English. Each month, they are given a five-minute phone call to their families abroad but the establishment no longer keeps a phone card available for international calls.
- 1.16 A significant number of BME YPs demonstrated an unwillingness to apply for Release on Temporary Licence (ROTL), despite the variety of jobs on offer and encouragement given by Resettlement in letters pointing out their eligibility. There is also a regular issue of ROTL application forms. Regrettably, those who do apply are not always risk-assessed as suitable for outside work.
- 1.17 Risk reduction reports arising from security intelligence do not always provide sufficient evidence as to what further action is needed with the YPs involved.
- 1.18 There remains a need for funding to train a hairdresser in styling African-Caribbean hair, as the trained member of staff is now occupied with other duties.
- 1.19 Once again, the IMB regrets that there is a lack of ethnic diversity amongst staff and on the Board. This is not for want of effort during recruitment.

The Board appreciates the efforts of all those involved in supporting those minorities of YPs whose diversity of needs require particular attention.

## **2. SAFER CUSTODY INCLUDING CONTROL AND RESTRAINT**

- 2.1 The Safeguarding Team at Werrington Young Offenders Institute are a dedicated team and deal principally with the following areas: child protection; violence reduction

and bullying; suicide and self-harm prevention and the reception department. The department maintains detailed records of all related events and offers support to vulnerable young people additionally dealing appropriately with the perpetrators actions and motives.

- 2.2 The Team hold Monthly Meetings, from which information is then produced for the Quarterly Strategic Meetings (attended by outside agencies) who ultimately will report to Staffordshire's Safeguarding Children's Board. They also produce monthly detailed statistics.
- 2.3 The Safeguarding Team is able to call Case Conferences and liaises closely with Healthcare, Substance Misuse, Diversity, Resettlement and Chaplaincy Departments as well as other valuable contacts within Werrington. They are also maintain links with outside agencies including Child Protection Teams, Social Service departments, Local Authority Designated Officer (LADO), Police Child Protection Unit, Stoke-on-Trent and Staffordshire Youth Offending teams, NSPCC and Reliance Custodial Servicers.
- 2.3 The Safeguarding Team monitors young people who are placed in the Rehabilitation and Support unit (RSU) on Good Order or Discipline (GOoD). These young people are regularly and formally reviewed and a member of the IMB attends these meetings whenever possible; members however are not always made aware of Good Reviews or given sufficient notice to attend. It is hoped that this situation will be resolved.
- 2.4 In relation to Assessment Care in Custody Teamwork (ACCT) documents — there are still occasions when the documents do not follow the young person's during the day. These documents are discreetly managed and kept out of sight of other young people. Safeguarding routinely send reminders to all concerned regarding the date of each ACCT review, however they are not always well attended by staff.
- 2.5 The Referrals meeting was discontinued as it had struggled for twelve months to have attendance. These meetings had been invaluable to the IMB for raising awareness of members to vulnerable YP's who were not on ACCT. Safeguarding staff therefore found it difficult to address issues discussed at morning meeting since few staff attended. The issues are now discussed and welfare of young people looked at as part of the Detention Training Order of Safeguarding (DTO) planning meeting.
- 2.6 Prior to the closure of each YP's ACCT, reviews ensure that the young person is coping and aware of how to obtain support should they require it. Safeguarding routinely informs the external Youth Offending team upon transfer or discharge of the young person's ACCT history and social services and other appropriate agencies are made aware of the needs and vulnerability of these young people.
- 2.7 There have been incidents reported of bullying at night by the shouting of insults and challenges out of the windows. Much good intelligence has however been gathered by staff listening from outside the units. There has been a need for vigilance to try to prevent the formation of gangs.
- 2.8 Since the closure of other YOI's within England and the admission of young people on remand this requires additional vigilance and management of young people by staff — an onerous task at times. The majority of fights appear to be during open association and seventeen year old young people continue to form the highest age group involved.

- 2.9 Incidents of bullying are regularly monitored and known incidents investigated by Security. Safeguarding has highlighted the need for additional support to victims and this has been acknowledged as a priority. Where appropriate, child protection referrals are made.
- 2.10 Safeguarding staff produced an excellent DVD 'Safer Streez' which they presented to the IMB monthly meeting in July 2010. It was launched at the YJB conference in November 2010. The plan was to distribute this widely, but unfortunately a decision was made to curtail it and this is no longer available. This is particularly disheartening since staff members had received awards for this piece of work.
- 2.11 Focus groups had been held previously by the Safeguarding team but these have remained suspended given the lack of resources within the department.
- 2.12 Following the departure of their social worker in July 2010 a new worker was appointed in October; however, this was only a temporary appointment until March 2011. In response to the Green Paper proposals the Local Authority has now agreed the funding for two social work posts. It is hoped that they will be in post by autumn 2011. When in post, the social workers will assess the children in need, looked after children and formal focus safeguarding. Since March 2011 no one has carried out initial assessments with Werrington. These had been routinely carried out when social workers were previously in post.
- 2.13 The number of full searches is routinely monitored, including searches of newly received young people from the Courts.
- 2.14 Young people who have undergone control and restraint (C&R) are routinely seen by Safeguarding staff that check documentation and view CCTV records whenever necessary. C&R is only used when other means of removal or transfer have failed and whenever possible someone from the safeguarding team attends all such removals.
- 2.15 Work is ongoing by Safeguarding with the Strategic Safeguarding Children's Board developing a system whereby families/carers of young people should be routinely informed of C&R removals and if injuries have occurred. This was a recommendation from the Independent Review and Restraint Board. They are also encouraged to share any relevant information which may be beneficial to staff caring for the young person.
- 2.16 Any young people subject to any use of force within Werrington are routinely seen by safeguarding. Use of force is only used when other means of de-escalation have been exhausted. Whenever possible and in the event that a young person has to be removed from their room with force, a member of the safeguarding team will be in attendance. If a young person, during their time at Werrington, is restrained more than once, this will be recorded within the Detention Training Order Sentence Planning reviews. Appropriate intervention will be put in place to try to reduce these incidents. Any allegations of inappropriate use of force are subject to an internal investigation.
- 2.17 The resident psychologist left Werrington in July 2010. South Staffordshire CAMHS team are now coming in to provide an improved service and their Clinical Psychologist will provide support and supervision as required, to the Healthcare department.

- 2.18 A training course is currently being provided by the Police Child Protection Unit, which members of the IMB have been invited to participate in and those that have done so, reported it to be both useful and interesting. This training however, does not replace that provided by the Staffordshire Safeguarding Board.
- 2.19 The Violence reduction programme (VR) was previously introduced when bullying was a significant issue and not being addressed. Staff were addressing bullying by restricting the regime that young people had access to, therefore reducing the anxiety to the victims of bullying and making them feel safe. Little intervention was available however in addressing the inappropriate behaviour of the perpetrators. After much consultation a decision was made by the Governor to end the VR programme and implement a new strategy - the Reducing Risk Programme (RRP) from June 2011. At present there is a core of eight young people managed by the safeguarding team and seen on a daily basis. The young people are those identified as being of greatest risk. It is hoped that when staffing allows, to increase the number of young people being managed on RRP.
- 2.20 An inspection by Her Majesty's Inspector of Prisons (HMIP) was carried out in March 2011. The safeguarding Team was commended on its level of communication with outside agencies. However it was felt that there was too much reliance on Safeguarding to deal with Child Protection matters. The Inspector commented on the poor attendance at Safeguarding and Referral meetings and at ACCT reviews by relevant staff from other departments. They were of the opinion that the presence of an in-house social worker was invaluable. The HMIP reported that despite the arrival of a less settled and more disruptive remand population, violence had not increased but bullying and low-level intimidation required further work. The HMIP concluded after their visit that they found Werrington to be a safe, respectful and purposeful establishment.

The Board commends the Safeguarding Team for their commitment, innovative work and support to the young people with in Werrington.

### **3. SELF HARM AND SUICIDE**

- 3.1 There were no deaths in the reporting period.
- 3.2 Most operational staff, including OSGs and night staff, carry 'fish knives' or have ready access to them to cut ligatures safely and are trained in their use. Training is also given in the 'Snatch' procedure.
- 3.3 Self-harm most commonly involves making superficial cuts, making threats to self-harm or the occasional making of ligatures. While there is no pattern of self-harm, there are similar triggers such as bad news from home, distance from family, bullying, distress at being in custody or wishing to attract attention to a hidden anxiety. Such attention-seeking behaviour is always taken seriously by staff, who are supportive, patient and vigilant. Vulnerable young people are encouraged to participate in activities, association and dining out-of-room. ACCT documents are kept out of sight of peers and discreetly managed.
- 3.4 Night-time monitoring of young people on ACCT continued to be satisfactory and documents show irregular observations, rather than easily anticipated checks at set times.
- 3.5 The requirement that ACCT documents must always follow young people during the working day and be returned promptly to the wing still suffers from occasional lapses,

despite the best efforts of management, who regularly monitor the files. Confusion sometimes arises about which officers are responsible for taking the documents to workplace destinations and this still needs to be resolved, as do failures of staff to enter their names and signatures. Education/vocational training in particular should ensure that comments are recorded. Entries are generally informative, though some are bland and mention activities while disregarding a young person's mood. Care maps need improving in some cases. Quality checks are carried out and reviewed monthly. The IMB follows the progress of all young people on ACCT and reports any concerns about documents to Safeguarding.

- 3.6 We are still concerned that attendance at ACCT reviews continues to be patchy, sometimes with reports missing from those staff who have been unable to attend, even though Safeguarding has an efficient system for reminding staff of the dates/times of reviews.
- 3.7 There is a sufficient number of ACCT assessors, mostly officer grades.
- 3.8 Post-closure ACCT reviews ensure that the young person is coping and knows where to turn for support. On transfer or release, Safeguarding informs the external YOT of the young person's ACCT history and also alerts YOTs, Social Services and other agencies of the vulnerability and needs of young people on release.
- 3.9 If no e-Asset information has been received, young people are treated as vulnerable on their first night on the Induction Wing; otherwise, e-Asset is used for monitoring the depth of a young person's needs.
- 3.10 The Samaritans are not able to visit young people at present as there are not sufficient volunteers but young people have access to dedicated phones, should they need to speak to the Samaritans or Childline. They also have access to Barnardo's advocacy service and the IMB.
- 3.11 The IMB is informed of the background history of those vulnerable young people about whom there is particular concern. This is valuable when carrying out the IMB duty to visit or enquire after the well-being of young people on ACCT on each rota visit.
- 3.12 The Board regrets that prison service staff training on mental health matters is not juvenile specific; however, mental health and self-harm awareness training was provided in Werrington this year for those staff having initial contact with young people following their reception.
- 3.13 A wide range of programmes was available. These included 'Victim Awareness', 'Weapon and Gang Awareness' (approved by the Home Office and Metropolitan Police), 'Fired Up' (anger management), a Nottingham YOT Guns and Gangs course for Nottingham young people and various talks. These included 'Positive Futures', 'Families for Peace', 'What's the Deal?' and football violence. These programmes have now become the responsibility of the Learning and Skills Department.
- 3.14 The Board would like to see a professional bereavement counsellor called in when needed, although the Chaplaincy, Safeguarding and many other staff members provide comfort and support to bereaved young people.

#### **4. VIOLENCE REDUCTION AND BULLYING**

- 4.1 Young people exhibiting violent behaviour are currently put on Violence Reduction status, (although this is to change to RRP in the near future) there being three levels, of which VR3 denotes the highest risk. All those on VR are required to complete a course which addresses their behaviour. It is not uncommon for violent young people also to be vulnerable and needing to be on ACCT.
- 4.2 The VR strategy was amended to address young people's tendency to commit assaults, which resulted in adjudications, rather than the more arduous VR procedure accorded to bullies.
- 4.3 Monthly Safeguarding statistics give useful information regarding behaviour, ethnicity, incident locations, age groups, injuries, victims and home area of perpetrators.
- 4.4 Staff often use mediation to resolve conflicts at the outset. If mediation is agreed at adjudication, it takes place within 48 hours, both parties signing a Resolution Record. Failure to abide by such agreements can lead to a higher stage in the VR scheme or another adjudication.
- 4.5 Bullying trends are monitored regularly and information disseminated between appropriate departments. All known incidents of bullying are investigated, support is given to victims and, where necessary, child protection referrals are made. Perpetrators are given punishment and guidance.
- 4.6 Senior safeguarding staff and partners from outside organisations have attended C & R training sessions to gain an insight into the techniques used.
- 4.7 Both ACCT and VR training were provided to education staff by safeguarding.
- 4.8 Efforts were made throughout the year to address sexually inappropriate behaviour towards female staff.
- 4.9 Wing staff continue to be vigilant in detecting activity such as bullies' orders to victims to tell their visitors to bring in contraband. Intimidating demands for canteen items remain a concern and most wing staff check on unusual quantities of canteen items in young people's rooms, although IMB members have encountered staff who do not fully appreciate the importance of such checks. Volumetric control boxes are issued to young people in which to store a limited quantity of goods.
- 4.10 Gambling still exists and where the outcome of fights is at stake, there is some evidence of pre-arranged bouts. Large debts can accrue and there was some evidence of 'inherited' debts, bequeathed to friends when young people left the establishment. A debt doubles if it remains unpaid. On induction, young people are counselled not to involve themselves in gambling which, if discovered, can result in VR status.
- 4.11 Since spring 2010, it has been the policy that all young people on VR1 should attend the Bullying Awareness programme. This practice continues. Interventions were developed for VR2 and VR3.
- 4.12 Power struggles between rival groups were sometimes evident, largely based on home area and gang loyalties. This has been exacerbated recently following the shutting of several Juvenile Establishments.

- 4.13 Werrington received several young people on the Disruptive Young People Protocol. Staff showed considerable patience and persistence in managing these disorderly youngsters.
- 4.14 It is notable that, when questioned, young people feel that Werrington is a safe place and this was particularly evident in the HMIP report and in the latest MPQL survey. (1.30)

## **5. CHILD PROTECTION**

- 5.1 Parents/carers are informed of any medical treatment, C & R removals and injuries involving a young person and are also encouraged to share any information which would be valuable in Werrington's care of a young person.
- 5.2 All new receptions complete a questionnaire about their experiences of prison transport and any facilities afforded en route. The results are forwarded twice a year to the Commissioner for Children.
- 5.3 Though now somewhat out of date, the JASP training of staff working with juvenile offenders continued over the year. Most senior managers have received child protection training and staff; generally, undertake this training or refresher courses.
- 5.4 e-Asset information is monitored to inform staff of the depth of young people's needs.
- 5.5 Liaison with outside child protection agencies, such as Local Authority Child Protection and Police Child Protection, is carefully maintained and all cases requiring referral to them were passed on promptly.
- 5.6 The department has acted upon the HMIP's recommendation that when a child protection referral is not appropriate, safeguarding should conduct an internal investigation and log all proceedings.
- 5.7 When the resident social worker left, there existed a real need for a replacement. The department was then unable to comply with HMIP advice that young people coming from the care system should always be seen by the social worker.
- 5.8 All young people who have undergone C & R are seen and debriefed by Safeguarding, whose managers check all documentation, viewing CCTV recordings when necessary. C & R is only used when all other means have been tried. Whenever possible, Safeguarding attends planned removals of young people to the Care and Support Unit.
- 5.9 Residential staff ensure that up-to-date CSRA information is accessible to all.
- 5.10 The 'Safer Streetz' groups were able to discuss gangs and weapons frankly and honestly, due to the confidence and trust young people have in the attendant staff. This work was acknowledged by the national report '11 Million'. Regrettably, the loss of key staff in the department has meant that some valuable focus group work has had to be abandoned for the moment.

The Board commends the Safeguarding Department and allied staff for their unstinting commitment and understanding of the disadvantaged and disturbed young people in their care.

## **6. LEARNING AND SKILLS**

- 6.1 Currently the funding/commissioning responsibility for education services lies with the YPLA with Manchester College as provider. In the future it is envisaged that the funding responsibility will be taken by the Local Education Authority (LEA), the commissioning will remain with the YPLA and the contract centres with Manchester College.
- 6.2 There is still some deep concern that there has been little progress in introducing a National Diploma with regard to young people in custody. This is important with the arrival at Werrington of young people on remand.
- 6.3 The working relationship between Werrington and The Manchester College is sound. Communication is open and frank, supported by a shared desire to provide an appropriate level of education and training. Last year the Board expressed concern about the level of sickness and absence among staff with the consequent disruption to the education of the young people. Due to the goodwill and dedication of the staff and the hard work of the management this has now been brought under control and is running at less than the 5% target.
- 6.4 Werrington has consistently provided sufficient places for all young people to undertake education and training. We commend the performance of all staff involved with the allocation of places. Their conscientiousness and enthusiasm enables the sometimes demanding and changing needs of young people to be met in the great majority of cases.
- 6.5 Once again the Board records its extreme disappointment that the YJB is unable to fund the much needed new educational and training building. The present classroom accommodation, although having had a makeover, still creates a far from satisfactory environment which can only inhibit the learning process.
- 6.6 Last year the Board commented on the lack of the constituency in teaching. This has now been addressed by requiring all staff to have an appropriate teaching qualification or be actively working towards one.
- 6.7 The management of refusals by young people to attend education or training is effectively controlled. In addition to refusals being identified at the daily Morning Meeting, a very robust and comprehensive system helps to analyse and investigate the refusal before any decision is taken. All information is placed on a database for future reference and record, though, as yet, no comparative statistics are available.
- 6.8 Continuation of education for young people sent to Werrington is well managed. A dedicated post within the Learning and Skills Department now ensures sound communication links with a young person's previous school.
- 6.9 We commend the work and efforts provided by the Learning and Support Assistants (LSA), in particular their support for young people who attend the Reflection Room as a consequence of poor behaviour. The success of the Reflection Room has seen a substantial reduction in young people returned to the wings. This success is reflected in the positive feedback from young people, who acknowledge the benefit of being offered the opportunity to 'take time out' in order to address their behaviour.
- 6.10 A comprehensive Learning and Skills assessment is provided for all young people on arrival, to gauge their competence in literacy and numeracy. The resulting outcomes

form the basis of the specific learning plans. Additional assessments are then made to identify any other support needs.

This is followed by an efficient system of allocation, identifying the best course of education to meet each young person's needs. Some of the courses provided include:

Launch	-	For lower attainment levels.
Cree8	-	For development of expressive arts.
Fastrack	-	For development of individual skills.
Toe by Toe	-	Peer-assisted reading scheme.
Virtual Campus	-	Online virtual learning environment.
Diversity	-	

- 6.11 We commend the consistently high levels of performance by the VT areas of Training Kitchen, Plastering and Tiling, Paints and Decorating and the Bricklaying Department. These areas were also commended following the HMYOI Inspection 2009 and the recent Ofsted report.
- 6.12 The continuation of education and training is recognised as vital to the future development of young people leaving Werrington. It is intended that their resettlement records be included on release as an integral function within the Learning and Skills Department. Resettlement has been identified by senior management as having parallel links regarding young people's records of education/training. It is expected that this provision will assist further departmental development and enable education/training to be managed more effectively.
- 6.13 Since our last report the situation with regard to young people located in the RSU has improved a little. One to One teaching is available as are age and ability appropriate education packs. Having said this there is still a long way to go before a satisfactory outcome is achieved.
- 6.14 The restructuring of the Quality Improvement Group (QIG) was very successful and it is now a vibrant and useful educational tool.
- 6.15 The improved library provision at Werrington remains very popular not only as a source of information but as a place of calm and relaxation. The variety of educational material continues to grow as does and improvement in IT facilities. In contrast to so many disappointments regarding proposals for enhanced facilities at Werrington, the Board is pleased to see such a positive improvement and recognises the vision which made such progress possible. A survey of young people regarding the new library facility resulted in most positive responses, indicating its popularity and value to users.
- 6.16 Emphasis is not only placed upon young people's achievements but on the importance of progression. Progression is not always easy to quantify but considerable effort is made to address any shortfalls before embarking on the next level.

When combined with the circumstances of a young person serving only a short sentence, the Board recognises the difficulties of demonstrating objectively the progress a young person may have made.

6.17 Physical Education is an integral part of the Learning and Skills Department and continues to develop innovative programmes to benefit the welfare and health of the young people.

6.18 In addition to morning, afternoon and evening Gym sessions being available to the young people football practice for the Werrington YOI Football Team takes place at weekends. The department is open to those held in the RSU

## **7. PHYSICAL EDUCATION (PE)**

7.1 Since becoming an integral component of the Learning and Skills Department, physical education has continued to undergo considerable development. The introduction of enhanced ETPO and positive teaching hours has enabled it to introduce a much improved constructive activity plan. Areas which have benefitted as a result include Youth Club, Offender Behaviour, Interventions, including general OBP and weapons awareness and gang related interventions, and Sentence Reviews.

7.2 The Board commends the hard work, effort and successful progress that the PE Department has achieved during a time of considerable change. This says much for their flexibility, enthusiasm and positive approach to their work.

## **8. RESETTLEMENT**

8.1 The Board acknowledges the dedication and efforts of the Resettlement Department with regards to all aspects of its remit concerning the young persons within Werrington. Particular attention is placed upon ROTL (release on temporary licence) with many new opportunities having been developed.

These include placements at:

- Timberland DIY which resulted in one young person securing a training place on release.
- Blackbrook Zoo where a young person was interviewed for a work experience placement on review.
- The Horticultural Company greenhouse where a young person is involved in developing a garden for display at the Shrewsbury Flower Show in August.
- Swan Bank Mission pensioner's luncheon club and Barnados Charity.

All these are in addition to the existing ROTL placements mentioned in our previous Report.

8.2 The Resettlement Department is quite rightly extremely proud of their achievements regarding the ROTL Project. It is the perfect incentive for young people within Werrington to improve their behaviour so as to become eligible for a placement. At present there are between 7 and 8 YP's participating each week with the actual number of hours increased to 876 during the Month of June.

8.3 Another positive step is the introduction of the Werrington Job Club which was developed to give the YP's help and advice on all aspects of employment and training thus improving their prospects on release.

8.4 The utilisation of e-Asset on residential wings continues to cause some difficulties for caseworkers. Although information regarding each YP should be readily available through the e-Asset scheme this is not always the case causing the caseworker having to waste valuable time getting information prior to a review.

We hope that all departments will endeavour to engage with the system, ensuring that all important up to date information is fully available.

- 8.5 Resettlement are still experiencing difficulties with regards to the completion and updating of Training Plans. Currently, a Training Plan for each young person is devised, with a set of specific objectives to meet his needs. Subsequently, a set of goals to achieve those objectives should be originated, unique to the individual. In addition, they need to be monitored regularly and amended as required. This unique set of goals and objectives appear not to be being adopted. As a consequence, valuable resource time is lost to caseworkers, who are obliged to address this shortfall by searching for evidence and updates to show goals are being met. On some occasions, in the interests of expediency, goals have to be originated by the Caseworkers themselves.
- 8.6 The Board reiterate their concern about this issue and once again will seek assurances that this is to be addressed.
- 8.7 The Board is happy to note that the lack of parenting skills of the young people is being addressed. A "Time for Families" course has been developed and is proving extremely popular.
- 8.8 Foreign Nationals: There has been an increase in the number of foreign nationals being located at Werrington. A new conference phone has been installed which allows an enhanced interpreters' service to be used where necessary. It also could provide a backup to the existing facility.
- 8.9 The Resettlement Department have also maintained the provision of invaluable support for foreign nationals on leaving custody. This includes facilitating contact with specialist solicitors, social services and YOT workers.
- 8.10 Since early 2011, Werrington has been accepting up to 40 remand prisoners. This does not appear to have had any detrimental impact on the high standards delivered by the resettlement department. This is partly due to the fact that the prison role has not increased but more importantly to the dedication of the team that ensures each individual receives the care and attention they need. This is despite the fact that the team lost 1 social worker in December 2010 through lack of resources.
- 8.11 As part of the remit of the department in finding secure and suitable accommodation for young people upon release a new programme entitled "Being a Good Tenant" has been devised. It is currently awaiting management clearance before being adopted. The Board will monitor this closely.
- 8.12 The Resettlement Department along with members of the "Catch 22" group have approached the Royal Bank of Scotland with regards to providing young people with their own personal bank accounts. This is an account especially designed for 11- 18 years olds and pays interest on savings. A debit card is also provided which can be used at most high street banks. Unfortunately due to problems with what the banks would consider acceptable identification for individual young persons the project is in abeyance. Work continues to try and sort out the problems. The Board will monitor the progress.

In recognition of the importance of ROTL initiatives, planned developments and the positive impact in reducing the level of re-offending, the Board wishes to offer its complete support and commends the enthusiasm and hard work of the Resettlement Department. We sincerely hope that any future financial restrictions will not preclude the obvious advantages of this important provision.

## **9. SECURITY**

This has been a challenging 12 months for the Security teams and the Staff are to be commended for their ongoing vigilance and commitment to the safety of the establishment and its population.

- 9.1 Security meetings are held monthly and are generally well attended by all agencies. Targets are set each month and staff work hard to make sure that they are met.
- 9.2 The dynamics of the prison population have changed considerably due to the admission of remand prisoners. The number is usually between 20 and 30 at any given time. These young persons are travelling from further afield and have often committed more sophisticated crimes.
- 9.3 Late arrivals continue to be a problem meaning that staff often have to stay late to complete the admissions process.
- 9.4 Individual risk assessments are made more difficult by either incomplete Asset forms being sent or hand written notes which are illegible.
- 9.5 The closure of several YOI establishments throughout the country is creating difficulties. Often young people from warring gangs find themselves in close proximity with issues from outside are brought into the establishment.
- 9.6 Gang activity continues to be a major concern. Liaison with police and other establishments is good with gangs being identified quickly, but lack of accommodation to separate the gang members sometimes results in instances of bullying, fights and other examples of concerted indiscipline
- 9.7 Staff are aware of the issues and react very quickly to manage and defuse any situation.
- 9.8 All staff have been trained in the use of SIRs, particularly in education. Observations are also carried out at night, though there remains a need to be more pro-active on detecting intelligence about threats and fights.
- 9.9 There has been an increase in home-made weapons and the use of foil to interrupt electricity supply.
- 9.10 A system has been established for area searching by night staff. This has had a positive impact.
- 9.11 The mobile phone detector has proved to be a useful piece of equipment having already found a phone.
- 9.12 Although hard drugs are not generally a problem tobacco and cannabis are still coming in to the establishment via ROTL and visits. Steps have been taken to try

## **10. HEALTHCARE**

- 10.1 Since our last report Health care has moved into new accommodation which was purpose adapted for its use. This includes the ample administration offices as well as treatment rooms, dental surgery and storage areas.
- 10.2 The department is run by a manager with support from an administrator, 6 mental health trained nurses, 2 general health trained nurses, a clinical support worker and 3 part time clinical psychologists.

- 10.3 The department urgently needed the services of a child psychiatrist, at least on an on-call, needs basis. This need is partially met by the appointment of a psychiatrist who can be contacted via a referral system.
- 10.4 A doctor visits every day Monday to Friday, whilst the optician visits once a month. A genito-urinary clinic is also held once a month.
- 10.5 A dental clinic is held fortnightly but a weekly clinic would be preferable as young people have often suffered neglect and can need several appointments to resolve their dental needs.
- 10.6 Hearing and sight tests, together with any immunisations necessary, are provided on reception into Werrington.
- 10.7 Other provision includes courses on sexual health, diet and nutrition, parenting and various screening programmes (many of which are run by the nurses themselves), vaccinations and protection against Hepatitis B.
- 10.8 Overall the Staff is delighted with the new accommodation, although the treatment room does tend to be rather hot. The Pharmacy is considered adequate for the needs of the Establishment.
- 10.9 There is still some concern about the number of late arrivals.
- 10.10 Healthcare provided algorithms for G.O.o.D. Reviews, which they almost always attend, as well as providing valuable contributions to ACCT Reviews. They also attend planned removals.
- 10.11 Once again the Establishment is holding its very successful Health Fayre. This is particularly enjoyed by the young people who are able to help with the various stalls and assist with the provision of food and drink.

The Board commends the care and expert attention given to young people by this hardworking department.

## **11 RESIDENTIAL ACCOMMODATION**

- 11.1 Wings are generally kept tidy and clean and there is a rolling programme of redecoration for rooms and landings.
- 11.2 Once again, quick responses by the Works Department to damage by young people is recognised and commended by the Board.
- 11.3 The standard of cleanliness in the wing serveries continues to improve with the young people do their best to maintain good hygiene. Easily-cleaned cladding was provided on walls of Doulton Unit serveries; however, pedal bins are needed in every servery in order to avoid contamination and prevent health risks and bins unfit for purpose need replacing.
- 11.4 Officers remain vigilant in checking any inappropriate displays of offensive material and excessive canteen items.
- 11.5 The frequent destruction of furniture, observation panels and plumbing in young people's rooms is still causing great concern to the Board. The cost of which has to be born by the establishment and ultimately, the taxpayer. The rather mild range of sanctions available at adjudications does little to discourage persistent offenders. If committed in the outside community perpetrators would face prosecution in the

Courts. The Board would like to see more our serial offenders facing prosecution in the Courts with an element of restorative justice.

- 11.6 The establishment continues to suffer from a lack of flexibility in residential units. This is particularly noticeable when gang-related rivalry cannot be resolved simply by relocating young people to another wing, there being only two wings available. This is managed through staff initiative, which is praiseworthy but is necessarily stressful.
- 11.7 Occasionally, where other accommodation is not available vulnerable young people are housed on C2, the upper landing in the Denby Unit. We recognise the unflinching care and consideration given by wing officers in cases where vulnerable young people are housed on the Doulton Unit.
- 11.8 The Resettlement Support Unit is a segregated area within in the Denby Unit. It contains six standard rooms and two 'safe' rooms, though the latter are not fully safe. This Unit accommodates those on GOoD regime, those brought down for adjudication and disruptive young people who need a 'cooling off' period before being returned to normal regime.
- 11.9 Since the improvements to the outside areas the amount of time the young people spent in recreational activities in the fresh air has increased. There is, however, still room for improvement.
- 11.10 Most of the young people on remand are accommodated on B2 the upper storey on the Doulton Unit. However, due to operational pressures caused by the need to move the permanent staff around the Establishment some are accommodated in other areas. This does not appear to be causing any concerns or problems.

#### 11.11 Cell Information

	Single	Double
A Wing	38	14
B Wing	26	18
C Wing	12	10

## 12 RECEPTION AND ESCORT SERVICES

### 12.1 ESCORTS:

- 12.1.1 The majority of young people travelled short distances and arrived before 7 pm. Increasingly, however, there were late arrivals, particularly when young people were travelling from the West Midlands or further afield. These late arrivals are logged and reasons as to why any really late arrivals occur are investigated.
- 12.1.2 A comment book has been introduced in Reception and young people have the opportunity to raise any concerns but none had done so at the time of writing. Young people in transit were offered refreshments.
- 12.1.3 Young people arriving during the lunch hour often had to wait for a period as members of staff were not always available to carry out admission procedures, or were not available due to staff shortages. Staff asked that they be informed if an arrival was due during the lunch hour so that the escort team could be advised if there was to be a wait.

12.1.3 A representative from the escort agency attended the monthly security meetings so that any problems could be solved quickly.

## **12.2 RECEPTION**

12.2.1 Sad to say since the shelving of the plan to provide a new Reception, area due to “cuts”, no progress has been made in making provision for a new one. This causes particular difficulty with the challenge of greater throughput due to the acceptance of remand prisoners and the increase in ROTL.

12.2.2 The current area is comfortable and welcoming but it is very small. The several small rooms off a long corridor cannot be supervised at all times and when several admissions take place, this is potentially unsafe.

12.2.3 The problem with late arrivals continues to exercise the mind of the Board. This is frequently caused by young people having to travel from further afield. As each admission takes around 45 minutes to process, if any van arrives later than 7.00pm the reception Staff stays late to receive the transfer and complete their needs assessment.

12.2.4 The e-Asset (electronic transmission of documents) information is working well on the whole but sometimes the documents are not up to date and written information from the courts is virtually indecipherable. This causes problems in assessing the young people regarding safety and cell sharing issues.

12.2.5 All newly arrived young people are fully assessed by staff before being taken to the induction wing. No matter how late arrivals take place, staff are able to provide a simple hot meal and drink. Welcome packs for the first night are handed out, new arrivals are allowed a phone call home and all have access to canteen ordering within 24 hours.

12.2.6 There is a good storage area for the young people’s property, which is packed, sealed and recorded on arrival.

12.2.7 The Board regrets that there is still no video link with the courts. This would enable young people to participate in hearings with a minimum of disruption to their training, would reduce late returns from court and would save money.

12.2.8 The construction of a turning circle for transfer vans has still not been effected. This can lead to congestion and time being wasted at peak times.

Staff are to be commended for the work they do in Reception under difficult circumstances.

## **13 ADJUDICATIONS**

13.1 The Board receives monthly records of adjudications and is able to discuss any points arising with the Governor at the IMB monthly meeting.

13.2 Although officiating governors make every effort to ensure that these young people understand what is being said and the reasons for decisions, a child-friendly format still needs to be written as the standard procedure for juveniles, especially those with learning difficulties. We feel that, whenever asked, “Do you understand?”, the reply is almost invariably an automatic “Yes”, with little evidence of true understanding and a general desire to get the matter speedily completed.

13.3 Adjudicators are consistent in following the guidelines for penalties and the awards are fair, though we still feel that those prescribed are severely limited in scope and

have little rehabilitative effect.

- 13.4 Mediation is offered when appropriate and young people often accept these opportunities to resolve differences, as many lack the social skills to initiate a return to amicable relations for themselves. Mediation is offered in addition to any penalties and, once accepted, is monitored as a quasi-contractual undertaking.
- 13.5 The use of Minor Reports, as a more appropriate route than adjudication in some cases, has fluctuated over the reporting period. It has, at times, been underused.
- 13.6 Young people are encouraged to participate in the process; however, when several young people are awaiting their hearings in the adjacent cells, they can disrupt the atmosphere by their noisy behaviour.
- 13.7 The most serious offences are fights and assaults but the Violence Reduction (VR) Scheme has resulted in fewer assault cases being dealt with through adjudication. The VR programme places demands on young people and expects evidence of improvement, rather than simply meting out punishment. The scheme is undergoing further refinement at present. The frequency of fights and assaults is an indicator that an effective VR programme is essential in addressing violent behaviour. This is more difficult to manage in a small establishment where it is not possible to locate offenders far apart from each other.
- 13.8 As adjudications are held every day, it is not possible for Board members to attend each one, though we sample them when possible. We observe that, despite a drop in population, there has not always been a commensurate decrease in offences; however, this is sometimes due to the misdemeanours of an individual or a very small minority of young people.
- 13.9 The Advocacy service often attends adjudications, however, and supports young people before their hearings.
- 13.10 A young person serving a DTO cannot be given additional custody for disruptive, violent behaviour as this would be in contravention of the Order from the magistrates' court; however, extra days have been awarded by a District Judge to young people on longer sentences and this does not go unnoticed by the rest of the population.

### ADJUDICATIONS

Offence	2009							2010											2011					
	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M
Fighting	28	20	22	34	10	29	28	18	14	12	12	17	28	19	8	16	32	7	11	12	13	21	25	33
Damage Property	12	15	20	14	34	23	17	12	26	14	17	15	25	22	10	14	19	62	27	9	26	44	25	20
Bad Behaviour	12	11	14	15	20	6	3	-	-	13	23	13	24	16	12	12	19	14	10	11+	11	22	17	25
Assault YP	11	*4	-	*10	2	9	11	-	3	3	13	9	9	8	1	7*	6	10	6*	15*	1	7	5*	24
Assault Officer	*4	+2	-	2	-	2	3	1	1	3	3	3	3	1	6*	-	3	2*	)	-	2	7*	3*	2*
Assault Staff	-	-	-	-	1	1	-	-	-	-	-	-	1	2	-	-	-	-	6)	-	-	-	-	-
Disobey Lawful Order	2	6	2	4	7	7	5	5	7	3	6	3	16	7	5	17	11	14	15	14	14	19	21	20
Health & Safety	5	6	13	4	13	2	6	7	3	9	4	11	16	8	7	4	5	12	13	3	7	9	8	5
Possess Item	3	*1	1	9	-	1	3	4	5	13	4	2	6	3	10	7	5	2	7	5	7	5	3	9
Obstruct Officer	-	-	1	-	-	-	2	1	1	1	-	3	2	5	1	2	1	1	1	-	1	1	3	-
Incitement	-	2	-	-	-	-	1	4	1	-	-	-	1	1	-	-	1	1	1	1	-	-	7	-
Theft/Attempt Theft	-	3	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	1	2	-
Arson/Set Fire	1	2	-	-	2	-	-	2	-	1	1	1	-	2	1	-	2	1	1+	-	-	-	1	1
Disobey Rules	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	1	-	1
Racist Abuse	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Attempt Assault	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	2	-	-	-	-	-
Assist Theft	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MDT Positive	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Disrespectful	1	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AWOL/Assist AWOL	-	3	2	2	3	-	-	-	-	-	-	1	4	3	-	3	2	5*	1	-	3	1	2	8
Fails to Work	-	-	-	-	1	-	23	-	-	-	-	2	1	2	1	5	1	3	1	3	-	4	2	-
Unauthorised Place	-	-	-	-	-	-	4	-	-	-	-	1	-	-	-	-	-	-	3	1	-	-	-	-
Sells/Delivers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Threat/Abuse	-	-	-	-	1	2	6	16	8	-	-	-	-	2	-	-	-	-	-	-	1	-	-	-
Denies Access	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
Receives Item	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fails to Comply	-	-	2	-	-	-	-	-	-	6	-	-	-	-	-	-	-	-	-	-	-	1	1	-
Have MDT/ Possession of Drugs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Detains	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-

2009 - June \* referred to police  
 2009 - July \* 1 referral to police  
 2009 - July + 1 referral to police  
 2009 - September \*Court case  
 2010 - May + 2 assaults referred to police

2010 - July \* 2 referred to police  
 + 1 referred to D. Judge  
 including 2 rulings by D. Judge  
 2010 - August \* 1 referred to police  
 2010 - November \* 2 referred to police  
 2010 - December + 1 referred to police

2011 - January \* 4 referred to police  
 + 2 referred to police  
 2011 - March \* 2 referred to police  
 2011 - April \* 5 referred to police  
 2011 - May \* 1 referred to police

## **14 GOOD ORDER OR DISCIPLINE (GOoD): RULE 49**

- 14.1 The Board endeavours to attend all GOoD reviews, including those at weekends. Reviews are held in the RSU office.
- 14.2 The Board is grateful to the Governor for enabling reviews to take place early in the day when (exceptionally) an IMB member is unable to attend later.
- 14.3 We are still not always given 24 hour notice of a young person being placed on GOoD and warnings of reviews were sometimes inconveniently short. The both the Gate and the RSU have our rota details so there should be no difficulty in giving sufficient notice of reviews.
- 14.4 Reviews were always conducted in a professional manner, drew attention to the young person's right to call witnesses and to appeal, included discussion with the young person and ensured that they understood the procedure and wording of questions.
- 14.5 Reviews were always held within the statutory period and were attended by a member of the Barnardo's advocacy team when a young person requested their presence, apart from weekends.
- 14.6 Healthcare always provided the necessary algorithm for the review.
- 14.7 There were occasional reviews when attending Board members found no Healthcare staff present. There were also a few occasions when Healthcare appeared not to have been alerted to the time of a review but had to attend at short notice. It was difficult for Healthcare to attend when short-staffed but when no nurse was present, in contravention of the relevant PSO stipulation, the IMB member was obliged to dissent from the review decision.
- 14.8 The Board welcomed the contributions made during reviews by the RSU officers during reviews, which were helpful in assessing behaviour and progress and also useful in encouraging or prompting a young person's responses.
- 14.9 Although this is improving the Board note that not all young people on GOoD received sufficient exercise or teaching. Often, only dull worksheets were left for young people to complete but, thanks to the good offices of RSU staff, some work was done. It was occasionally necessary to curtail time-out-of-cell due to the violent behaviour and threats by the young people held in the RSU.
- 14.10 There were a few occasions when a young person was taken off GOoD regime without the presence of the Board, though we were usually informed of these.

The Board commends the patience, restraint and good humour of RSU officers in carrying out a very stressful job, sometimes subject to hours of provocation. It was not unusual for a young person held in the RSU to be classed as vulnerable as well as disruptive, requiring an additional level of vigilance, which RSU staff unfailingly observed.

The following table shows the number of GOoD reviews attended by the IMB each month during the past three years and their annual totals:

<b>2008 - 2009</b>		<b>2009 - 2010</b>		<b>2010 - 2011</b>	
June 2008	23	June 2009	5	June 2010	14
July	16	July	4	July	19
August	6	August	8	August	11
September	12	September	10	September	11
October	4	October	6	October	18
November	10	November	13	November	14
December	4	December	7	December	22
January 2009	10	January 2010	14	January 2010	15
February	8	February	9	February	21
March	9	March	6	March	10
April	6	April	13	April	7
May	3	May	12	May	7
	<b>111</b>		<b>107</b>	<b>TOTAL</b>	<b>169</b>

24 reviews were late in starting

## **15 YOUNG PEOPLE'S SUBSTANCE MISUSE SERVICE (YPSMS)**

- 15.1 The Department is accountable to the Resettlement Manger and is staffed by a YPSMS Manager, two full time and one part time drug workers and a part time Administrative Officer. There is also one other worker currently on maternity leave.
- 15.2 The present accommodation is cramped and inadequate, whilst staffing levels need to be higher to serve the client population to the best advantage.
- 15.3 Despite these problems the team is enthusiastic, innovative, ever willing to undertake training and seeks to keep abreast of the rapidly changing trends in drug use, including the use of "legal highs" available on the street.
- 15.4 The main drugs of choice for Werrington's intake remain tobacco, alcohol and cannabis, with alcohol fuelling many crimes. No detoxification treatment is available in Werrington, so YPs needing treatment are referred to an establishment with the necessary facilities.
- 15.5 In tandem with Healthcare, auricular acupuncture is used to good effect, as are relaxation sessions for YPs suffering stress, including that from tobacco withdrawal.
- 15.6 Few young smokers wish to relinquish their habit and the PCT does not provide nicotine patches, though the harm caused by tobacco is covered in YPSMS courses.
- 15.7 The IMB regrets that more is not done by the health provider to treat those at risk from smoking.
- 15.8 A variety of courses is available, according to need, for YPs susceptible to using certain drugs, e.g. those reported by gym staff as showing evidence of previous steroid use are provided with a targeted programme. Further awareness is promoted by the Education department in their induction programme and in YPSMS group-work sessions or in 1:1 advice. A useful course entitled "Plastered" is conducted in a

"virtual pub", where distorting goggles prove to YPs how incapacity through drink can lead to loss of self-control and injury.

- 15.9 A plan to provide a drugs testing system on reception was never implemented but Healthcare staff and GPs trained in drug treatment conduct a comprehensive screening assessment and all new arrivals are seen by the YPSMS within five days.
- 15.10 Good communications exist between Healthcare and the YPSMS and between the YPSMS and other departments (particularly Safeguarding and Resettlement) when necessary, with the proviso that YPs are willing for their details to be shared.
- 15.11 Useful exchanges of information are also conducted with the YOS, though recently this has suffered due to cut-backs in YOS staffing.
- 15.12 The YPSMS Manager also attends meetings with the Intervention Drug Testing Service.
- 15.13 YPs no longer have access to Voluntary Drugs Testing (VDT), which has been in abeyance for some months, due to the cost of the testing equipment — another effect of financial stringency which has impacted on Werrington's service to YPs.
- 15.14 The IMB regrets this loss, given the value of the VDT in helping YPs to live drug-free and providing them with evidence to landlords and others that they are able to do so.
- 15.15 The YPSMS maintains an up to date database, use to the Staff, the county drugs service, and the police, which has been commended by both HMIP and the YJB.
- 15.16 Ad hoc forums for YPs on topics such as Dealing and Alcohol and Violence continue to be provided and minuted, giving rise to animated participation by YPs themselves.

The Board appreciates the dedication and good rapport with the YPs and the imaginative approach of the YPSMS staff and values their contribution to the YPs rehabilitation.

## **16 ADVOCACY SERVICE**

- 16.1 The YPs' advocacy service is provided by Barnardo's and funded by the YJB. The majority of cases dealt with arose through self-referral by the YPs but referrals were also occasionally made by governors, other staff and YOTs.
- 16.2 Adjudications gave rise to the bulk of cases, with advocates providing explanations, support and advice prior to hearings, as well as attending adjudications when YPs requested their presence. Advocates also supported those YPs who decided to appeal against the sanctions awarded.
- 16.3 When YPs had difficulty in contacting their lawyers, particularly in cases of remanded YPs where there was an urgent need for legal advice before court hearings, advocates were able to make the necessary contacts on their behalf.
- 16.3 The service provides valuable advocacy for YPs from the care system, since financial support is often inadequate or lacking altogether, despite the obligation placed on social services to maintain continuity of care for YPs in prison.
- 16.4 YPs have also benefited from advice on benefits and debts, as well as more basic concerns relating to personal spending.

- 16.5 Advocates have been increasingly involved in sentence planning and ROTL matters on behalf of YPs. This has sometimes concerned YPs' anxieties about obtaining accommodation on release.
- 16.6 Good links have been maintained with Safeguarding and advocates also deal with a plethora of less frequent requests for help.
- 16.7 Despite recent temporary staff shortages, the advocacy service continued to exceed the contracted minimum hours and the team undertook further training sessions in order to improve the service. Advocates are seen as a valued and caring body by the YPs.

## **17 VISITS**

- 17.1 Since our last report the visits area has been greatly improved by the provision of a refreshment area, providing a selection of hot and cold food and drinks and new comfortable and safe fixed seating.
- 17.2 This was achieved by two Officers setting up all the arrangements which overcame the potential security problems.
- 17.3 The visitors are very pleased with this provision as many of them have to travel long distances to reach the establishment.
- 17.4 The visits area has been greatly improved by the provision of new comfortable and safe fixed seating and better sight lines.
- 17.5 Security has been enhanced by the provision of the new non contact facility and better sight lines. This means that both the YPs and visitors can be observed more unobtrusively and any suspicious activity quickly addressed.
- 17.6 Risk to Children procedures are observed for all visits to young people under 18 years old and all under-age visitors have to be accompanied by an adult.
- 17.7 Family Visits days are held regularly.

## **18 CATERING AND KITCHENS**

- 18.1 Overall the food is of a high standard. A nutritional balance is maintained and special options are always available to vegetarians and Muslims.
- 18.2 Complaints books are available on each servery counter. These are checked weekly by the kitchen manager and acted upon as necessary. Young people also have the opportunity to complain, through their representatives, at the monthly Diversity meetings, which are attended by the kitchen manager.
- 18.3 The main kitchen maintains a high standard of hygiene and staff are always ready to discuss menus and any issues raised by young people.
- 18.4 Opportunities exist, for those young people interested and qualified, to work in the main kitchen, subject to risk assessment.

- 18.5 Special utensils are held in each servery for dishing out halal meals. Ramadan is carefully planned and the correct provisions made in the main kitchen for food preparation. The Imam visits the kitchen and his advice is appreciated.
- 18.6 The kitchen manager runs occasional questionnaires for young people to complete about the quality of provision and these are analysed and acted upon where possible.
- 18.7 We repeat our usual concern that the VT kitchen suffers from having a number of small rooms and that these compromise safety.
- 18.8 The wing serveries have undergone some refurbishment and there has been a marked improvement in cleaning them, although pedal bins in good working order were not always available.

## **19 THE FUNCTIONING OF THE BOARD**

- 19.1 Despite losing members this has been another a positive year for Board. Sadly one of our more experienced members who has been on extended sabbatical has decided to leave as has a probationary member who has been on long term sick leave. This is particularly unfortunate as the Board is out of balance having only 2 male members.
- 19.2 Recently, a new recruitment campaign was run, as a result of which 2 prospective new member were identified for interview shortly.
- 19.3 All remaining new members have now completed all the modules of the training and have attended the New Members' course.
- 19.4 Several members attended the Experienced Members' Course. It is hoped to continue with the rolling programme of Board Development and, subject to finance, undertake visits to other relevant establishments.
- 19.5 Monthly meetings took place with at least a quorum attendance at each. Eleven meetings were held, that in January having been cancelled due to heavy snowfall and dangerous road conditions.

The Board is grateful to the Governor and other members of the management team who attended our meetings during the year. We also thank all those members of staff who contributed to our training, explained their roles to prospective IMB members and were always ready to provide us with information and advice.

### Board Statistics

Recommended complement of Board members	10
Number of Board members at the start of the reporting period: 01.06.09	8
Number of Board members at the end of the reporting period: 31.05.10	9
Number of new members joining within the reporting period	3
Number of members leaving within reporting period	3
Number of attendances at meetings other than Board meetings	71
Total number of visits to the prison/IRC (including all meetings)	330
Total number of applications received	23
Total number of segregation reviews attended	107

### Applications to the IMB

<b>Code</b>	<b>Subject</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>
A	Accommodation	0	1	0
B	Adjudications	3	0	1
C	Diversity related	3	1	1
D	Education/employment/training	0	8	6
E	Family/visits	0	0	2
F	Food/kitchen related	0	1	0
G	Health related	1	0	3
H	Property	8	3	3
I	Sentence related	2	1	0
J	Staff/young person related	0	9	6
K	Transfers	3	4	0
L	Miscellaneous	10	2	1
	<b>Total number of applications</b>	<b>30</b>	<b>30</b>	<b>23</b>

## GLOSSARY OF ABBREVIATIONS

### A

- ACCT** Assessment Care in Custody Teamwork: Care for young people at risk of self-harm/suicide.  
**Asset** A young person's personal history record (see e-Asset)

### B

- BME** Black and minority ethnic

### C

- C & R** Control and Restraint: Techniques used by officers  
**CNA** Certified Normal Accommodation: The number of prisoners who can be accommodated without overcrowding.  
**CSRA** Cell Share Risk Assessment  
**CSU** Care and Support Unit

### E

- e-Asset** Electronically transmitted Asset documents (see **Asset**)

### G

- GOoD** Good Order or Discipline: Segregation under Rule 49, either for poor behaviour or for own protection.

### H

- HMCIP** Her Majesty's Chief Inspector of Prisons  
**HMPS** Her Majesty's Prison Service  
**HMYOI** Her Majesty's Young Offender Institution

### I

- IAGS** Information and Guidance Service  
**I & EP** Incentives and Earned Privileges: Young people can be on Basic, Standard or Enhanced status.  
**IMB** Independent Monitoring Board

### K

- KPI/KPT** Key Performance Indicator/Target

### L

- LSC** Learning and Skills Council

### M

- MDT** Mandatory Drug Testing  
**MPQL** Measuring the Quality of Prison Life

### O

- OSG** Operational Support Grade

### P

- PCT** Primary Care Trust: National Health body responsible for healthcare.  
**PER** Prisoner Escort Record

**R**

<b>REAT</b>	Race Equality Action Team
<b>RIF</b>	Racial Incident Form
<b>ROTL</b>	Release On Temporary Licence: e.g. for work experience, outdoor activities etc.
<b>RRP</b>	Reducing Risk Programme
<b>RSU</b>	Rehabilitation and Support Unit

**S**

<b>SIR</b>	Security Information Report
<b>SLA</b>	Service Level Agreement
<b>SMT</b>	Senior Management Team

**V**

<b>VDT</b>	Voluntary Drug Testing
<b>VIF</b>	Violence Information Form
<b>VR</b>	Violence Reduction
<b>VT</b>	Vocational Training
<b>VTA</b>	Vocational Training Area

**Y**

<b>YJB</b>	Youth Justice Board
<b>YPSMS</b>	Young People's Substance Misuse Service
<b>YOS</b>	Youth Offending Service
<b>YOT</b>	Youth Offending Team