

HMP WHITEMOOR



ANNUAL REPORT

2011

(1 June 2010 – 31 May 2011)

**MONITORING FAIRNESS AND RESPECT
FOR PEOPLE IN CUSTODY**

Section 1: The Statutory Role of the IMB

The Prisons Act 1952 requires every prison to be monitored by an independent Board appointed by the Home Secretary from members of the community in which the prison is situated.

The Board is specifically charged to:

1. Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
2. Inform promptly the Secretary of State, or any official to whom he has delegated the authority as the Board 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 on what impact this has had on those in its custody.

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Section 3: Description of HMP Whitemoor

3.1 Description of the prison

Her Majesty's Prison (HMP) Whitemoor is situated on the outskirts of March, a Fenland market town in Cambridgeshire. It was built on disused railways facilities and opened in 1992 as a maximum security prison for men in Category A and B. It is one of eight prisons in England which form the High Security Estate (HSE) and is one of the five HSE Dispersal prisons.

During 2010-11, HMP Whitemoor has housed between 439 and 454 of the most serious offenders in the prison system, of whom just under one third are Category A and High Risk Category A. HMP Whitemoor therefore operates at the highest security levels throughout so that this mix of prisoners across High Risk Category A, Category A and Category B, are able to live and work as one population on three separate Main Wings. There is a fourth specialist wing for those prisoners diagnosed with a Dangerous and Severe Personality Disorder (DSPD). The three mainstream Wings house a total of approximately 360 prisoners.

Within this reporting year of June 2010 to May 2011, HMP Whitemoor has recorded 70% of its prisoners being under the age of 40 years with just under 40% being below 30 years in age; this is well above the percentage residency, in both age groups, experienced by the four fellow HSE Dispersals. HMP Whitemoor also has the highest percentage of its population designated High Risk Cat A status, gang members and prisoners sentenced under the Terrorism Act. Over 22% of the prisoner population is Foreign Nationals (FN) and twelve different religions are practiced, with over one third of prisoners being of Muslim faith.

Currently 310 of the prisoners resident in HMP Whitemoor have a life sentence. In addition there are fifty prisoners on an Indeterminate Public Protection (IPP) sentence who have an average tariff of four years and six months. For all indeterminate prisoners, both IPP and Lifers, in Whitemoor the average period served is nineteen years. The average sentence length for determinate prisoners is fourteen years and six months.

The prison focuses on fulfilling the mission statement of Her Majesty's Prison Service to 'Protect the Public and Reduce Reoffending' through programmes to:-

- Support settlement: help those convicted of serious offences to make positive use of long sentences, e.g. providing activities to enable them to 'see themselves differently'.
- Reduce reoffending by offering learning through assessment, work, education, and specifically written programmes which have a proven record of helping offenders minimise the behaviours which brought about their offence(s).

The specialist wing, the Fens Unit, accommodates between 60 and 70 prisoners diagnosed with a Dangerous and Severe Personality Disorder. It is proposed that the Fens Unit will be one of only two DSPD Units in England, the other being at Frankland prison. This reduction in provision results from the closure of the DSPD hospital units at Broadmoor and Rampton, with the transfer of any remaining

residents into either the secure hospital environment or one of the two prison-based Units.

HMP Whitemoor operates one of the three Closed Supervision Centres (CSC), the others being at HMP Woodhill and HMP Wakefield. The purpose of CSCs is to provide a secure location in which those prisoners who consistently and violently disrupt normal Wing life can be held separately under a regime to enable behaviours to return to sufficient normality for a return to mainstream prison life. The CSC at Whitemoor can house up to 10 prisoners, is staffed by HMP Whitemoor officers and operated under a nationally co-ordinated management strategy for those prisoners who have presented a danger to fellow prisoners or staff when accommodated on a normal Wing location.

3.2 External Agencies

During this reporting year the external agencies providing services to HMP Whitemoor include:-

- NHS Cambridgeshire which is responsible for commissioning primary care health services to HMP Whitemoor. Services to the prisoners are provided by the Healthcare Centre team as well as a wide range of external service providers, numbering over a dozen.
- Cambridge and Peterborough Mental Health Trust provide the secondary mental health care, which is delivered by the Mental Health In-Reach Team. It is these staff who carry the bulk of the operational mental health care needs on a day-to-day basis and who are charged with the overview and delivery of Individual Care Plans (ICP).
- Police provide a Local Liaison Officer and advice on Public Protection and Multi-Agency Public Protection Arrangements (MAPPA)
- Probation Trusts for the Offender Management Model, MAPPA and Public Protection.
- Milton Keynes College for the provision of Education and Skills training.
- TRIBAL for Careers Information and Advice Services (CAIS)
- Cambridgeshire Libraries for provision of a library service.
- DHL, with Booker as a sub contractor, for prisoners' purchases.
- Peterborough Race Equality Council provides knowledge and independent monitoring of all aspects of diversity.
- Phoenix Futures provides the CARATS drug support team, which includes two civilian drugs workers and HMP Whitemoor provides an administrator and a discipline officer.
- Kings Lynn Samaritans provide selection, training and on-going support and development for those prisoners who deliver the 'Listener' service to their fellow inmates.
- Volunteers from the Women's Institute run the Visitors Centre and the tea-bar within the Visits Hall
- A number of other agencies provide specialist perspectives and support.

Section 4: Executive summary

4.1 For the attention of the Minister

4.1.1 Full Unannounced Inspection by HMCIP

The Board recognises the verdict of HMCIP that ‘HMP Whitemoor is an improving prison’. (4.4.1)

4.1.2 ‘Making Prison Work: Skills for Rehabilitation’

The availability of a continuous education path for long-term prisoners is, in the Board’s view, an essential element if prisoners are to be managed effectively and purposeful activity is to be maintained over many years. (5.2.2) (5.2.8)

4.1.3 Delays by the Parole Board for IPP prisoners

Last year the Board drew attention to the delays by the Parole Board in reviewing IPP prisoners’ progress. (5.8.2)

4.1.4 Treatment of prisoners professing innocence

The Board notes the delays in progress through the prison system of prisoners professing innocence and asks if this is fair. (5.8.3)

4.1.5 Integrated Drug Treatment Services, (IDTS)

The Board understands that once a prisoner is stabilised on methadone the aim will be a full detox, with no long-term maintenance on methadone in HMP Whitemoor. Provided this policy is retained, the Board wishes it every success. (5.3.6)

4.2 For the attention of the Prison Service

4.2.1 Mental Health

The inadequate capacity of the Mental Health service provided continues to be the Board’s highest concern for HMP Whitemoor.

The Board observes that there has been an apparent lack of realism and focus by the Cambridgeshire PCT in its assessment of the problems of Whitemoor and the preparation of a satisfactory approach to dealing with them. (5.3.4)

The Board is concerned that the changes to the structure of the NHS might lead to a further reduction in service during the period of change.

4.2.2 Numbers of young prisoners

The Board recognises the problems involved in dealing with the increased proportion of young prisoners at Whitemoor with long sentences. These young men may feel that they have nothing to lose and 'play up', ending in the segregation unit as a result. (3.1) (5.4.4)

4.2.3 Meeting budget reductions

The Board is concerned at the lack of consideration for staff career progression once the cuts have stabilised and at the consequences for retention and future recruitment of high quality staff.

4.2.4 Prisoners released direct from HMP Whitemoor

Although no prisoners were released to the community directly from Whitemoor, ten prisoners were transferred out during their final twelve months of sentence. The Board questions whether that is good practice for long-term prisoners. In the Board's opinion, any release to the community directly from Whitemoor represents a failure of the offender management process across the prison service as a whole.

4.2.5 Provision of Offending Behaviour courses

This is the third Annual Report in which the Board draws attention to the lack of sufficient one-to-one learning opportunities both for prisoners with low IQ and for FN prisoners. Individual teaching is needed for them to access some Offending Behaviour courses which they may be obliged to undertake to enable their progression to a lower category prison. (5.8.2)

4.2.6 Cell Vandalism

The Board questions the total cost across the whole prison service of cell vandalism and asks what might be done to recover some of the costs incurred from the prisoners involved? (5.8.4)

4.2.7 Progress of Cat B Prisoners

There are currently eighteen prisoners with RC1's recommended for the Cat B estate; the longest wait has been since November 2010. The Board understands that delays are often due to the need to transfer to a prison providing the appropriate offending behaviour programmes that have been specified for the prisoner. (5.8.3)

4.2.8 Progress for Cat A prisoners completing DSPD therapy

The Board is concerned about the progress of DSPD prisoners who have successfully completed the five year therapy course. The improvements brought about may not be considered by the Prison Service to be relevant to a recategorisation to B, which would provide access to Cat B establishments and thus on through the prison system. There are not suitable places in the prison service for prisoners who having successfully completed their DSPD course of treatment, must still remain Cat A. (5.9)

4.2.9 Delays in Security Clearance

Some reduction has been reported in the time taken to obtain security clearance for new staff. However, the delays still hamper recruitment in the Education Department, since new staff often give up waiting and take a job elsewhere. (5.2.2)

4.2.10 Score 4

The Board commends the Safer Custody team for the development of a management tool, Score 4, intended to identify prisoners with a propensity for violence and recommends consideration of its use across the prison system. (5.4.6)

4.2.11 Awards to staff

Two Awards to staff members justify the adjective 'outstanding': Prison Officer Les Dunbar was honoured with the MBE in the New Year's Honours List and Jacqui Saradjian is the overall winner of the Butler Trust Award, being in receipt of the Princess Royal's Award for Outstanding Achievement for her work in the Fens Unit with DSPD prisoners.

The High Sheriff of Cambridgeshire has recognised ten staff members at Whitemoor as meriting awards for their commitment, work above the call of duty and dedication to the needs of both prisoners and staff.

4.3. For the attention of the prison

4.3.1 Access to Samaritans

The Board has been concerned throughout the year that the access of prisoners to Samaritans was inadequate. The Board is delighted to learn that a new Listener Suite will be available by November 2011. (5.4.1)

4.3.2 Religious bullying

The Board notes the allegations of religious bullying and the need to assess their validity. (6.1)

4.3.3 IEP Policy

The Board notes that efforts are being made to achieve clarity and consistency in the implementation of the IEP Policy.

4.3.4 Kitchen Compacts

The Board is concerned over the delays to the full implementation of the Kitchen Compacts for use in Wing kitchens.

4.3.5 Kitchen equipment

The Board expresses its concern that the frequent failures of the kitchen equipment and the delays in repair are putting food hygiene at risk. For example, the repeated break down of the refrigerators has caused raw and cooked meats to be stored together.

4.3.6 Food wastage

The Board is dismayed to observe the routine wastage of food on the Wings because more is prepared than is needed.

4.3.7 Segregation Unit

The Board notes that the presence of prisoners with a stringent unlock requirement within a full Segregation Unit places stress on the management of the unit. Nevertheless the staff are generally very helpful in facilitating the Board in the performance of their statutory duties. (5.6)

4.4 Overall judgement on HMP Whitemoor

4.4.1 HMCIP Report

The Board agrees with the view of HMCIP: HMP Whitemoor continues to improve at many levels and in many functions.

4.4.2 Mental Ill health

The Board acknowledges the dedication of the staff interacting with the many prisoners who have some degree of mental ill-health. (5.3.4) (5.6)

4.4.3 Chaplaincy

The Board notes that new staff joining the Chaplaincy team continue to be of the high standard to which HMP Whitemoor has become accustomed. (6.1)

4.4.4 Estates Department

The Board notes that Estates Department has coordinated its resources for both refurbishments and new projects admirably. Some external contractors have shown

less professional approaches to their work and more pressure needs to be brought to bear on them.

4.4.5 Changes in Healthcare

The improvements in the Healthcare environment, financed by the Kings Fund, are much appreciated by the Board. It is early days to comment on the new GP, pharmacy and dental services which have been commissioned. The provision of a set of modern X-Ray equipment has transformed the efficiency of this facility. (5.3.1). The delivery of ophthalmology services is delayed due to the need for new equipment. (5.3.6)

4.4.6 Violence Reduction Strategy

The Board congratulates HMP Whitemoor on having been picked out, yet again, for trialling the Violence Reduction Strategy, a new approach to managing anti-social behaviour in its extremes. This is a testimony to the dedication and hard work in recent years by staff working on the Unacceptable Behaviour Strategy (UBS) the Managing Challenging Behaviour Strategy (MCBS) and the work of the Closed Supervision Centre (CSC). (5.7)

Section 5: Mandatory Areas for the Report

5.1 Diversity

Diversity and Race Equality Action (DREAT) continues to be led by the No 1 Governor ably assisted by the Diversity Team. Regular meetings for Prisoners, Prisoner Representatives, Foreign Nationals and Staff are held. These meetings provide the appropriate forum for discussion and are well attended by senior staff and prisoners.

5.1.1 Black and Minority Ethnic (BME)

The BME prisoner population of HMP Whitemoor has remained fairly static, as have proportions of the religious faiths. Figures show that HMP Whitemoor has one of the highest proportions in the high security estate of BME, Muslim and Foreign Nationals. The latest data shows that it has the highest proportion of young prisoners i.e. 40% between the ages of 18 – 29.

There are still issues regarding Islamic daily prayer times and the numbers allowed to pray together without an Imam. SINS and PINs relevant to the praying policy are to be republished and officers need more training to improve their understanding of Islam.

5.1.2 Disabled Prisoners

There are 115 prisoners who have declared that they have some form of disabling condition. The Disability Liaison Officer (DLO) recognises all 115 prisoners as disabled of whom 6 are excused work long term. However the major problem for prisoners are the beds in the cells, which are 20 years old and are causing back

problems. Nearly 90 new bed boards have been purchased and are fitted or are waiting to be fitted, at a cost of £35 per board. One of the Doctors has told the DLO that providing these bed boards is very cost-effective in terms of relieving back pain and reducing the need for medical care. This problem seems to be unique to Whitemoor.

5.1.3 Foreign National (FN) Prisoners

FN prisoners form a significant proportion of the prison population, (23% at the 31st May 2011, and the numbers continue to rise) and there are inadequacies in the support provided for them. Although regular FN meetings are held there is a lack of staff involvement on the Wings.

More staff are needed to help with the use of the telephone interpreting service. Although training has been held it was poorly attended. This training is now to be offered again one to one to Wing Officers.

English Spoken as an Other Language (ESOL) courses are run in the Education Department and are the main offering to enable FNs to learn English.

A DVD scheme to teach English to those who do not have it as a first language has not so far been funded and little progress has been made since the matter was first raised in April 2009.

Whitemoor TV is out of order and there are problems in getting repairs.

Foreign language post and parcels for prisoners have been unduly held up in Reception; it is hoped that the review in Reception will solve this problem.

5.1.4 Older Prisoners

The Older Prisoner Action Group situated on a Spur on C Wing is a continuing success, providing gentle exercise, social interaction, improved self-worth and quality of life for those of the 11% of prisoners who are 50 and over who use this facility.

5.1.5 Racial Incidents

2010 showed a decrease in RIRFs from 90 to 83. The main topics for complaint from prisoners were:

- High Risk Category A prisoner cell moves (data is now being collected)
- Unacceptable Behaviour Strategy (UBS) (data is now being collected)
- Incentives and Earned Privileges (IEP) Warnings
- Inappropriate material on display (Diversity Notice published)

5.1.6 Areas of complaint

Analysis shows that in the last year, Reception and Canteen are the main areas of prisoner complaint. Reception was the subject of a Review earlier this year and improvements appear to have been made. By the beginning of May the backlog had been cleared. This will continue to be monitored.

Prisoners' Canteen is a National Contract which is causing a great deal of frustration amongst staff and prisoners but particularly amongst FN and BME prisoners because of their ethnic requirements.

5.1.7 BME Staff

Whitemoor employs the highest number of women in the high security estate and the part time workforce is also one of the highest. However only 4% of staff are BME. A sub-group of the staff DREAT meeting has started a Recruitment Outreach Strategy intended to attract BME employees. They have drafted a leaflet promoting Whitemoor and are also looking into the feasibility of producing a DVD. The 'Challenge It Change It' training has been running since 2010 and 520 staff have already attended. A short awareness session has also been included in the Staff Induction programme.

5.2 Learning and Skills

5.2.1 Education

5.2.2 Milton Keynes College

Milton Keynes College (MKC) has continued to work effectively at introducing its procedures into all areas of the Education department. A new Head of Education has been appointed and is leading Education staff in the reception of MKC training in lesson observation, moderation and other quality improvements. Five staff members will complete their part time teacher training at local colleges this summer.

A new Curriculum Plan has been agreed and is being implemented, introducing or revising AS general studies, hospitality and catering, business studies, music technology and social development.

MKC plans to recruit staff to provide the contracted value of 21,184 hours. If this can be achieved, then there will be at least sufficient cover for staff absences. Classroom attendance has improved with an average of nearly 80% and recent figures approaching 90%. MKC is confident that the 70% target for Individualised Learner Upload (INU) data will be achieved for Whitemoor by the end of the reporting year.

Prisoner peer support qualifications have been introduced and peer mentors are now being used to support students in their learning. It is hoped to be able to allow them to take Preparing to Teach in the Lifelong Learning (PTTLs) courses too.

Prisoner feedback, assessed by survey, provides confidence that the education provision is meeting many of the prisoners' needs. A formal awards ceremony is held annually in Whitemoor, to recognise effort and achievement of prisoners in Education; their evidently genuine pleasure and pride in the acknowledgment by their peers underlines the value they place on real educational qualifications.

The Offender Learning and Skills Service (OLASS) 3 Education Contract is now in force, with more emphasis on the accreditation, rate of delivery and successful

completion of education courses. Currently MKC is not adequately staffed to deliver the full contracted profile.

MKC has made valiant and repeated efforts to recruit, but the Education department is still dogged by shortages of staff. The extended security clearance period puts even those recruited at risk of being lost before they start. In May 2011 there were five posts either in recruitment or awaiting clearance. This shortage, together with holidays and staff sickness, some long term, continues to hinder the improvement process and puts great pressure on the department.

Some classes are shorter than planned due to movement delays.

Education suffers from disruption due to other activities, such as Gym attendance. There are not adequate means to sequence all the relevant prison activities, though there are plans to introduce a system for this. It is hoped that the provision of education can be coordinated with offender behaviour programmes where appropriate.

5.2.3 Ofsted Inspection

During the year the Ofsted inspected the Education department as part of the Full Unannounced Inspection of Whitemoor. Preliminary results were Grade 2, (good) for 'Outcomes for Learners', and Grade 3, (satisfactory) for 'Quality of Provision' and 'Leadership and Management.' The Board considers this to be an indication of the improvements that have been made.

5.2.4 The Partnership process

The Partnership process continues to be actively and successfully used as the coordination between the prison, MKC, TRIBAL and the Skills Funding Agency. Members of Board have monitored the process and would like to record their thanks for the help that has unstintingly been given in understanding the complexities of the system.

5.2.5 Careers Information and Advice Service, (CIAS)

The prisoner Induction Programme continues to provide a thorough service, well supported by the TRIBAL (CIAS).

5.2.6 Workshops and Training

It is planned to introduce the Virtual Campus, a compilation of education and training courses, delivered by 15 terminals in Whitemoor. It will be located in Workshop 5.

Under the leadership of the No 1 Governor, the prison has undertaken a review of the workshop facilities and, in coordination with MKC, has a programme to introduce accredited training or educational courses in all of them.

Workshop 2, Computers for Africa, continues with a regular flow of computers being refurbished and exported. The work continues to be hampered by the absence of a dedicated arrangement to transport computers to and from the prison. An accredited

PICTA training course has been introduced by the prison and is operating very successfully.

The laundry now has accredited SATRA training courses, run by the prison.

Workshop 8 is now used only for an accredited BICS course for training prisoners as cleaners.

Workshop 10 is very well equipped with computing equipment and accredited courses in music technology are about to be introduced in association with MKC. More external work for the publishing and printing available in this workshop is always sought. The Board would like to acknowledge the dedication and expertise of the instructors, who are an asset to the prison.

Attendance at The Fens Unit education in Workshop 7 is heavily reduced by the time spent on the therapy inherent in DSPD treatment. This must be recognised when assessing the viability of its courses.

5.2.7 PSI 33/2010

PSI 33/2010 relating to higher education has introduced much more complexity to the management of OU and distance learning, even though TRIBAL now play a part in the initial introduction of courses. In addition the Prisoners' Education Trust, which funds higher education, is now reported to be more rigorous on approvals for prisoners' courses.

5.2.8 Making Prisons Work: Skills for rehabilitation

The recent Government Review of Offender Learning, 'Making Prisons Work: Skills for Rehabilitation', contains only the following proposal specifically related to long term prisoners, who make up the bulk of Whitemoor's population:

We will 're-procure the prison learning contracts in order to provide an informal adult and community learning offer, including the arts, to support long-term prisoners and those for whom an immediate focus on work is unrealistic'.

A footnote says that 'informal adult and community learning is about learning for its own sake and is not purely utilitarian, measured by targets, qualifications and jobs.'

Prisoners in Whitemoor have an average sentence of about fourteen and a half years; very few will be released directly from the prison. The staff at Whitemoor who have to manage these prisoners and work effectively to reduce reoffending, value the opportunities that the Education department are working so hard to provide and improve under the current regime.

The Board are most concerned that, on the face of it, this new policy document represents an enormous step down from the current objective of providing a continuous education path from the lowest to the highest levels.

The proposals on clusters and local needs have little relevance to dispersal prisons. The proposal to give governors a say in the educational curriculum is very welcome, but it cannot be effective if their hands are to be tied by inappropriate policies. The laudable desire to enhance employability of prisoners at the end of their sentence should not be at the cost of purposeful activity in the many years before that is reached.

5.3 Healthcare

5.3.1 Planning

The last Health Needs Assessment (HNA) for HMP Whitemoor was made in 2007, and the resulting health development plan was put into operation from 2009 to 2011. The NHS Cambridge Public Health Directorate are currently in the process of finalising their 2011 Health Needs Assessment which is a 67 page document analysing the Healthcare requirements of the prison.

The draft 2011 HNA suggests that the prevalence of physical ill-health and chronic conditions at the prison was, as expected, in line with the national prison population averages.

The 2010-2011 budget for the prison was just over £2,000,000. In addition the Enhancing the Healing Environment programme funded by The King's Fund has enabled the facilities to be redecorated and improved.

5.3.2 Monitoring

It is fair to say Healthcare at HMP Whitemoor is well monitored by internal and external bodies. The Healthcare Service User Group meets every six weeks and minutes are circulated. There is also a Whitemoor Prison Healthcare Risk Management Group. Prison Health Performance Quality Indicators provide a comprehensive framework to reassure commissioners of good quality prison health performance and there are monitoring visits.

The risk register is under regular and systematic review at Risk Meetings where Prison Health Performance Indicators are discussed. In February 2011, the three 'red' identified concerns were:

1: Failure to recruit and retain skilled workforce to provide 24 hour healthcare cover. The Healthcare funded posts (or Whole Time Equivalents) were 14.6, but the actual level in October 2010 was only 8.6. Throughout 2010 there were recruitment drives, but the results have been slow and disappointing. As a result, there was an overspend of £132,000 on agency nurses in 2010, which was covered by the contingency budget.

2: Failure to have robust commissioning and partnership arrangements in place. The commissioning position will be assessed by senior NHS management in the light of the HNA. However there are uncertainties arising from the NHS reforms being considered by Parliament.

3: Failure to provide a safe and reliable medicines management service. The medicine management issues will be resolved when the new provider is in place in August 2011, as explained below.

5.3.3 GP provision

Although locums were used throughout 2010 while the GP contract was being negotiated and agreed, GP services at Whitemoor are now provided by Medacs. Medacs Healthcare is an international organisation which claims to be the largest providers of doctors and locum GPs to the NHS.

5.3.4 Mental health

The HNA says 90% of all prisoners have a diagnosable mental health problem, a substance misuse problem or both. In March 2011, the In-reach team had 39 prisoners on their caseload, of which 29 needed Specialist/Secondary care and the team described itself as 'severely stretched'. The 2010 review made six recommendations to NHS Cambridgeshire as the commissioning body and they failed to implement any of them.

The Mental Health provision at HMP Whitemoor is reported as being insufficient both in terms of primary care and mental health In-reach services. Here, too, there have been severe problems surrounding staffing levels and data provision on mental health services was also difficult to obtain. This manpower deficit should receive urgent attention.

It was therefore surprising that a report tabled at the last Prison Health Partnership Board meeting suggested that staffing was above what was set out in the Service Level Agreement. The No 1 Governor had expressed serious concerns over staffing levels at the February meeting and, as a result of probing questions asked by him at the May meeting, it was confirmed that the team leader had been on long term sick leave and that the levels of cover have been well under average in late 2010. Time spent on staff sickness and leave had been high and contact time with prisoners had been low.

The stance of NHS Cambridgeshire is that there are insufficient Mental Health resources deployed at HMP Whitemoor to meet the needs of the population. A decision will need to be taken by the Commissioner on whether it invests new resources or lays out a lower specification of the level of service that should be provided.

The Board recommends that the timely agreement and implementation of a suitable strategy should be carefully monitored, and regularly discussed at Board Meetings with the Governor.

5.3.5 Pharmacy

Medicine management has been provided by an interim service while a long term contract is being sorted out. This was a cause for concern, putting extra burdens on

nursing staff in 2010. By August 2011 it is expected that a permanent provider of the service will be in place.

The prison has good systems for vaccinations and immunisations, particularly Hepatitis B.

5.3.6 Other services

The Health Care manager is due to leave in May and will be replaced initially by the manager who was running the IDTS programme.

There is still a strong case for Telehealth and TeleCare and for reducing the number of specialist services which require attendance at a hospital outside the prison, although in 2010 / 2011 there was an under spend of £25,000 on escorts and bed-watches.

Current good practice of health promotion in the prison should be consolidated into an overall health promotion strategy including smoking cessation, nutrition, physical activity, mental health promotion, sexual health and drugs and substance misuse.

Dentistry provision is five days a month but some appointments are considerably delayed due to the need for specialist and non-routine treatment.

The ophthalmology equipment is reported to be out of date and because of this no service has been provided from 1st April 2011. New equipment has been ordered, but the delivery is not known.

The IDTS programme (the Integrated Drug Treatment System) is now up and running involving fewer than ten prisoners, with the possibility of two more in 2011. The annual budget for the programme is £250,000.

5.3.7 Conclusion

Healthcare at HMP Whitemoor is of a good standard with facilities much improved and new contracts agreed with service providers. The service goes a long way towards being what prisoners could expect if they were living in the community. The new GP and Pharmacy contracts give confidence that these services will continue at a high standard.

The two main causes of concern continue to be the recruitment of nurses and the provision of mental health services, which will be kept under regular review in the coming months.

5.4 Safer Custody

The Safer Custody team works closely with both staff and prisoners to ensure that the custody of prisoners is safe and that decency runs through everything that undertaken in the prison. In Whitemoor the Safer Custody provision is known as Safer Prisons

and Violence Reduction and works under the direction of Prison Service Orders 2700 (Suicide Reduction) 2750 (Violence Reduction) and 2710 (Follow-up to Deaths in Custody).

The challenges facing the Safer Prisons team are considerable, given that the prison population is predominantly lifers, young in age and with an average tariff of 19 years. Most of the 400 plus prisoners are known individually to the team. Trying to motivate prisoners with negative attitudes and a gang mentality into more productive, positive actions and outlooks with a view to eventual rehabilitation, is part of their daily work.

5.4.1 Listeners

The local Samaritans train a pool of listener prisoners within the prison to help other prisoners in distress and crisis. Prisoners also have access by telephone to the Samaritans, including when the prison is in the lock-down night state. Although there is a clear protocol in place, including the moving of the prisoner to a specific telephone during the night state, the demands of security make this far from satisfactory. More should be done to give the prisoners easy access to the Samaritans at all times.

5.4.2 Self Harm

Statistically, self-harm amongst the prison population has shown a steady increase for 2008, 2009, 2010 and 2011. This is partly because of better, more robust, recording of information. Also a small number of very difficult and disturbed prisoners continually harm themselves. The latter distort the figures; for example, in one recent month, 8 prisoners harmed themselves on a total of 22 occasions. Overall the Board is satisfied that the prison takes every step practical to prevent or mitigate self-harm by prisoners. Those that are identified as distressed, in crisis or potentially likely to self-harm enter a process called Assessment, Care in Custody and Teamwork (ACCT).

5.4.3 ACCT

The ACCT process involves the opening of a document where risk factors are assessed and an appropriate multi-disciplined approach to the prisoner is undertaken. Regular reviews take place, many attended by Board members, and this process, which is driven by the safer custody team, undoubtedly stops further escalation of self-harm in prisoners. Around 170 ACCTS are opened a year and generally the quality of the work is good, however a lack of resource problems as had some effect in recent months. At any given time approximately 15 prisoners are subject to the process.

5.4.4 Assaults on prisoners and staff

Levels of Assault are clearly defined within the Prison Service and there have been two Serious Assaults within the reporting period. This however rather understates the underlying atmosphere and environment at the prison. Whitemoor has a toxic mix of predominantly young (under 28 years old) prisoners, whose home both on the outside

and within prison has been the gang. They have lived by violence and the threat of violence. In Whitemoor there are few older prisoners on the wing to provide a stabilizing factor and a high degree of volatility is just below the surface.

Violence is mitigated by a comprehensive Unacceptable Behaviour Strategy (UBS) and prisoners suspected of bullying are placed on this process at one of three levels: Monitoring, Strong Suspicion and Proven. Victim support is also part of the ongoing work. The UBS, ACCT, safer prisons and violence reduction initiatives all play a part in the prison's good overall control.

5.4.5 Death in custody

There have been no deaths in custody during the reporting period. The last death by natural causes was in March 2008 and the last self inflicted death was in December 2007.

5.4.6 Score 4

During the reporting year, the Safer Custody staff in Whitemoor, led by an SO, have pioneered work to analyse prisoners through four risk factors, which indicate their propensity to be violent. There are currently 49 prisoners who meet the Score 4 criteria. It appears to be a very effective way of raising staff awareness and preempting violent incidents. This has undoubtedly made the prison a safer place. The Board applauds this work and suggests that it could be developed across the Prison Service.

5.5 Managing Challenging Behaviour Scheme (MCBS)

The MCBS was put into place across the high security prison estate to monitor and reduce the number of prisoners being transferred from prison to prison due to their poor behaviour.

It was designed to provide establishments with the support and advice they need to successfully manage some of the most dangerous and disruptive prisoners in the system.

As part of this process the Local Establishment Panel meets each month to discuss the progress of specific cases against targets that it has set to address behaviour problems, and to suggest the appropriate interventions. These could include referrals to the prison service Central Management Group (CMG) who would then set targets to help manage the individual and could also be involved in identifying transfers for the prisoner's progression or respite and ultimately referral to the Close Supervision Centre (CSC) system.

Prisoners are fully aware of being placed on the scheme and have copies of relevant care plans and reports on their education, work and mental health.

The Board has monitored this scheme throughout the reporting year and would make the following observations:

- There is clear evidence that disruptive behaviour by a small number of prisoners has been controlled by the process.
- There is however evidence that some disruptive individuals are still moved around the system: 'moving the problem'.
- The timely production of reports on prisoners has improved somewhat.
- Continuity of monitoring is impaired by frequent changes in the personnel sent by various functions to the meetings.

5.6 Segregation

The Segregation unit has a capacity for 36 prisoners in normal accommodation; it often holds up to 30 prisoners who are there either due to their unacceptable behaviour or for their own protection. There are two special cells for potentially very violent prisoners and a safe cell where prisoners are placed for a short period of time when behaving violently.

The monitoring of Segregation is an important, time-consuming part of IMB work. The Board follows the role clearly prescribed for the IMB by the Ministry of Justice, which is:

- Face to face contact with all the Segregation prisoners, once a week.
- Attending various regular reviews with prisoners, Governors and support functions.
- Listening to any applications made by prisoners to see the IMB.
- Attending any incidents where the use of force or restraint of prisoners is required.

Prisoners in the Segregation Unit spend most of the day in their cells. Depending on the circumstances of their segregation, meals are either served to the cell or collected by the prisoners. There have been occasions where the quality of food served has been questioned and an effective process for recording these complaints, similar to that used on the wings, should be in place.

Exercise is provided once a day and the provision of more individual exercise areas has been of great assistance. Generally prisoners can only exercise in ones and twos and the Board believes that there have been periods of time during the year when exercise has not been available every day to all prisoners. Appropriate medical and pastoral care is provided. Showers are available daily. Where practicable books and education are also provided.

Prisoners with mental health problems are a significant concern and it is difficult for prison officers to effectively manage them. Assessments by and the movement to secure hospitals is very slow and a greater sense of purpose by these units, e.g. Broadmoor is required. The prison has made great efforts to find a suitable place for

these prisoners. At the end of the period only one prisoner remains who has been in Segregation in excess of six months.

During the reporting year a small number of very dangerous and violent prisoners have disrupted the whole of the unit's regime because of the requirement to have up to six officers in full protective clothing to unlock them. The prison management has reacted quickly to provide support but more thought should be given centrally as to when and where these prisoners are dispersed under Rule 46, often for a number of weeks.

The movement of prisoners from Segregation and back to a normal wing location can be difficult and moving them to another prison is often the only option. To facilitate moves back to a wing, consideration might be given to a discreet, half-way unit at Whitemoor.

Each prisoner in Segregation has a review every fortnight, chaired by a Governor and attended by many prison functions and the IMB. The Board notes that there are often questions raised which those attending cannot themselves answer and need to be referred to others. At the start of the year prisoners frequently did not attend their review; the Board notes that much more effort is now being made by the review manager to encourage attendance.

Dirty protests have caused disruption to the unit, and the Board would like to pay tribute to the officers who had to deal with the prisoners and the specially trained staff who clear up the mess.

Several prison officers have sustained injuries during the year and some have had human excreta thrown at them. The Board commends the assistance and speed of the care given by the prison service to these officers.

For several reasons the Segregation Unit has been a challenging place for members, at times, to visit during the year.

Given the nature of the unit, the Board believes the regime in Segregation to be effective. Interaction between staff and prisoners is very good, with great patience, dedication and compassion often used by staff to defuse potentially difficult situations.

5.7 Close Supervision centre (CSC)

The Board monitors the CSC at Whitemoor, which is part of the centrally managed system for dealing with the most dangerous prisoners. The Whitemoor section of the CSC is mainly used for those prisoners who appear to be potentially suitable for a move out of the CSC system.

The Board recognises the skill and dedication of the CSC staff who have handled occasional crises carefully and maintained good relations with prisoners.

During the year prisoners have moved out of the CSC to the DSPD unit, and some have moved to secure mental hospitals. One prisoner is expected to move to the therapeutic community at Grendon.

The Education department has provided support to prisoners in the CSC and it is hoped to extend this with formal timetabling.

Acupuncture has been successfully used in the unit to improve the state of mind of prisoners. Creative Thinking Skills courses provided by Psychology have also been of benefit.

Whitemoor has been chosen to house a new Violence Reduction Strategy in its CSC. New psychologist and officer posts, funded by the CSC, are being created for the prisoners, with the object of improving their interpersonal skills and creative thinking, and thus their ability to hold community meetings.

5.8 Offender Management and reducing Reoffending

5.8.1 Psychology and Interventions

The Offender Management Unit now reports directly to the No 1 Governor. Efficiency savings have reduced numbers of staff and some roles formerly undertaken by officers are now performed by civilian staff. The staff is currently comprised of four qualified Psychologists, four Trainees, two Admin Officers, seven Psychological assistants and three uniformed staff.

5.8.2 Living Skills Courses

The Board is concerned that the rehabilitation needs of only a small percentage of Whitemoor's overall prison population are satisfied. Long-term prisoners are continually pushed back in the queue for interventions by the needs of IPP and determinate sentence prisoners. This lack of progress can affect a prisoner's ability to be recategorised from A to B and inhibit movement of Cat B's out of the high security estate.

The number of Thinking Skills Planning (TSP) participants has increased from 40 to 48 but the number in Controlling Anger Management (CALM) has fallen from 32 to 23 because the unsuitability of the candidates. More emphasis was therefore put into TSP to help prepare prisoners for CALM. Also a new basic level motivational course (A-Z) on living skills has been introduced to help prepare prisoners for the more exacting courses. Drugs and alcohol (FOCUS) courses seem to be in limbo because of funding difficulties. CARATS and the IDTS team now act independently.

A pilot project is in progress under the wing of the Rehabilitation Services Group. It is focused on Extremist and TACT prisoners with the aim of improving their motivation and engagement. It lasts for 12 sessions with a further module of 24 sessions covering healthy identity.

The Board is still concerned about low IQ prisoners and their ability to progress in the current system. Since the Gill judgement last year there is now a formal policy on how those individuals are to be helped, but it seems slow to take off. Whitemoor has six

prisoners who qualify under this policy. The IPP prisoner who was mentioned in last year's report as long past his review date, is now in the process of completing a modified SOTP course with 18 one-hour sessions.

5.8.3 Offender Management Unit (OMU)

Last year the Board reported that Offender Managers rarely retained contact with their prisoner during his residence in Whitemoor, despite the availability of video conferencing facilities.

Figures comparing attendance at Sentence Planning Boards in the last two years show that there has been very little improvement in the regular support that prisoners receive from their home Probation Service.

	April 2009-March 2010	May 2010 to March 2011
No. of Sentence Planning Boards	490	505
Proportion with teleconference	22.4%	17.6%
Proportion with attendance in person	19.7%	25.7%
Total supported	42%	43%

Staff in the OMU work hard to compensate for the shortcomings in the system, but sometimes their activities appear disjointed, particularly as they have very specific non-overlapping tasks. Offender Supervisors have specific case loads and apparently do not share them so there is no cover in their absence. A reorganisation is planned for the OMU to ensure that this area of prison management reaches a high performance as measured by the new external competence assessment.

IPP prisoners still experience delays in their parole hearings but the Probation service has introduced a Pre Tariff Sift Review that will remove the "no hoppers" from the list and thus reduce the delay for the others.

The Board is concerned that there is no adequate way for prisoners who protest their innocence, or those responsible for non-violent crime, to demonstrate satisfactorily their progressive behaviour. Some have perfect prison behavioural records but appear unable to progress under the current recategorisation procedures, because there are no suitable courses available for them to show progress.

OASYS reports are up-to-date, but the accuracy of the content does not always satisfy the prisoner. A new procedure is about to begin with Quality Assessors vetting a percentage of all completed reports. However, in some instances the disputed report will have been completed by another prison, which means that it will remain on the record. Nevertheless, an Offender Supervisor does have the ability to record the prisoner's disagreement with the content of his records.

There are 50 IPP, 310 Lifer, and 83 determinate prisoners making up the current population of 443. Movement of Cat B prisoners to other prisons has improved now, averaging twelve per month, some of which are not progressive. Currently eighteen prisoners with RC1's recommended for the Cat B estate are awaiting transfer, one of

whom has been waiting since November 2010. Delays are often due to the need to transfer to a prison providing the offending behaviour programmes that have been specified for the prisoner.

Specific Lifer family-day visits have been discontinued and the opportunity is now being offered to all prisoners.

The Board continues to be present at the Cat A monthly reviews which are attended by eight to ten representatives from Sentence Planning, Psychology, Security, Wing and CARATS. Reviews are chaired by the No 1 Governor with ten to fourteen cases being reviewed at each meeting. Over the last twelve months there has been a total of 142 reviews, resulting in fourteen recommendations for recategorisation, of which seven have been approved by the Prison Service.

5.8.4 Cell Vandalism

The Board expresses its concern at the cost to the public purse of cell vandalism at Whitemoor and elsewhere in the Prison Service. Apparently the provision of CCTV has done little to deter vandalism. Up to the end of April, there has been a total of 45 proven adjudications at Whitemoor for destroying, damaging or setting fire to parts of the prison, of which 36 have taken place in the past half year.

Apart from the cost of parts (£4,000 per cell and for the Safer Custody cell nearly £6,000), there are the additional costs of labour for repair, re-decoration, smoke decontamination, Fire Service investigation, etc. Finally there are the ultimate knock-on costs of £350 per day to 'hire' police cells should the repercussions of this 'Cell out of Action' result in loss of Prison Service capacity.

5.9 Dangerous and Severe Personality Disorder (DSPD) – The Fens Unit

This year twenty one prisoners completed their five year course, but by Feb 2011 about ten still had not found a satisfactory move out of the unit, even though the staff on the Fens Unit make every effort on their behalf.

In particular, Cat A prisoners are barred from most therapeutic courses elsewhere in the prison system. The Board would like to see adequate weight placed on the improvements gained from the course, when possible recategorisation of these prisoners from Cat A to B by the Prison Service is considered. In addition, suitable paths to allow progress of Cat A prisoners are needed for those who must remain as Cat A.

During the year it was proposed that the unit at Broadmoor Special Hospital for the treatment of DSPD prisoners would close, leaving four remaining including those at Whitemoor and Frankland prisons.

Section 6: Other Areas on which the Board wishes to comment.

6.1 Chaplaincy

The Chaplaincy Team at HMP Whitemoor is lead by the full time Imam. He is supported by a very experienced Church of England Chaplain and a very experienced Minister of the Free Church. Two Roman Catholic Chaplains work part time, one a Deacon in Training and the other a lay person. Another Imam is employed part time and a third Imam for two sessions a week. This core team is supplemented by part time Chaplains for Christian Science, Jewish, Jehovah's Witness, Hindu, Mormon, Pagan, Quaker, Sikh and Spiritualist groups. After a period of three months without a Buddhist, at the end of the reporting year the post has been filled.

Although individual members of the 'core team' are very experienced, the team itself is still in its infancy. Three members have served in the prison for less than a year and one has served for less than two. An "Away Day" in May 2011, led by an experienced team building expert, helped the team to focus on its performance and objectives.

The team has doubled its workload over the last year. During some sessions there are up to three different faith activities taking place. Apart from acts of worship and discussion groups for the various faiths, the Chaplaincy runs a variety of courses: Justice Awareness, Living with Loss, Quranic Studies, 'God, Life, Universe and Everything' (GLUE) and after a lapse of nearly two years have re-introduced the Sycamore Tree Course which, budget permitting, will continue running. In the past it has proved to be both popular and successful.

Although there are many faiths represented at HMP Whitemoor, the largest faith group is Muslim. Owing to the increased number of Muslims within the prison, a Workshop has been converted to accommodate Friday prayers. These prayers are always well attended, numbers averaging between 110 and 125. It has been of concern to the Board over the year that such large numbers of prisoners are contained in a confined and isolated area with a limited number of officers present.

In an isolated rural area such as March it is difficult to employ staff who are able to mirror the religious profile of the prisoner population. This can lead to misunderstandings and offence being given, often unintentionally, due to the ignorance of customs and beliefs. Furthermore, without appropriate training, staff can be subject to manipulation. The demand for religious customs and practices can be used by prisoners to achieve an advantage over officers. Diversity training for staff is imperative if improvements are to be made.

Attendance at Christian Services has been increasing recently with up to thirty at Sunday morning worship. A recent innovation is the introduction of a 'café style' ambiance which, though unusual, appears to be proving popular. The Christian Chaplaincy has been keen to raise its profile in the prison during this reporting year. Initiatives have included a Remembrance Day Service (unfortunately not well attended by senior staff), an Ash Wednesday Service and increased Easter activities.

During the last three months of the reporting year a Bible Drama Group has been introduced and prisoners attending participated with great enthusiasm. Unfortunately the yearly Carol Service, open to prisoners, staff and certain members of the public had to be cancelled due to a three day lockdown. This related to the receipt of intelligence that a firearm might have been smuggled into the prison.

The number of prisoners registering as Jews has increased during the last few months.

There is a perception amongst some prisoner members of the major faiths that there is religious discrimination against their faith. It is a difficult and sensitive task for managers to filter these complaints and decide which are credible. It is essential this is done carefully and sensitively for the smooth running of the prison.

In the same way managers must look at claims of “religious bullying,” alleged incidents of which have been reported to the Board throughout the year. Unacceptable Behaviour Strategy (UBS) decisions have been issued on these grounds, which shows an acceptance that such incidents do occur. It is difficult to differentiate between religious and gang related activities, but each incident needs to be investigated without preconceptions.

6.2 Prisoner Consultation Meetings

Wing representatives attend Wing meetings to discuss their particular Wing issues, but they bring general concerns to the monthly Prisoner Consultation meetings. These meetings are generally well attended by prisoners and staff alike. Staff attend who are concerned with those areas that arise often in discussion e.g. prisoner’s monies. Healthcare Centre (HCC) staff also attend and often other specifically invited staff are there to answer ongoing concerns or issues that were raised at a previous meeting.

The meetings are generally amicable and positive even if at times feelings run high. Sometimes it appears to prisoners that it takes too long for certain issues to be addressed and resolved and these complaints have led some Wing representatives to attend less regularly or not at all.

A variety of issues has been discussed over the year e.g. specific kitchen diets, disabled prisoners wages, washing machine problems, the Full Sutton food system, washing machines and the facilities list. It is an excellent forum where prisoner concerns can be aired and addressed.

During the year full prisoner forums were relaunched and minuted meetings facilitated by a senior manager are now standard.

6.3 Canteen

In their 2009/10 report the Board highlighted the problems encountered in the first year of the DHL/Booker contract. During this reporting year the system has become more embedded and now appears to be running fairly smoothly. This is due, in large measure, to the efficiency and good will of the DHL staff at the prison who build in extra time to ensure prisoners receive their canteen orders on time.

Unfortunately the system operates at a loss, mainly due to the cost of wages, the extra cost of products being brought into prisons and wastage. Most wastage is of fresh fruit and vegetables but also chocolate products, which are not in great demand at the moment. The contract does not allow for any special offer procedures to sell off near sell-by date products. The DHL manager and the prison see it as imperative that the issue of wastage is addressed and resolved.

Local sourcing has been considered as a way to ensure better fruit and vegetable quality. However, it appears it would cost more than the national sourcing system so cost wins over quality. This is particularly frustrating when the prison is situated in one of England's finest fruit and vegetable growing areas.

Glass containers were finally phased out by July 2010 and in most instances have been replaced by plastic containers. Unfortunately, there are still a few products that cannot be sourced in plastic containers and prisoners view this as a restriction.

Every quarter staff and prisoners meet to make amendments to the Local Products List, which is a selection from a National Products List. The National Products List caters for all prisons, most of which unlike Whitemoor do not allow prisoners to do their own cooking. There is no local control over the contents of this list. Prisoners feel resentful when products that they deem essential to their multi-cultural cooking environment are removed from the National Product List.

The Board reported in 2009/10 that the catalogue ordering system was not efficient and managing it was putting undue pressure on the DHL manager and his staff. DHL had also underestimated the time needed for catalogue ordering. The Board is pleased to report that during this reporting year the catalogue ordering system has been rationalised and is now run by the prison. IMB now rarely receive any applications relating to it.

6.4 Security

Whitemoor is a High Security prison which, relative to its size, holds a significantly high number of Category A and seriously dangerous prisoners. Both physical and other means of security have to be maintained at the highest possible level. The security systems and procedures are continually tested and are audited at regular intervals during the year by both internal and external audit teams. Whitemoor has continued to achieve excellent security audit results over the past year.

During the year CCTV coverage has been, or is in the process of being, extended to all areas of the prison which were not previously covered in which prisoners congregate. Although CCTV cannot prevent serious assaults, of which there have been a worrying number over the past year, it continues to provide useful evidence following such incidents. It also provides other additional security information which helps to combat all forms of unacceptable behaviour.

Security intelligence information continues to be another useful means to counter the threats from dangerous and disruptive prisoners involved in bullying, gang activity, corruption, and to counter terrorism problems.

There is still a problem with unauthorised articles, such as drugs and mobile telephones, finding their way into the prison. Countering the threat from mobile

telephones is an ongoing battle with the relentless advancement in the related technology.

In the last report the IMB expressed a view that the use of BOSS chairs should be extended to both staff and visitors as soon as possible. This has now been implemented.

Section 7: The work of the IMB at HMP Whitemoor

7.1 2010-11 has seen Board membership rise to a peak of sixteen of whom five were new recruits and one was on a sabbatical which resulted in resignation. Numbers have returned to thirteen, with four of the five new recruits remaining. Towards the end of this reporting year, we have decided to stabilise with this team of nine experienced members plus four 'probationers' (our quota is sixteen members) to enable us to try a new approach to organising our monitoring of the prison.

7.2 The joint advertising with HMP Littlehey brought eight candidates of whom six were appointed. One was unable to take up his appointment due a change in personal circumstances rather than a decline in interest. The IMB Secretariat provided good support for the security checks required for recruitment into the high security estate, so candidates' loss of interest due to delays were no longer experienced. We thank the IMB at HMP Littlehey, our Clerk and the Secretariat for their assistance at the various stages of the process.

7.3 One member attended the IMB National Conference in September 2010, three of our four new members have attended the national New Member Training but no member was free to attend the Perrie Lecture in June 2010. Members continue to access training courses delivered by the Prison Service on site.

7.4 IMB members from HMP Grendon made a return visit to HMP Whitemoor, following ours to HMP Grendon in late 2009. The purpose of the exchange is to increase IMB's understanding of prisoners progressing from HMP Whitemoor to the therapeutic community at HMP Grendon. In addition, our members were made very welcome by Peterborough prison, part of the private sector.

7.5 At our Board meetings we have continued with short briefings from members of management, although these have fallen in number because we needed to allocate more time to new member questions and discussion. In addition, we have arranged two longer lunchtime sessions on Fire Awareness and Safer Prisons.

7.6 Each year we write, with relief, "The level of excellent service from the IMB clerk and her team, thankfully, continues." This is to be our last full year of service from our IMB Clerk who has supported this Board since 1995. Her standards and commitment to the effectiveness of the Board remain constantly high. Her dedication throughout her working life was this year recognised by an invitation to HM The Queen's garden party.

7.7 The information in this report has been supplied by many Board members and compiled and finalised by the Deputy in the absence due to illness of the Chair, who very ably led the Board throughout this year. 'The Chair thanks all Board

members for their dedication to the work, especially the Deputy, the Board Development Office (BDO) and members who have mentored our new members. Due to an increase in the Chair's self-employed work, she could not have continued in the position of chair, in this her final year, without their extra hours to cover for her absences. They are an excellent team and she has been privileged to have represented this Board.'

Board Statistics 2010/11

	2008/9	2009/10	2010/11
Recommended Complement of Board Members	16	16	16
Number of Board members at the start of the reporting period	13	14	12
Number of Board members at the end of the reporting period	14	12	13
Number of new members joining within the reporting period	5	3	5
Number of members leaving within the reporting period	4	5	4
Total number of Board meetings within the reporting period	12	12	12
Average number of attendances at Board meetings during the reporting period	11.3	9	11.2
Number of attendances at meetings other than Board meetings	95	54	101
Total number of visits to the prison (including all meetings)	577	476	550
Total number of applications received	272	234	260
Total number of 14 day segregation reviews held	26	26	26
Total number of 14 day segregation reviews attended	26	26	25

Prisoner Application Statistics 2010/11

Code	Subject	2008/9	2009/10	2010/11
A	Accommodation	17	12	5
B	Adjudications	4	2	6
C	Diversity Related	5	2	4
D	Education/Employment/Training	14	11	6
E	Family/Visits	15	16	18
F	Food/Kitchen Related	0	0	5
G	Health Related	19	14	20
H	Property	57	48	53
I	Sentence Related	10	20	20
J	Staff/Prisoner related	36	14	24
K	Transfers	33	23	32
L	Miscellaneous	62	72	67
	Total Number of Applications	272	234	260