



Annual Report of the Independent Monitoring Board at HMP & YOI Feltham

**For reporting year
1 September 2020 – 31 August 2021**

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Introductory sections 1 - 3

1. Statutory role of the IMB

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

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

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

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

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

2. Description of the establishment

HMP & YOI Feltham is situated on the outskirts of west London in the London Borough of Hounslow. Access to the prison by public transport is provided by a single bus route with a stop on-site. The nearest transport hubs (Feltham National Rail and Hatton Cross Tube Stations) are both about two miles away. There are staff and visitor car parks on-site which are most often at full capacity.

The residential and administrative buildings sit on a large 45 acre site, surrounded by expanses of grass and mature trees. The current buildings were built in the 1980s and are spread out over single and two storey units. Sections of the site, in particular the workshops, are in a state of disrepair and are not in use.

The establishment serves some London courts and holds young people and young adults from a wide catchment area across the south of England and is made up of two parts: Feltham A and Feltham B.

Feltham A (also referred to as “A Side”) holds young people aged 15 to 18 years who may be on remand, convicted or sentenced. At the beginning of the reporting year, Feltham A remained under Urgent Notification and the baseline certified normal accommodation (CNA), ie official capacity, was capped at 100. At the end of the reporting year, once Urgent Notification had been lifted, the CNA rose to 120, although due to Covid, the actual number of young people held at Feltham A was much lower; for example, the actual roll on the first day of the reporting year (1 September 2020) was 63, and was 78 on the last day of the reporting year (31 August 2021).

Feltham A is comprised of nine units, not all of which were open during the reporting year. Alpine Unit, the recently relaunched enhanced support unit, cares full time for young people with complex behavioural and emotional needs from the YOI estate across the south of England. Bittern unit, the induction unit, is currently operating a “reverse cohorting” system due to Covid: that is, a system of quarantining new arrivals prior to their joining the general population at Feltham. Falcon Unit provides short-term care and support for young people who have been placed on Rule 49 (R49), who are attending adjudication or formal review or who are self-isolating. Curlew, Dunlin, Eagle, Grebe, Heron, and Jay Units are residential units, although not all units were open during the reporting period. All rooms are single occupancy, with in-room telephones, toilets and basins. A programme of fitting shower units into cells on some units has started.

Feltham B holds young adults aged 18 to 21 years, all of whom are sentenced prisoners. At the start of the reporting year the CNA for Feltham B was 388, but, as several residential units were closed over the course of the year for refurbishment, the CNA at the end of the reporting period had dropped to 328. As was the case on Feltham A, due to Covid, the actual number of young adults held on Feltham B over the course of the reporting year was often much lower; the actual roll on the first day of the reporting year was 244 and was 165 on the last day.

Feltham B is comprised of nine residential units and like those on Feltham A not all were open during the entirety of the reporting year. Kingfisher is the induction unit, which is currently running a reverse cohort. There are eight residential units: Lapwing, Mallard, Nightingale, Osprey, Partridge, Quail, Raven, Swallow. Rooms are mainly single occupancy, with a small number offering double occupancy. All have in-room toilets and basins. As with Feltham A not all units were open during the reporting period.

In addition to the residential units mentioned above, Feltham B has Ibis, a care, separation and reintegration unit (CSRU) for young adults who are attending adjudication hearings or have been placed in segregation following adjudication or the good order or discipline (GOOD) process.

Feltham B also houses two healthcare units, Teal Unit for outpatient services and Wren Unit which provides inpatient services for those whose needs cannot be met on their residential unit. During the reporting year, these units were the only ones to serve both young people from Feltham A and young adults from Feltham B.

3. Executive summary

3.1 Background to the report

This report presents the findings of the Board at HMP & YOI Feltham for the period of 1 September 2020 to 31 August 2021.

Evidence comes from a range of sources including observations made on visits, the scrutiny of records and data, attendance at prison meetings, informal contact with prisoners and staff and communication with prisoners following applications made to the Board. The Covid pandemic has continued to affect the Board's monitoring practices, and as a consequence fewer in person visits were made in the past year than previously. The Board continued a hybrid approach, monitoring remotely when necessary and attending the prison when appropriate.

As has been the case over the past three years, the Board continues to adapt its monitoring to reflect that Feltham A and Feltham B essentially operate as two discrete establishments. While there is a single management structure that oversees both Feltham A and Feltham B, the regime and many of the rules and operating procedures are unique to each. Throughout the report, the term "young people" has been used to refer to prisoners on Feltham A who are between 15 and 18 years old. The term "young adult" has been used to refer to prisoners between 18 and 21 years old on Feltham B. Where comments refer to both Feltham A and Feltham B the term "prisoners" is used. Where appropriate, this report has differentiated the Board's findings for Feltham A and Feltham B. Given the distinct nature of Feltham A and Feltham B, these findings are not intended to be compared.

The Board remains grateful for the helpful cooperation of so many prison staff at all levels within the establishment and wishes to commend them for their continued dedication and commitment in caring for some of the most complex, difficult and vulnerable young men in the country. The challenge of doing so was evident before the onset of the Covid pandemic, and the prison staff's flexibility and resilience in doing so during an extremely unpredictable period continues to be noted by the Board.

Finally, it should be noted again that the Covid outbreak has continued to have a significant impact on the Board's ability to gather information and discuss the contents of this annual report. The Board has therefore tried to cover as much ground as it can in these difficult circumstances, but inevitably there is less detail and supporting evidence than usual. Ministers are aware of these constraints. Regular information is being collected specifically on the prison's response to the pandemic and is being collated nationally.

3.2 Main judgements

3.2.1 How safe is the establishment?

The social distancing restrictions put in place in response to Covid have continued to make Feltham a safer establishment for prisoners and staff. Mixing in small bubbles

has made prisoners feel safer and enabled staff to manage risk more effectively. However, given the complex nature of the population at Feltham, the risk of violence remains and the degree to which prisoners feel safe varies given their individual circumstances.

3.2.2 How fairly and humanely are prisoners treated?

Prisoners are treated fairly and humanely by staff. However, the built environment has a negative impact on prisoners' living conditions and access to purposeful activity. Attendance on training programmes is severely limited by the state of disrepair of the workshops. The restrictions put in place due to Covid continued to place limits on the amount of time prisoners spent outside their rooms, although this improved significantly over the course of the reporting period.

3.2.3 How well are prisoner's health and wellbeing needs met?

Prisoners' physical health and general wellbeing needs are met well. However, the prison is not equipped to provide for prisoners with serious mental health issues. Transfers to settings where appropriate care can be provided for prisoners with serious mental health needs are difficult to arrange and often delayed.

3.2.4 How effective is the education provision for prisoners?

Many prisoners at Feltham present with a range of challenges that create barriers to their educational attainment. The education provision on Feltham A is provided by Prospects Ltd. And, while there have been improvements to attendance and delivery, there is room for improvement in educational outcomes. The education provision on Feltham B is provided by Novus, and there continued to be gaps in provision across the reporting year.

3.2.5 How well are prisoners progressed towards transfer or successful resettlement?

Young people on Feltham A have benefited from the improvements to the regime that led to the lifting of the urgent notification status. Young people cannot be released without a package of care, support and accommodation. Those who are due for transfer to the adult estate can suffer delays due to appropriate places not being available.

Most young adults on Feltham B are not adequately progressed towards successful transfer or resettlement. Despite being designated as a category C training prison in 2015, the financial support was not provided to ensure adequate infrastructure and opportunities for every young adult. With the significant physical deterioration of the workshop buildings and Covid restrictions further limiting access, the situation has become even more acute over the reporting period.

In addition, resettlement arrangements are often not confirmed until immediately before a prisoner's release. This is unsettling for all involved, most especially for the prisoners, but also for the prison staff who were often doing everything within their power but were reliant on partner organisations to progress arrangements. The Board recognises that preparation for release involves a range of outside agencies, including local authorities and the probation service, and effective joint working is

critical in preparing young adults for their transition and ensuring their safety once released. As the Board is specifically charged with “satisfying itself as to the adequacy of programmes preparing prisoners for release” this remains an area of significant concern.

3.3 Main areas for development

3.3.1 TO THE MINISTER

The built environment at Feltham has a direct and deleterious effect on prisoners’ lived experience. Is the current system for maintaining the prison estate and procuring refurbishment and general building work time efficient and cost effective? What is being done to ensure this?

Is it current government policy to provide a rehabilitative regime in prisons? If so, will additional funding be made available to enable every young adult to receive a full regime of education, training and employment?

Young prisoners returning to the community need a coordinated approach to resettlement that integrates training, employment, and accommodation, as well as social and financial support. What will you put in place to achieve this?

3.3.2 TO THE YOUTH CUSTODY SERVICE / HMPPS

It was noted that during 2020-21, significant funding was made available to undertake necessary building works at Feltham, but various protracted delays beyond the control of the prison meant work did not commence within the relevant budget period, and that as a result these much-needed works could now be at risk. Will HMPPS ensure that funds will be rolled forward to enhance the built environment for the benefit of the young people and young adults at Feltham?

How will the reorganisation that brings community rehabilitation companies (CRCs) back into the probation service support effective joint working across prisons, probation, and local authorities to better support young offenders upon their release?

How do you feel the current provision of rehabilitation within Feltham affects the reoffending rate?

3.3.3 TO THE GOVERNOR

Will the prison develop a reliable daily time out of room reporting mechanism for young adults on Feltham B which is as robust as that in place for young people on Feltham A?

Following the lifting of the urgent notification and the easing of Covid restrictions, the roll on Feltham A is expected to rise. What mechanisms are in place to ensure that the reduction in violence seen over the past two years is maintained?

Similarly, as the regime opens up and the roll increases on Feltham B, how will the young adults' feeling of increased safety from mixing in smaller groups be maintained?

3.4 Progress since the last report

Feltham A The most important progress made during the reporting year was the improvements that led to the lifting of the urgent notification in June 2021. The Board would like to commend the Governor and her senior management team who, together with the staff across Feltham A, have worked tirelessly to improve the care and support provided to the young people in their custody.

Feltham B The planned refurbishments across residential and workshop facilities on Feltham B have not progressed as expected. Some delays were inevitable due to continuing Covid restrictions, but most were due to procurement processes and delays by the facilities provider over which Feltham staff had little or no control. The Board received regular updates from the Governor and senior management team on the progress of these projects over the course of the year and commends them for their perseverance in their ongoing efforts to ensure these improvements are eventually completed for the benefit of the young adults on Feltham B.

Evidence sections 4 – 8

4. Safety

4.1 Reception and induction

Few new admissions and inter-prison transfers took place over lockdown and over the past year in general. Both induction units on Feltham A and Feltham B continued to operate as 'reverse cohort' units, meaning all new prisoners were isolated for a 14 day quarantine period before being located onto normal residential units. During this time, they were monitored by healthcare staff. In practice this meant that those prisoners new to Feltham did not interact with any other prisoners during the isolation period, although some were allowed to socialise in a small bubble if they came to Feltham with others from the same establishment. While the Board understands the need for such protocols to control the spread of Covid, it is mindful of how such isolation is experienced by young people and young adults who are transitioning to life in custody at Feltham.

4.2 Suicide and self-harm, deaths in custody

There have been no deaths by suicide or any other deaths in custody at Feltham since 2001. As with the prison service in general, self-harm remains a significant concern. The staff at Feltham have effectively implemented several mechanisms to address this.

4.2.1 Assessment, care in custody and teamwork (ACCT)

Central to these is the multidisciplinary assessment, care in custody and teamwork (ACCT) tool which may be initiated by anyone who is concerned that a prisoner may be at risk of self-harm or suicide. The prisoner is then checked regularly and encouraged to engage with staff. In July 2021 a new ACCT Version 6 was introduced across the prison estate. Board members noted that a comprehensive programme for training staff in the use of Version 6 was implemented and staff were quick to familiarise themselves with the new version.

Board members regularly visit and talk to prisoners with an open ACCT and review associated paperwork. These prisoners consistently reported they were happy with the interventions provided by the range of different agencies. In addition, they appreciated the new ACCT Version 6 documentation file as it is a less conspicuous white colour compared to the previous bright orange one, and they felt it drew less attention. This was appreciated, as many were concerned about the stigma attached to being on an ACCT.

The Board continued to find unit staff helpful and genuinely concerned about the welfare of prisoners struggling to cope. The Board's perspective was reinforced by the national ACCT V6 Delivery Support Team when they provided positive feedback following a visit to Feltham in August 2021. In particular, both the Board and the Delivery Support Team noted the sensitivity with which support was given to a

vulnerable young person who spoke very little English as he adjusted to life at Feltham and moved on from the induction unit to a residential unit.

Making adjustments for the population at the time, the number of ACCTs opened for more than a day increased in the period May - August on both the A side and B side. This coincided with the regime opening up post lockdown and was also when there was an increase in both prisoner violence and the use of force by officers.

Feltham A

There were 48 ACCTs opened for young people over the reporting period, an average of four a month. This is lower than last year when the pre-lockdown average was eleven a month. This fell to five a month during lockdown. The drop reflects the very low baseline roll on Feltham A rather than an overall reduction in rate, which remained relatively consistent.

There continued to be a consistent number of short-term ACCTs opened and closed within the same day, indicating staff were confident in identifying vulnerable young people and engaging them with available support. This happened most frequently on the induction unit where young people are most immediately adjusting to life in custody.

The table below outlines the ACCTs opened each month on Feltham A. All ACCTs are reviewed by prison staff in monthly and quarterly safety meetings as well as the weekly behaviour management meetings (BMM). In monitoring, Board members noted that Feltham custody staff had a detailed understanding of the particular needs of individual prisoners on ACCTs. The higher number of ACCTs opened in May was attributed to a range of issues including frustrations over expected entitlements or regime curtailments as well as disappointment following losses awarded at adjudication.

FELTHAM A	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug
ACCTs opened	2	3	6	2	7	2	3	2	8	5	3	5
ACCTs opened and closed on the same day	2	2	2	1	3	1	1	1	3	2	0	3
Average roll	79	79	76	74	72	68	72	64	54	54	54	60

Feltham B

A total of 57 ACCTs were opened for young adults during the reporting period, an average of almost five a month. This compared to 135 ACCTs being opened for young adults last year, at an average of 11 a month. In the view of the Board, this steep and significant decline is not simply a reflection of the fall in roll, but a consequence of lockdown where young adults spent more time in their cells and only came out in bubbles, thus feeling safer and less distressed. The spike in June came at a time when the regime began to open up, which was an unsettling time for some prisoners.

FELTHAM B	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug
ACCTs opened	7	4	4	3	3	5	2	4	6	14	2	3
ACCTs opened and closed on the same day	1	1	1	2	1	2	1	1	2	8	0	0
Average roll	236	225	235	231	203	209	205	214	210	187	174	171

4.2.2 Self-harm

Multidisciplinary teams meet frequently to assess the progress of and to ensure support for all prisoners who self-harm. Contrary to initial fears that the lockdown restrictions would exacerbate mental health issues and result in an increase in self-harm, the Board has noted the opposite. In fact, following the initial reduction in incidents during lockdown last year, there has been a continued reduction in self-harm across the prison this year, as prisoners reported feeling safer mixing in smaller groups and more secure with a consistent, albeit limited, regime.

Feltham A

The Board continued to note low levels of self-harm in Feltham A over the reporting period. There were both low numbers of individuals who self-harmed and a low frequency of acts of self-harm. In three months of the year there were no reports of self-harm at all among young people on Feltham A. Even the month of January 2021, which recorded five incidents of self-harm (the highest number per month in the reporting year) contrasts significantly with January 2020 when the total number of incidents was 24.

The low number of self-harm incidents reflect in part the low roll but the Board also recognises the work done by prison staff to deliver behaviour management plans and additional support to prisoners. While the low roll numbers could enable staff to work with prisoners to understand individual needs and to be proactive in anticipating problems, the restrictions placed on face-to-face interaction during the Covid regime has made that difficult. In response, over the past year Covid support plans (COSPs) replaced custody support plans (CUSPs). The main difference between the two plans is the reduction of time spent face-to-face between staff and young people. Under COSP, a number of officers were quickly trained to deliver shorter, focused interactions with prisoners. Overall, this has impacted on time spent one on one with vulnerable young people.

The Secure Stairs programme is a whole system approach incorporating COSP/CUSP to empower and enable staff to deliver better outcomes for prisoners. Its key performance indicators are reductions in incidence of violence and self-harm. As the Covid regime normalises, the Board will continue to monitor its implementation.

FELTHAM A	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug
Number of individuals who self-harmed	0	1	2	0	5	0	0	2	2	4	2	0
Total incidents of self-harm	0	2	2	0	5	0	0	2	2	4	3	0
Average roll	79	79	76	74	72	68	72	64	54	54	54	60

Feltham B

As outlined in the table below, the Board continued to note that the prison reported a consistently, relatively low level of self-harm on Feltham B.

FELTHAM B	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug
Number of individuals who self-harmed	3	2	3	4	1	5	1	3	3	6	1	2
Total incidents of self-harm	12	9	9	7	2	5	2	6	6	7	1	3
Average roll	236	225	235	231	203	209	205	214	210	187	174	171

4.3 Violence and violence reduction, self-isolation

4.3.1 Security

Feltham A

Finds of improvised weapons varied from six in some months to 13 in December and 11 in July. These were often made from plastic, to avoid being detected by the scanners. As Covid restrictions were eased and young people started to mix in larger groups, there was some concern that the use of weapons and assaults might increase. Throughout the year, young people reported feeling safer in their 'bubbles', and, while there were assaults between young people and between young people and staff, these were considered low in number. The more serious assaults were referred to the police. There continued to be reports of mobile phones within the prison, with several successful finds using scanners.

Incidents at height, young people climbing onto upper landings, and threatening to jump, continued through the year. In general, most incidents were resolved within a short period (ie 30-40 minutes) but there were some cases where outside assistance was required as the incident continued for a longer period of time. Serious incidents which are managed in command mode are de-briefed and lessons learnt completed by the duty governor. Lower level and shorter incidents are de-briefed and lessons learned are noted by the custodial manager (CM). The prison notifies the Board if and when the command suite is opened so that a member can attend to monitor in person.

Feltham B

Drugs and other illicit items continued to be found on B side, but regular searching of the grounds inside the perimeter fence and finds within parcels being sent to prisoners has limited their availability. Intelligence reports on both drugs and mobile phones fell during the latter part of the reporting period, only to rise in August as lockdown restrictions eased. There continued to be hot spots on various units from time to time, with only limited finds. During the year, a mobile phone was found on a prisoner being transferred from another prison.

Weekly intelligence review meetings (WIRMs) have taken place since April and the information and an intelligence picture is shared with the safer custody and residence teams at the safety intervention meeting (SIM). Safety and security analysts complete a weekly triage of intelligence and data. This link-up is working well and appears to be beneficial to all departments. This is analogous to the BMM on Feltham A.

Serious breaches of discipline can be referred to an independent adjudicator, usually a District Judge, whose powers of sentence are greater than adjudicating governors, and can include adding extra time to the existing sentence. Since lockdown, such hearings have been conducted remotely using a laptop computer and a

communications package. This has continued throughout the reporting year for prisoners on both Feltham A and Feltham B.

4.3.2 Violence and violence reduction

Feltham A

As noted by the Board last year, the drop in the level of violence under the restricted Covid regime has been maintained during the reporting year. This is partly due to the young people feeling safer mixing in small bubbles.

FELTHAM A	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Average roll	79	79	76	74	72	68	72	64	54	54	54	60
Assaults on staff	3	5	10	1	11	4	7	1	5	5	6	7
Assaults YP on YP	6	10	6	8	11	7	5	5	5	1	3	4
Fights	1	9	1	8	5	5	12	4	6	4	7	2
Total number of violent incidents	10	24	17	17	27	16	24	10	16	10	16	13

Feltham B

The level of violence seen throughout the year was significantly lower than in previous years. This is partly because of the lower population, but undoubtedly the Covid restrictions have been an important factor in this reduction. In addition, the 'bubbles' and restricted regime have given staff more time to work with the young adults and build up relationships, which has helped achieve these lower figures. Some internal resentments built up between young adults due to lack of physical contact and shouting between cells, as well as gang issues, were behind the higher number of assaults and fights during May and June. Staff are aware of possible further increases in violence as more Covid restrictions are eased and the prison returns to a more normal regime. The main driver for this will be increased contact between young adults on different units through the reintroduction of education classes, vocational courses, religious services etc.

During the two weeks spent on the induction unit, young adults are encouraged to disclose gang affiliations as well as indicate which rival gangs and other prisoners with whom they should not mix. The safer custody team then allocate prisoners to specific residential units which are deemed safe. During the reporting year, the induction units changed this policy slightly by allowing prisoners to choose between the residential units deemed safe. This is expected to help reduce charges of, and disciplinary action resulting from, disobeying a lawful order (DLOs) for refusing to go to specific unit. It should be noted that the more 'non-associations' (also known as

“keep apart”) that there are on a unit, the more difficult it is for staff to run the full regime. However, there has been a decrease in non-associations during the reporting period which can be attributed to the drop in the roll. Similarly, some young adults with a high number of non-associations have either been released or transferred, such as one young adult who had 12 non-associations across the establishment.

The number of assaults between young adults was considered by the prison to be at a tolerable risk level, although concern was expressed that the number of incidents could rise as Covid restrictions are lifted. An indication of this was seen in May when there was an increased number of violent incidents just after the regime opened up. This increase in violence was attributed to bubbles increasing in size from six to twelve, the introduction of hobby time, which allowed for further association on the units, and the arrival of new young adults onto Feltham B.

Safety Intervention Meetings (SIMs) continued to be held on Feltham B throughout the year, with representatives from every unit, education, the offender management unit (OMU) and several intervention agencies being obliged to attend, so that proper consideration was given to support prisoners who needed help within the prison system. Cases were discussed on an individual basis and overall trends reviewed.

FELTHAM B	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Average roll	236	225	235	231	203	209	205	214	210	187	174	171
Assaults on staff	1	1	1	2	2	1	2	2	3	4	3	2
Assaults YA on YA	2	1	12	4	6	2	6	5	10	5	4	1
Fights	5	3	8	1	1	2	3	2	10	6	7	8
Total number of violent incidents	8	5	21	7	9	5	11	9	23	15	14	11

4.3.3 Self-isolation

Feltham A

The number of self-isolations, or isolation for own protection, were very low. There was average of less than one a month for the period January to August. In April and May there were no self-isolations at all. In March there was a spike of three, and, of these, two did not want to engage with regime or mix in their groups and one refused to move units.

Covid and self-isolation rules have allowed prisoners the possibility of self-isolating and withdrawing from the regime under the pretext of concerns about Covid. In July, a group of four young people on a residential unit declared themselves to be suffering from Covid symptoms and self-isolated. Board members discussing the care of these prisoners with staff understood from staff that the young people were in

fact symptom free and that they simply did not wish to attend education or engage with the regime.

Feltham B

Only one young adult self-isolated on Feltham B during the reporting year. He remained on a residential unit throughout.

4.4 Young people with specific vulnerabilities

Feltham A

The Board has noted continued progress in the reporting and management of all aspects of safeguarding. Regular monthly and quarterly meetings are held analysing both cases and data. The local authority designated officer (LADO) attends safety meetings.

FELTHAM A	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Safeguarding referrals	14	9	2	7	11	7	15	4	4	6	4	4
Referred to LADO	2	0	0	5	0	1	1	1	0	2	0	1
Threshold not met	12	9	2	3	3	6	7	3	2	4	4	3

The IMB received six applications from young people during the reporting period and none concerned safeguarding. However, during the reporting period, a group of eighteen year olds were involved in a peer on peer assault against younger prisoners and it is of ongoing concern to the Board that prisoners on Feltham A can remain beyond their 18th birthdays up to age 18 years 10 months. This is due to the delay in the court system with a backlog of cases, and also delays in transferring prisoners.

4.5 Use of force

The Board monitors use of force through examining the reports of incidents in daily briefings and BMMs. Careful note is made of observations in the daily log books. Board members who are present in Feltham when an incident has occurred will try to visit prisoners involved and talk to them personally after the incident.

Feltham A

The minimising and managing physical restraint (MMPR) team operates on Feltham A and is responsible for training all Feltham A staff in the correct techniques to be used in the restraint of young people. The Board has noted their comprehensive work across the reporting period.

Feltham A	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Total use of force	24	75	48	58	71	36	65	41	37	28	50	31
Total incidents	13	34	26	27	29	19	35	21	19	16	23	14
Total YPs involved	19	45	34	35	44	27	32	30	37	27	22	22
Average population	79	79	76	74	72	68	72	64	54	54	54	60

Feltham B

Feltham B	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Total use of force	24	19	16	18	7	13	21	65	129	69	75	79
Total incidents	17	8	20	12	7	9	12	10	24	11	18	14
Total YAs involved	24	19	46	18	11	13	28	23	49	27	37	27
Baton drawn	0	2	0	0	0	1	1	0	2	1	0	3
Baton used	0	2	0	0	0	0	1	0	1	0	0	3
Average population	236	225	235	231	203	209	205	214	210	187	174	171

4.6 Substance misuse

Feltham A

There was some concern in the early part of the reporting year about the number of intelligence reports and discoveries of drugs on Feltham A, especially as there was a low number of young people at the time and visits were non-existent because of the Covid restrictions. The number of reports dropped sharply from 40 in April to only six in May. This drop is believed to be a consequence of particular young people thought to be involved leaving Feltham, staff changes, counter corruption actions and more proactive searching. Other changes included the monitoring of carrying toiletries in a bag to the showers, which must now be wrapped in a towel only to make searching by staff easier and quicker. Following these changes, intelligence reports and finds have been negligible.

Mandatory drug tests which were stopped because of Covid restrictions recommenced in August as these restrictions were eased. Seven random tests were carried out in August and September – all negative results.

Feltham B

Drug tests stopped in January due to the Covid situation, although plans were in place for suspicion testing should the need arise. No tests were undertaken until August 2021 when lockdown restrictions were eased. During this first month of testing a total of 28 tests were carried out, with five showing positive. Two positive tests showed Gabapentin as the drug involved, which other prisons are having problems with, and the other three were cannabis.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

The overall fabric of the prison remains a cause of serious concern. The state of disrepair is particularly disturbing in the cells where prisoners have spent almost all of their time over the past year. Cells are poorly ventilated and often damp. Mould can be seen on many walls. Rooms are too hot in summer and too cold in the winter.

A programme of window and ventilation replacement began in 2021. It is anticipated that the replacement windows will improve the conditions in prisoner cells, and the Board will continue to monitor this. There is also an ongoing programme to replace communal showers with in-room individual shower pods; some shower pods have already been installed. A long overdue roof repair programme across the prison began in 2020 which started to address the damp issues, but already some of the newly repaired areas are beginning to leak to again. The seven week refurbishment of Lapwing Unit on Feltham B was still incomplete 18 months after the start of work.

Many of the residential units on Feltham B were redecorated and upgraded this year with very substantial improvements to the communal showers and serveries. Nevertheless, condensation, poor ventilation, mould and rainwater ingress continue to be raised by the Board as decency concerns in those units which have yet to be refurbished. In particular, the Board has noted that the showers on these units remain in an unacceptable condition.

It was noted that despite a significant budget being available to spend during 2020/21, various protracted delays meant that many planned works were not started within the relevant budget period and accordingly that money could now be at risk.

On a positive note, all cells now have telephones, which was especially important to the welfare of the prisoners over lockdown.

5.2 Segregation

On Feltham A, Falcon unit, which receives young people who are on Rule 49, saw a reduction in prisoners over the reporting period. This has enabled Falcon staff to conduct outreach work on other residential units and engage with prisoners in an effort to pre-empt violent incidents. The Board regularly noted the consideration and resourcefulness with which Falcon staff interacted with young people, and the range of ways in which they worked together to reintegrate young people back onto their residential units. Alpine Unit is now an additional residential resource for young people with particularly challenging behaviour.

On Feltham B, as has been reported over the past three years, the care, support and reintegration unit (CSRU) exercise yard continues to have a serious problem with roosting pigeons and the accumulation of droppings, feathers and dead birds. The yard is already a small, bleak, fenced-in courtyard with little direct sunlight which only

provides for minimal levels of exercise. The seemingly unresolvable pigeon problem compounds the issue, making any time spent outdoors an unpleasant and unhygienic experience for young adults and staff alike. It is the Board's continued view that this exercise yard is entirely unfit for purpose. An additional concern on the CSRU is persistent leak in the skylight in the main corridor that frequently requires buckets to catch the water when it rains.

5.3 Staff/prisoner relationships

Throughout the year, the Board has regularly noted positive, convivial interactions between staff and prisoners across both Feltham A and Feltham B.

Additional staff/prisoner relationships are supported on Feltham A through COSPs (which replaced the CUSPs over lockdown) and the Secure Stairs framework. On Feltham B, for operational reasons, the key worker scheme was put on hold over the lockdown and has not yet been fully reinstated.

5.4 Equality and diversity

5.4.1 Equality action team

The multidisciplinary equality action team (EAT) met most months during the reporting period and was represented by people from both sides of the prison in person or dialling into meetings remotely. The EAT has recently shifted to quarterly meetings, with separate strategy meetings to plan for celebration events like black history month.

The EAT scrutinises a range of data and makes detailed analyses. For example, during the reporting period it began a review of use of force incidents involving BAME prisoners. The Board will continue to monitor this work.

As a result of feedback from prisoners over the course of the year, the equalities managers have enabled a range of culturally appropriate health and body care products, such as durags and hair gel, to be available for prisoners. While the staff faced administrative difficulties in doing so, their perseverance has been appreciated by the BAME prisoners in particular.

5.4.2 Foreign nationals

At the time of reporting, the prison population included 23 young people and 27 young adults who were foreign nationals from a total of 21 different countries. These figures represent a similar proportion of the prison population as last year. Staff at Feltham go out of their way to support prisoners who have a language barrier. One example was the recent arrival of a prisoner who spoke no English at all. IMB

members witnessed prison staff employing different techniques and software to enable the prisoner to communicate.

Two young adults remained on an IS91, which allowed them to be detained beyond their release date on immigration grounds. Although they had completed their sentences, they still remained in custody because there was a backlog of deportations and removal centres were full. The immigration office reports that this is a national problem and is Covid related. The foreign nationals were all supported by the immigration officer who visited the prison throughout the reporting year..

5.4.3 Discrimination incident report forms (DIRFs)

During the reporting period, 66 DIRFs were received. Of these, 51 were from staff about prisoners. The majority of these complaints related to race (36) and sexual orientation (13). Ten of the DIRFs were from prisoners about staff and all related to race or religion. The remaining five DIRFs were submitted by prisoners about other prisoners, four of which were about race. All were investigated and resolved through adjudications, additional training and restorative activities. Prisoners reported that the DIRFs were investigated although they did not always agree with the results.

5.4.4 Feltham B

The average population on Feltham B fell during the reporting year, from 236 in September 2020 to 171 in August 2021, which continued a trend seen last year. This was a result of many young adults reaching the end of their sentence and fewer arrivals than normal due to delays in the courts systems. The population demographic remained fairly static throughout the year with prisoners identifying as white 33%, black 40%, Asian 12%, mixed 11%, other 4%. This ethnic breakdown is important to record to enable the prison to ensure that everyone is being treated equally within the prison system and is used in the analysis of data from all incidents.

5.5 Faith and pastoral support

The chaplaincy team continued to find creative ways to support prisoners during lockdown. They are highly proactive and are well regarded by prisoners and staff alike. Staff used the chaplaincy team to de-escalate situations and provide support for individuals and groups throughout the year.

Covid restrictions meant prisoners were not able to access communal worship but the chaplaincy team maintained individual religious studies and pastoral support, small group sessions and even one-to-one acting sessions.

The highly skilled group of 18, including volunteers, fully utilised the skills of the whole team. One member of the team is an actress who project managed the making of the film 'Wake Up' with prisoners. The film is available on Amazon and those involved gave very positive feedback about the impact on their own self-worth.

The chaplaincy team work closely together and support each other across religious affiliation to celebrate religious festivals, for example Eid and checking that meals were delivered at the appropriate time to break fast over Ramadan.

When not leading communal worship, members of the chaplaincy team spend most of their time with individual prisoners. The Board has noted how this is appreciated by all those they support and particularly by those given support immediately following a referral by other prison staff.

The chaplaincy team provided much needed pastoral support for prisoners who suffered family bereavement during the last year. The Board commends them for all their work, but in particular the bereavement support and help they have given to prisoners who lost close family members during the Covid pandemic

The team worked with a number of outside charities and agencies including Spark2Life, Junction 42, Urban Saints and Holy Trinity HTB. These charities provided a range of activities and services. Spark2Life mentor some young adults once they are released. Junction 42 and Urban Saints have provided activity packs during Covid and Holy Trinity provided Christmas packs. In total 120 prisoners received packs at Christmas. Feedback from the prisoners suggested they enjoyed them, and they made them feel they hadn't been forgotten.

5.6 Rewards and sanctions

Feltham A

The incentives and earned privileges scheme (IEP) continued to be suspended during Covid, meaning no young people were on basic regime. Unless sanctions had been imposed, all young people continued to have a television, an in-cell phone and access to DVD players and games consoles.

The green and yellow card system was very popular with young people and staff alike. The prisoners particularly liked the fact that green cards could be exchanged for phone credit. Green cards were used generously when time out of rooms was low and additional free phone credit was in place throughout the reporting period. The IMB has noticed, however, that there was often inconsistency in the criteria used in issuing IEP cards which could have undermined the perception of equity within, and effectiveness of, the system.

There were 1,281 adjudications during the reporting period and 21 young people were referred to the independent adjudicator. For the second year running, there was a significant reduction in violent incidents. Staff and young people report that this was a result of prisoners being in smaller groups and not related to the suspension of the IEP policy.

Feltham B

In line with national guidelines there were no young adults on basic regime as the IEP policy has been suspended for the entire reporting period. There were 1,056 adjudications during this time with four young people having between four and fourteen days added to their sentence following independent adjudications. A new incentives policy was due to be launched at the beginning of August. This includes changes such as a fast track scheme to enhanced status. Representative prisoners from each wing, plus focus groups, were consulted in the process and were generally in agreement with the proposed changes.

5.7 Complaints

While figures for the entire reporting period were not available, between December 2020 and September 2021, the prison received 98 first-stage complaints from young people and young adults, which is a significant reduction from last year when 487 were received.

The main topics for complaint from young people and young adults were issues concerning property, staff, and phone pin-codes, with property being the subject in the vast majority. Over the course of the reporting year, the Board noted some responses to first stage complaints (ie Comp1s) did not always fully address the concerns raised by the prisoner. In addition, some responses, especially those relating to property and reliant on feedback from other establishments, were often delayed.

5.8 Property

As has been reported in previous IMB annual reports, the handling of prisoners' property, whether in prison or on transfer to prison, remains a serious unresolved issue. Prisoners can wait a significant and unreasonable time to receive their property. The Board has continued to deal with multiple issues around missing property, notably property lost during transit between prisons. Lockdown appears to have created an even more impenetrable barrier to communications between establishments.

The IMB still encountered considerable difficulty in resolving property complaints with other prisons within a reasonable time limit. The Board received 16 separate applications regarding prisoners' property missing after transfer from other prisons and 15 regarding property which went missing within Feltham itself. This accounts for 40% of all applications received by the Board over the reporting period.

In two notable instances, the Board was directly involved in monitoring the resolution of requests for reimbursement which were unreasonably delayed; in one case for

over a year and in the other case beyond the release of the young adult from prison. Both cases involved partner organisations; one being the external company contracted to provide canteen services across the prison service, the other being another prison. Both instances highlighted the frustrations encountered by prison staff in resolving issues for which they are held accountable but where resolution is beholden to external organisations over which they have no direct control.

6. Health and wellbeing

6.1 Healthcare general

Healthcare services are provided by Central and Northwest London NHS Foundation Trust.

6.2 Physical healthcare

The outpatient facility is located on Teal Unit and logged 20,440 bookings, of which 18,000 were attended appointments. These included individuals who attended some clinics multiple times or several different clinics and/or services. Of these, 12% were to see a GP, 39% were to see a nurse (eg for asthma clinics, ECG, blood tests, triage, sexual health, etc.) and 45% were for the variety of mental health services offered.

There were one of three GPs on site six days per week (Monday to Saturday), including bank holidays. There were no waiting lists, as patients are booked as soon as requested, although there had been some evidence of communication hold ups between wings. The maximum waiting time once booked was two days.

There was 24-hour nurse cover, with urgent cases responded to immediately and with routine waits of no more than two days. There were 714 dental appointments and 303 visits to opticians. Waiting times were a maximum of three weeks for both.

To the knowledge of the Board, there have been no complaints to contradict these statements, although complaints regarding healthcare do not go via the normal prison complaints system. Instead, patients are asked to fill in a pictorial form which covers any comments they wish to make, good or bad.

There were a total of 1,644 did not attend (DNAs) and 797 no access visits (NAVs). As NAVs were not the result of the prisoner choosing not to attend, another appointment was always made available. NAVs were often a result of challenges in prisoner movements. In order for healthcare to operate effectively, patients need to be escorted to the healthcare unit which is situated on Feltham B. This means that there were frequently conflicting priorities between the movement of individuals for healthcare appointments and the movement of large numbers of other prisoners, eg for education, workshops etc. The movement of those going to healthcare often received lesser priority. The delivery of medicines to the wings was also impacted and it could often take over two hours for a nurse to see seven to ten patients.

Extensive plans have been drawn up for a new medical suite to be commissioned above reception on Feltham A, which would reduce the NAVs for the reasons outlined above. These plans have not yet progressed, which is frustrating for all concerned.

6.2.1 Covid vaccines

At the last count, 38 young adults had been vaccinated but there were significant numbers of refusals among the 18 – 20 age group.

6.2.2 Heatwave

Cells on both Feltham A and Feltham B have little ventilation and many windows need replacing. This can cause a lot of distress, especially for those prisoners with breathing difficulties. Healthcare issued plastic drinking bottles to all and encouraged them to keep their fluids up.

6.2.3 Emergency care

Healthcare staff are improving their responses to assaults and critical events by using the recently employed emergency care technicians and paramedics. It means nurses no longer have to be pulled out of clinics in order to respond. These new staff members also have skills in phlebotomy and injections among many others so can be readily utilised in routine healthcare.

6.3 Mental healthcare

Nine new posts were created and filled to cover areas of psychosocial therapy, speech, language and communication, occupational therapy and psychotherapy (including music therapy). Music therapy has always been very popular, and a new 'lab' has been commissioned on Feltham A to accommodate rap music styles.

6.3.1 Wren project

Local stakeholder meetings have taken place including a plan to change the name and function of the unit to reflect a focus on additional therapeutic support; moving away from the identity of an acute inpatient unit, given the nature of the population at Feltham. There will be a phased approach to staffing on the unit and further training for operational staff.

6.3.2 Lifers project

The Feltham A team lead and senior psychologist are contributing to a project with stakeholders across the prison to provide additional therapeutic resources for young 'lifers' on Feltham A. This will involve a therapeutic group. At the close of the reporting year, plans were at a consultation stage, with young people giving their views via focus groups.

There has been work done to liaise with youth justice liaison and diversion (YJLD) practitioners in crown courts, particularly the Old Bailey, in order to support young people coming up to long trials for murder and related offences. A recent 'drop in' session arranged by the Feltham A team lead, with the YJLD practitioner from the

Old Bailey was well attended by young people about to start trial and helped to support them with preparation for trial and what to expect.

6.4 Social care

Feltham A

A range of external agencies provide support to young people on Feltham A. These include Barnardos, Kinetics and Roadlight, who were all onsite during the reporting period. Advocacy is provided by Barnardos and youth work by Kinetics. Roadlight provided additional behavioural support and guidance to young people until the end of July 2021.

Feltham B

At the start of the reporting year in September 2020 there were five 'Listeners', prisoners specially trained by Samaritans to provide confidential support to fellow inmates who are struggling to cope or who feel suicidal. In March 2021, the number had decreased to three, and new recruits were appointed, but the only training available was on-line. This was deemed unsuitable due to the age group involved, and face-to-face training was requested. Samaritans were unable to provide this due to lack of resources, and the issue remains outstanding. At the July meeting it was agreed to set up a PIN system to enable in-cell phones to connect direct to Samaritans, as it is unlikely that the Listener training issue will be resolved in the near future. At the end of the reporting year in August 2021 only one Listener remained onsite. The Board is concerned at this collapse of the Listener system as it leaves vulnerable prisoners without peer to peer support when its most needed. At the same time, the Board is pleased with this new proposal as it means vulnerable prisoners will have someone to talk to almost immediately from the privacy of their own cell, although this privacy will be lost if there is more than one person in a room.

6.5 Exercise, regime

6.5.1 Exercise

Feltham A

From October 2020, easing of some Covid restrictions meant that young people also got an additional two hours a week educational gym as part of the curriculum, either on the field or in the sports hall.

Feltham B

The gym was able to continue its good work with all young adults being able to attend a gym session at least once a week in their individual bubbles. The weights room was well used, always allowing for social distancing. The gym instructors course continued but only four young adults from one bubble were able to attend. The football and rugby courses were suspended but were able to start again from

July with reduced numbers. The Park Run every Saturday started again at the same time, with the appropriate Covid restrictions.

6.5.2 Regime – time out of room (ToR)

The data indicating the amount of time prisoners have spent out of room has been relatively stable over the reporting year as lockdown has eased, although figures calculated by the prison are based on daily data for each wing. As each wing represents up to 20 individuals there can still be a lot of variation, for example a cleaner may be out of his room most of the day, while someone who is self-isolating may not leave their room at all. However, the Board was consistently told by both officers and prisoners that all prisoners got at least 30 minutes for showers and 30 minutes for exercise in the yards in their bubbles. The remainder of their time consisted of workshops, education and gym. Bubble sizes have increased during the year allowing for longer period of ToR and on some wings, prisoners are able to 'dine out' at least once per week.

Feltham A

The average time out of room for the majority of units on Feltham A was 5.7 hours on weekdays and 5.0 hours at weekends. Dunlin Unit consisted of platinum level young people and they averaged nine hours out of room per day, while on Falcon, which is used for temporary separation, the time out of room averaged 2.3 hours as young people mostly came out of their rooms individually.

Feltham B

The average time out of room for most wings on Feltham B was 4.4 hours on weekdays and 3.75 at weekends. Kingfisher Unit has two sides, one for induction and one for enhanced young adults. The data were merged but the average ToR for all was 7.1 hours. The inpatient wing, Wren, averaged 4.0 hours ToR.

7. Education and training

7.1 Education

Feltham A

A standard curriculum for young people was provided by Prospects Ltd and there has been continuity of management this year.

Staff turnover has been less this year but towards the end of the year, recruitment expanded in anticipation of a projected higher roll. Again, this year there was no two-week break for education over Christmas, although the eight-week term cycle remained.

In September 2020, despite a restricted Covid regime, young people were receiving an average 15 hours a week education in classrooms, supplemented by work packs on the units. The screened closed visits area was used to provide face-to-face education for young people in quarantine.

In October 2020, five young people were doing GCSEs, eventually gaining six GCSEs between them. In summer 2021, twelve young people took 18 GCSEs between them, gaining 16 passes. To put this in context, this is between a quarter and a third of sentenced young people. The transient nature of the Feltham A population remains a challenge to course completion, but a pupil progress package has worked well to achieve a good transfer of information between establishments. However, obtaining details of previous attainment from schools in the community has proved more difficult.

During lockdown, young people were taught in small groups of three or four which contributed to improved attendance, learning focus and behaviour. In addition, liaison between education, wellbeing and operational staff has improved over the year to provide a much better overall view of each young person. Education managers are keen to maintain this improvement.

After taking a long time to be approved, thirty tablets are now on-site and have greatly improved the learning environment. Feltham is the first YOI establishment to have these, and more are on order. Classrooms have also been redecorated.

Outreach education on the residential units is provided for young people who, for one reason or another, cannot attend in person. In previous years, teachers struggled to provide the targeted hours, but with improved behaviour, the need for one-to-one education has decreased. An additional factor was the introduction in the spring of the trauma informed curriculum which focuses on returning students to classrooms much more quickly after poor behaviour. As a result, by August 2021 there was no difficulty providing outreach education as required.

While attaining basic levels of maths and English remain a priority, this year has seen new entrants with a wider range of academic background. Education provision

needs to be more flexible in consequence and new teachers are now required to have supervised to A level equivalent standard. External tutors will provide additional specialist input for subjects and A level equivalent courses are provided by Stonebridge Trust. Feltham also provides an in-house post-GCSE bridging maths qualification.

The Board has noted that some lessons learned from lockdown have begun to be consolidated into normal practice, eg teaching in smaller groups.

Feltham B

Education on Feltham B operates as the equivalent of a further education (FE) college, in contrast to education on Feltham A which operates as the equivalent of a school. As an FE college, education on Feltham B does not have the funding to employ classroom assistants. Considering the behavioural challenges faced by staff in a prison setting, this is a considerable handicap.

Following last year's lockdown when teachers were offsite for many months, teaching staff returned in person in July 2020 and classroom teaching resumed in July 2021. During the interim when teaching staff were onsite but unable to teach in the classroom, individualised learning packs were distributed, and teachers communicated with young adults through cell doors and via handwritten feedback. While it was reported to the Board that take-up of work packs during this period was 75%, feedback directly to the Board from young adults was that they found the work packs boring and of little value.

In July 2021, the situation changed with bubbles in each wing receiving weekly tuition in small groups of four. The young adults worked towards qualifications at level 1 (equivalent to a GCSE standard pass) and level 2 (equivalent to GCSE strong pass). Teaching at level 3 (equivalent to A level) is carried out through distance learning and is financed through funds outside the Feltham B education budget.

During lockdown, all classrooms have been redecorated and fitted with an internet secure version of interactive whiteboards with touchscreen. The plan is for laptops and tablets to be provided to young adults to use in their cells but the Feltham B headteacher does not expect them to form part of the education toolkit until December 2021 and to not be fully employed until autumn 2022.

7.2 Library

Feltham A

The designated library for young people on Feltham A has been built but is still not stocked or in service. Whilst all internal library services remain on a mobile basis only, this is not crucial, but the Board is concerned that there does not seem to be a clear plan of when or how to bring the new Feltham A library into service.

Feltham B

The library has functioned all through lockdown with the library staff visiting wings once a week. The young people are asked what they are interested in and a tailored selection of books is prepared in advance of the visit.

7.3 Vocational training

Workshops at Feltham remain in a state of disrepair. This is of particular and pressing concern to the Board who are charged with satisfying themselves on 'the range and adequacy of the programmes preparing prisoners for release'. The range and adequacy of the programmes were and remain inadequate because of workshops that are not fit for use and therefore closed. Many workshops have been declared unusable because of extensive rainwater ingress and continue to be closed pending repairs. The Board is concerned that the system for commissioning repairs and renovation is overly cumbersome, slow and is therefore not fit for purpose.

Feltham A

The new workshops on Feltham A are all kitted out, but additional work is needed before they can open for use.

The existing barber shop is still being used and the paints tutor has employed young people to paint the education block on Feltham A and other parts of the prison. These young people are gaining recognised "competence units" through learning on the job. One young person has been offered a placement with a decorating company on release.

Feltham B

The health and safety course continued with restricted numbers, allowing sixty young adults to obtain their construction skills certification scheme (CSCS) card, which will allow them to work on building sites.

The Duke of Edinburgh award scheme signed up over 200 prisoners across the whole establishment, most of whom were able to complete the two academic sections of the scheme via remote learning.

The kitchen managed to renew their good work in training young adults once Covid restrictions were relaxed. The constraint of only allowing young adults from one bubble at a time into the kitchen meant that wings were only able to send young adults to the kitchen one day a week. Even allowing for the restrictions, a healthy number obtained qualifications. A number of Level 2 GVNQ were obtained in advanced food preparation.

There are now plans to reequip the officers' mess which had been decommissioned several years ago and has remained out of use since. Current plans for the space involve Social Pantry, a social enterprise catering company, and will allow an increased number of young adults to obtain qualifications in a service industry with many vacancies.

The gardeners have been able to function during lockdown. There are three tutors

who can each train four young adults from one bubble. The scheme they are working on is yet to be approved by City and Guilds council.

7.3.1 Workshops

Feltham B

Feltham B has acquired units vacated by Feltham A. This could in theory result in an increase in commercial skills training, but over the last few years and particularly during lockdown, most of the units have deteriorated due to lack of maintenance. During lockdown some short-term repairs were carried out, but very few of the facilities will be able to fully function when restrictions are lifted. In addition, many of the tutors have left.

The bricks workshop is to be reallocated to non-vocational activities. The paints workshop is being stripped out with no new attended use. Tuition in painting is to be moved to the multi-skills unit which will only cater for six painting and decorating students. The new tutor is only able to teach painting and decorating, so the plumbing and tiling training previously in place will be lost. The other unit handed over from Feltham A is the motor repair shop. A new tutor has been appointed but as yet is not in post.

The computer workshop has been stripped out and a new provider appointed. It is anticipated that the workshop will not be functional until summer 2022. The music workshop has now been designated as the home for prison radio. This again will mean a reduction in work placements and a large workshop not being used to full capacity. There is no timetable for this new facility to be operational.

The bike workshop opened in July with two tutors, with a limit of four young adults against an actual capacity of eight. To allow as many young adults as possible to be involved there are two shifts a day. The courses last 12 to 16 weeks leading to a City and Guilds qualification at level 1-3. The bikes are supplied by the Sue Ryder charity and are sold by them when repaired.

The laundry workshop is now only being used to sort and dispatch clothing for washing offsite and redistribution upon return. Given the expense of transporting the clothing, prison staff have mooted the potential opportunity to give useful employment to young adults if onsite laundry services were re-established.

8. Progression towards transfer or release

8.1 Case management and progression

The resettlement team are responsible for the coordination of young people's case management on Feltham A. They work with a multi-disciplinary team in a strong and effective way but transferring prisoners to the adult estate can be problematic and delayed. Similar issues are faced on Feltham B where case management and progression is handled by the OMU.

8.2 Family contact

At the beginning of the reporting year in September 2020, social visits were occurring on both Feltham A and Feltham B, although the logistics of keeping these within bubbles meant numbers were low. On one Monday in October, for example, only one visit on Feltham B side actually took place. Besides logistics, families may have been put off by a reluctance to use public transport during the pandemic, or simply may have been content to maintain contact by phone, given doing so was much more convenient with in-cell phones available for all prisoners.

The national lockdown on 5 November 2020 closed social visits on Feltham B. On Feltham A, visits on compassionate grounds were still permitted, although very few of these were actually made. Visits for immediate family opened up again on both Feltham A and Feltham B from 15 April 2021, although no physical contact was allowed. From the end of June 2021, Feltham operated a pilot scheme whereby physical contact was allowed provided visitors took a lateral flow test in the visitors' centre immediately before the visit. However, as visits were still only allowed within bubbles, numbers remained low.

Since lockdown began, visitors have been unable to bring in parcels for prisoners; these must now be sent by post.

At the start of year, the Board circulated a questionnaire to all prisoners about various aspects of their life in prison over lockdown. Those that responded appreciated the ease of keeping in touch with family and friends using the newly installed in-cell phones. While Purple Visits (a video link service) continued to be an option for prisoners throughout the reporting period, uptake remained low as prisoners reported preferring phone calls and letters.

8.3 Resettlement planning

Feltham A

Accommodation for young people is always arranged prior to release, where possible two weeks in advance. Release of young people back home is usually

straightforward, but for those in care often it is difficult to find suitable accommodation. This can cause unnecessary anxiety, which can in turn lead to more serious problems. Often accommodation cannot be found near family and/or friends and, as a result, a vulnerable young person can find themselves living in an unfamiliar area for no reason other than difficulties in securing appropriate premises elsewhere.

Some young people are moved to new or different areas to avoid identified risks. These young people continue to receive support from their youth offending team (YOT) worker. However, it has been reported to the Board that this can be sporadic and sometimes not enough support is given to young people on release, despite the efforts of prison staff to prepare them as much as possible.

It has also been reported to the Board that another problem relating to resettlement is that landlords are often unlikely to hold rooms in advance, especially if they are not being paid. Similarly, social services are unwilling to pay for accommodation when the room is empty for up to two weeks.

It was often a challenge to secure education, training and employment for young people on release and this has been especially difficult during Covid. The resettlement team worked closely with external agencies to resolve these issues, including the pan-London Resettlement Consortium to which all 32 of the London Borough YOTs are a part.

Feltham B

Until the end of June 2021, resettlement for young adults was managed by two charities, Catch 22 and DePaul. Catch 22 dealt with preparation for life outside prison and De Paul dealt with accommodation. Resettlement is now handled by the community probation service (CPS), who are based outside the prison. Catch 22 is no longer a provider to the prison, although two staff members temporarily remain onsite attached to the OMU. Accommodation is now dealt with by a new provider, St Mungo's, who have one housing officer onsite for Feltham B.

Gaps in provision by CPS were reported to the Board at the end of June 2021. Gaps included lack of support for prisoners in the preparation of CVs, bank accounts and ID badges prior to release. Prisoners were however informally supported by OMU staff. There was no pre-release planning for education and training. As this occurred during the end of the reporting year, the Board will monitor further moving forward.

Resettlement varies between receiving local authorities and in some cases no arrangements can be made before actual day of release. This creates unnecessary stress for the young adults, and, in one case, a family were waiting outside the prison all day awaiting a decision on release address. A number of young adults have been placed in hotels, which delays progressing their resettlement as they do not have a fixed address to allow them to sign up for education and training, or even open a bank account.

During the reporting year, the Board monitored the progress of several young adults who experienced a high degree of uncertainty about their resettlement arrangements until immediately before their release. This was unsettling for all involved, most especially for the young adults, but also for the prison staff who were often doing everything within their power but were reliant on partner organisations to progress arrangements

The Board recognise that preparation for release involves a range of outside agencies including local authorities and the probation service, and effective joint working is critical in preparing young adults for their transition and ensuring their safety once released. As the Board is specifically charged with "satisfying itself as to the adequacy of programmes preparing prisoners for release" this remains an area of significant concern.

9. The work of the IMB

Board statistics

Recommended complement of Board members	16
Number of Board members at the start of the reporting period	16
Number of Board members at the end of the reporting period	14
Total number of visits to the establishment	157

Applications to the IMB

Code	Subject	Previous reporting year		Current reporting year	
		Feltham A	Feltham B	Feltham A	Feltham B
A	Accommodation, including laundry, clothing, ablutions	1	16	1	3
B	Discipline, including adjudications, IEP, sanctions	2	9	0	10
C	Equality	0	2	0	0
D	Purposeful activity, including education, work, training, library, regime, time out of cell	2	3	0	6
E1	Letters, visits, telephones, public protection restrictions	2	9	2	2
E2	Finance, including pay, private monies, spends	0	2	0	1
F	Food and kitchens	0	0	0	6
G	Health, including physical, mental, social care	1	8	1	3
H1	Property within this establishment	0	8	1	15
H2	Property during transfer or in another establishment or location	0	11	1	16
H3	Canteen, facility list, catalogue(s)	0	3	0	4
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	0	4	0	2
J	Staff/prisoner concerns, including bullying	1	11	0	15
K	Transfers	1	6	0	0
L	Miscellaneous, including complaints system	0	3	0	2
	Total number of applications	11	95	6	84



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