



Annual Report of the Independent Monitoring Board at HMP Whatton

**For reporting year
1 June 2019 – 31 May 2020**

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Contents

| | |
|-------------------------------------|-------------|
| Introductory sections 1 – 3 | Page |
| 1. Statutory role of the IMB | 3 |
| 2. Description of the establishment | 4 |
| 3. Executive summary | 6 |
| Evidence sections 4 – 7 | |
| 4. Safety | 9 |
| 5. Fair and humane treatment | 14 |
| 6. Health and wellbeing | 21 |
| 7. Progression and resettlement | 25 |
| The work of the IMB | 34 |
| Applications to the IMB | 35 |

Introductory sections 1 - 3

1. Statutory role of the IMB

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

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

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

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

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

2. Description of the establishment

- 2.1 HMP Whatton, Nottinghamshire, is a category C training prison for male prisoners convicted of sexual offences against adults and children. The certified normal accommodation is 740, the operational capacity is 841 and the average population in this reporting year was 821. HMP Whatton is one of the largest specialist prisons in Europe to offer offending behaviour programmes to people with convictions for sexual offences. The establishment also offers a wide range of learning and skills programmes, as well as employment opportunities, such as manufacturing and gardening.
- 2.2 The prison's residential accommodation consists of 14 residential wings: A1–8 (constructed in 2006); B1–3 (constructed during the 1960s, when the prison was a detention centre housing young offenders); and C1–3 (constructed in the following years: C1 in 2005; C2 in 2004; and C3 in 2008), and a care and separation unit (CSU) attached to the A3 residential unit. The accommodation cells comprise a mixture of single and double cells, and modern (with an en-suite toilet, washbasin and shower) and older (with an in-cell toilet but the prisoners living in these use shared showers) facilities. The accommodation on B wings remains, in the Board's view, unfit for purpose, and conditions there have been regularly criticised by both the IMB and Her Majesty's Inspectorate of Prisons (HMIP).
- 2.3 Accommodation for purposeful activity includes a sports hall (including three badminton courts and a cardiovascular exercise suite), a gym with weight-training facilities, manufacturing workshops, a large education unit and a large kitchen facility specifically for the use of prisoners undertaking the national vocational qualification (NVQ) in catering. The establishment also has a well-resourced library.
- 2.4 The healthcare unit includes an end-of-life suite and dementia care suite.
- 2.4 Outside the prison secure compound, there is a purpose-built visitor centre, which is managed under contract with the Prison Advice and Care Trust.
- 2.5 The prison also had an external contract with Inspire for the supply of library literature which changed to PeoplePlus on 1 May 2019, and is subcontracted to Suffolk Library Services. There are three externally commissioned services for the provision of healthcare services (provided by Mitie Care and Custody (Health) until 31 March 2020 and subsequently by Care UK), facilities management (provided by Amey), and learning and skills (managed by PeoplePlus). The prison also has a contract with Age UK and the Carers Federation, and during the reporting year the prison has built links with Age UK, Circles UK, the Safer Living Foundation, Workers' Educational Association and other third-sector agencies, in order to improve the resettlement process for older prisoners and those with learning difficulties.

3. Executive summary

3.1 Background to the report

- 3.1.1 The COVID-19 outbreak has had 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 that is being collated nationally.
- 3.1.2 This report presents the findings of the Board at HMP Whatton for the period 1 June 2019 to 31 May 2020. Until the outbreak of the COVID-19 pandemic (March 2020), members of the Board visited the prison at least twice a week, and the Board's findings are based on the monitoring of accommodation and facilities; observation of a range of activities; review of records and data; external audits; attendance at some prison meetings; formal and informal conversations with prisoners, staff and other agencies; and prisoners' applications.
- 3.1.3 Board members have had free and unconstrained access to all areas of the prison. While retaining its independence, the Board has had the full cooperation and support of the Governor, the senior management team, and all prison officers and staff. This has been greatly appreciated. We are grateful for the support of the business hub personnel, who have supported us during the long-term absence of the Board clerk (maternity leave).
- 3.1.4 The Board wishes to commend the Governor, senior management team and the staff of HMP Whatton for the fair and humane manner in which that the restrictions imposed by the measures to combat COVID-19 were carried out, with prisoner welfare the first concern. There was a consistent regime, allowing daily telephone contact with the family and regular exercise for each prisoner. It is to the credit of all concerned that during the first 10 weeks of the public lockdown (to the time of submitting this report), the prison was settled and prisoners accepting of the situation.

3.2 Main judgements

3.2.1 How safe is the prison?

The Board considers that HMP Whatton remains a safe prison by comparison with other similar establishments, and during our work the environment is positive more often than not. Board members have noted that there appears to have been a rise in the number of incidents of disruption, although the level remains relatively low. Some of this may be attributable to the changes in the demography of the prison population, as there are now a number of younger prisoners.

3.2.2 How fairly and humanely are prisoners treated?

Prisoners are normally treated with fairness and humanity. However, since the start of the COVID-19 pandemic, the majority of the prisoners have been locked in their cells for 23 hours per day. This regime followed the emergency regime management plan issued by Her Majesty's Prison and Probation Service (HMPPS). This, and other directives, has constrained the Governor from relaxing the lockdown rules and any local initiatives have, in the main, been rejected by HMPPS. The Board believes that this situation is unsustainable and cannot be regarded as fair and humane treatment.

The substandard accommodation in the B wings continues to raise concerns. The Board is aware that the Governor and prison managers have repeatedly raised concerns about the quality of this accommodation but no funding for a replacement has been made available.

Board members have, on several occasions, observed the use of force, and these incidents have not raised any concerns.

3.2.3 How well are prisoners' health and wellbeing needs met?

The Board is satisfied that prisoners receive healthcare treatment that is at least equivalent to that provided in the community, and that they can access these services within a reasonable time frame. However, during the COVID-19 pandemic, many of the clinics have been suspended and there have been extended waiting times to see the dentist.

The standard of the accommodation in the healthcare centre remains a significant concern. The statutory requirement to provide a healthcare standard to HBN 00-03/09 is not being met, and the facilities are, therefore, deemed to be non-compliant. Furthermore, the condition of the healthcare facilities falls well below the standards that would be expected in the community.

3.2.4 How well are prisoners progressed towards successful resettlement?

HMP Whatton's resettlement package has been delivered by the reducing reoffending partnership, with the work being delivered by a community rehabilitation company (CRC) – namely, Derbyshire, Leicestershire, Nottinghamshire and Rutland CRC. Between April 2019 and April 2020, 239 prisoners were released from the prison.

Many of the prisoners have been assessed as high-risk prisoners, which means that they must be released into supervised probation approved premises. The prison is very often only notified of a release address within five days of release (quite often on the day before release). Consequently, released prisoners cannot be offered a job through the CRC as they do not know in advance where the ex-prisoner will be living. Also, the approved

premises may be in a different area to where the prisoner eventually settles, as the maximum stay in approved premises is 12 weeks.

The Board is concerned that 145 prisoners are serving indeterminate sentences for public protection (IPP) at the prison. This form of sentence, which was discontinued several years ago, is the cause of considerable anxiety to those affected because they have no knowledge of when they might expect to be released.

3.3 Main areas for development

TO THE MINISTER

Although £83m has recently been pledged by the government for the maintenance of prisons, the Board is concerned that when the COVID-19 restrictions are eased, there will still be a delay to the improvement of the prison's healthcare facilities (see paragraphs 6.1.8 to 6.1.11). Is the minister able to offer reassurance on this matter?

The Board has had to report that a prisoner was held for a long time in secure conditions with deteriorating mental health while waiting for secure hospital accommodation (see paragraph 5.2.3). Despite regular assurances from the National Health Service (NHS) commissioners that this area of concern was being addressed nationally, there have been no improvements to the speedy resolution of such cases. Will the minister intervene and address this issue directly with the Secretary of State for Health and Social Care?

TO THE PRISON SERVICE

The standard of the accommodation in the healthcare centre remains a significant concern, as indicated in our letter to the minister in April 2020 (see paragraphs 6.1.8 to 6.1.11). Will the Prison Service consider substantial refurbishment or replacement of the healthcare facilities, now that more capital funding has been made available?

Will the Prison Service review the routine issue of PAVA spray, as there have been extremely low levels of violence at Whatton, and this deployment appears disproportionate and inappropriate (see paragraph 4.6.2)?

As we have reported annually, the Board continues to receive applications about the loss of prisoners' property, usually when being transferred from another prison. Responses to prisoners' complaints from other establishments are often late or not received at all (see section 5.8). Can the Prison Service develop a reliable system of handling and tracking prisoners' property, to reduce these unacceptable losses and to minimise the number of compensation claims?

Will the Prison Service review, with other agencies, the timely notification of approved premises for released prisoners, to give them the best chance of resettlement and rehabilitation (see section 7.5)?

3.4 Progress since the last report

During the reporting period, the Board observed a significant improvement in the level of healthcare services provided by Mitie Care and Custody.

In April 2020, the healthcare provider contractor was changed from Mitie Care and Custody to Care UK.

The key worker scheme has been fully implemented throughout the prison, and already positive relationships between prisoners and staff have improved still further with the introduction of the scheme.

Evidence sections 4 – 7

4. Safety

4.1 Introduction

- 4.1.1 The Board's view of safety is formed from observations taken from our own monitoring, attendance at meetings and speaking with people in the establishment. We also review relevant documentation, including assessment, care in custody and teamwork (ACCT) documents and attending reviews, where possible.
- 4.1.2 Safer custody meetings are held on a monthly basis and it is usual for a Board member to attend. Representatives from the safer custody department attend and lead the meeting, along with other departments or organisations, such as healthcare, mental health, the chaplaincy and the Samaritans. Two prisoner representatives who are coordinators for Insiders and Listeners also attend for most of the meeting, and their input is recognised as important. During the latter part of the reporting year, meetings were held by teleconference owing to the pandemic.
- 4.1.3 Peer support groups exist within the prison and are primarily formed from the Listeners and Insiders. The respective groups meet frequently and provide valuable support to fellow prisoners who may be struggling with issues in prison. These prisoners wear specific t-shirts that make their role easily identifiable, and there are also signs on the wings with information on how to locate them. The Listeners receive outside support from a local Samaritans group.

4.2 Reception and induction

- 4.2.1 Reception is visited at regular intervals by Board members during monitoring visits. This includes the observation of new arrivals and prisoners who are going outside of the establishment for purposes such as hospital appointments. The reception area is always clean and well managed; prisoners passing through are seen to be treated well by officers working there.
- 4.2.2 Throughout the reporting year, there has been a maximum of only one IS91 prisoner at any given time (awaiting deportation). Due to the low number, the Board has nothing to report on this.

4.3 Suicide and self-harm, deaths in custody

- 4.3.1 There has been a total of 366 self-harm incidents reported during the current reporting period. This is an increase from the 284 of the previous reporting year.
- 4.3.2 There was a decrease in the number of ACCT documents opened during the reporting year, with a total of 239, compared with 287 in the previous reporting year. Board members routinely inspect ACCT documents during monitoring

visits and satisfy themselves that they are up to date and valid in content. No Board members have reported finding errors or omissions in these documents.

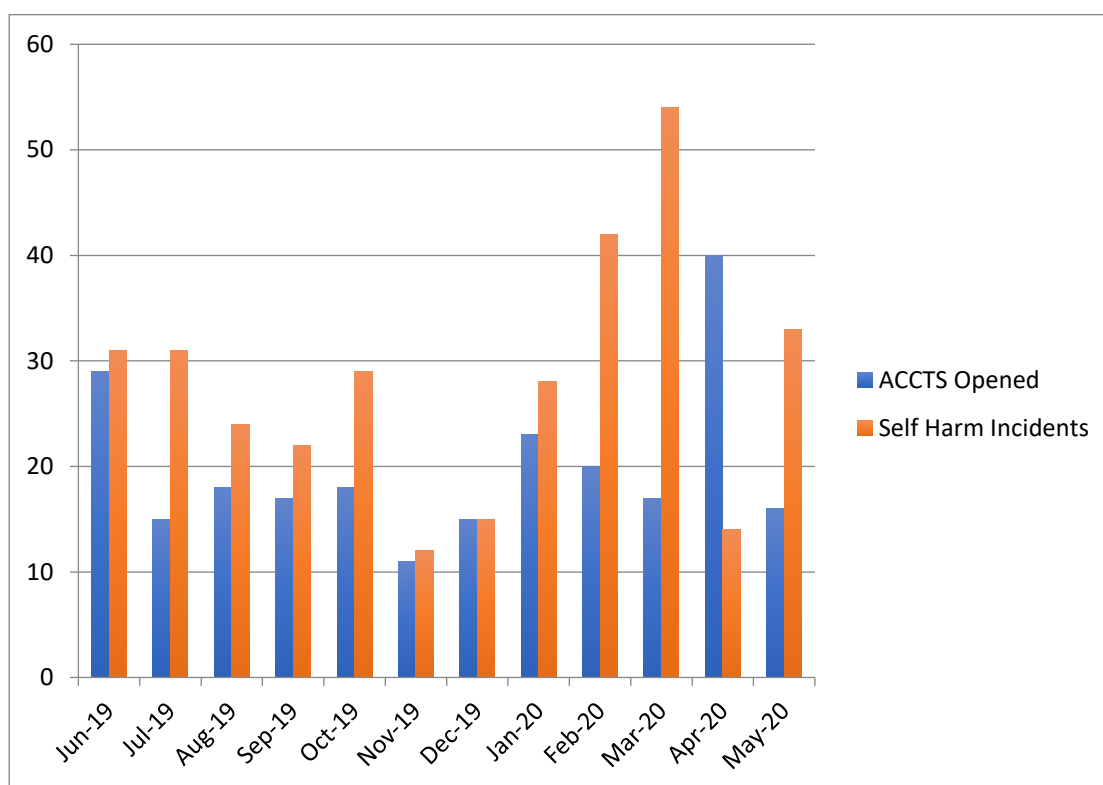


Figure 1 – Self-harm incidents and ACCT documents opened during the reporting year

4.3.3 The prison reports that 93.1% of the people working within the establishment have now completed the suicide and self-harm awareness training, often referred to as ‘SASH training’. This includes some Board members, who have benefited from this course.

4.3.4 There were five deaths in custody from natural causes during the reporting year. Prison staff normally inform the Board when a death in custody occurs, although there has been one occasion when there was a delay. Information is made freely available to assist Board members in completing the death-in-custody reports, and there have been no concerns raised by any members in respect of how these situations have been managed.

4.4 Violence and violence reduction, self-isolation

4.4.1 During the reporting year, the safer custody department carried out a survey. The survey was called the ‘violence reduction survey’, formerly known as the ‘anti-bullying survey’, and the questionnaire was returned by just 20.5% of prisoners, which was 10% lower than in the previous reporting year. Most prisoners who did respond indicated that they felt safe or very safe within HMP Whatton, and a majority of the responses showed that more prisoners felt safer than in previous prisons. The response from the survey is what

would have been expected by the Board, and members feel that the environment at HMP Whatton generally remains a safe one.

4.4.2 There continue to be a few disruptive incidents at the prison, although numbers remain relatively low. Some of the older prisoners have said that they feel that concentrations of younger prisoners are generally responsible for any anti-social behaviour, and examples of such events are loud music and shouting, both of which we have seen during monitoring visits.

4.4.3 Feelings of safety – survey questionnaire graphs:

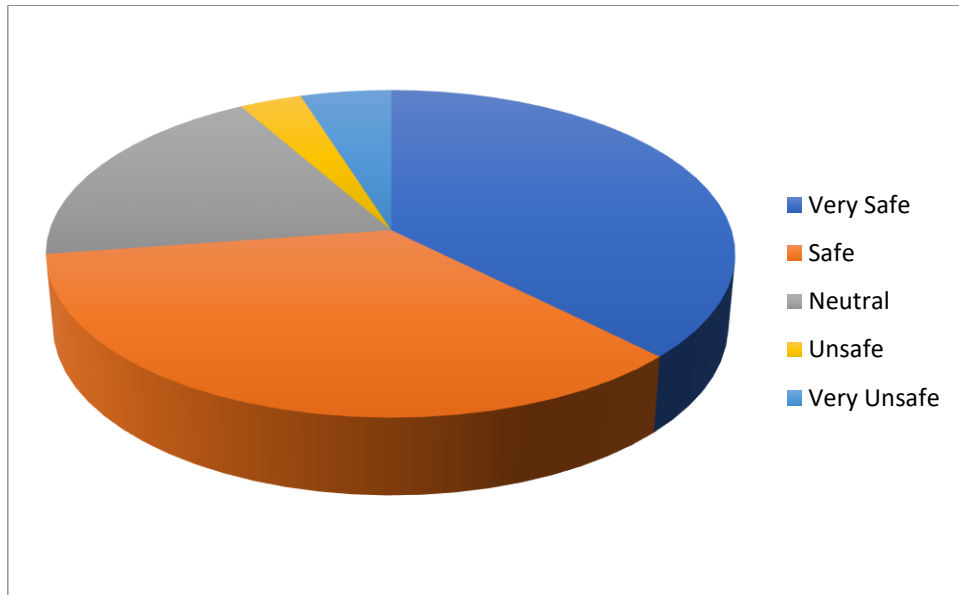


Figure 2 – 'How safe do you feel at Whatton?'

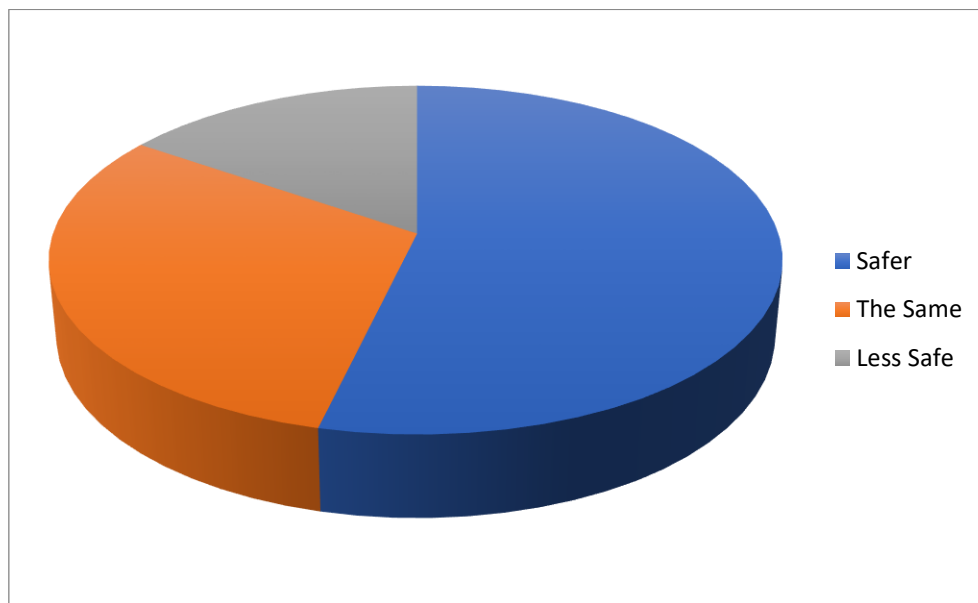


Figure 3 – 'How safe do you feel at Whatton compared to your previous prison?'

4.4.4 There has been a total of 366 self-harm incidents reported during the current reporting period. This is an increase of 82 incidents from the previous reporting year.

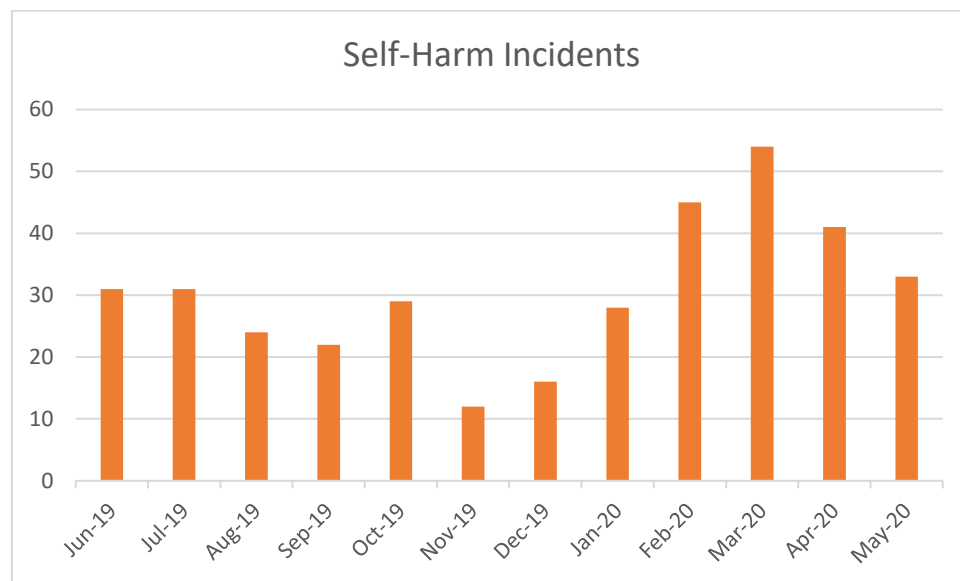


Figure 4 – Reported acts of self-harm

4.4.5 There were 13 assaults on staff and 52 assaults on prisoners during the reporting year. Seven assaults were classified as serious: one on staff and six on prisoners.

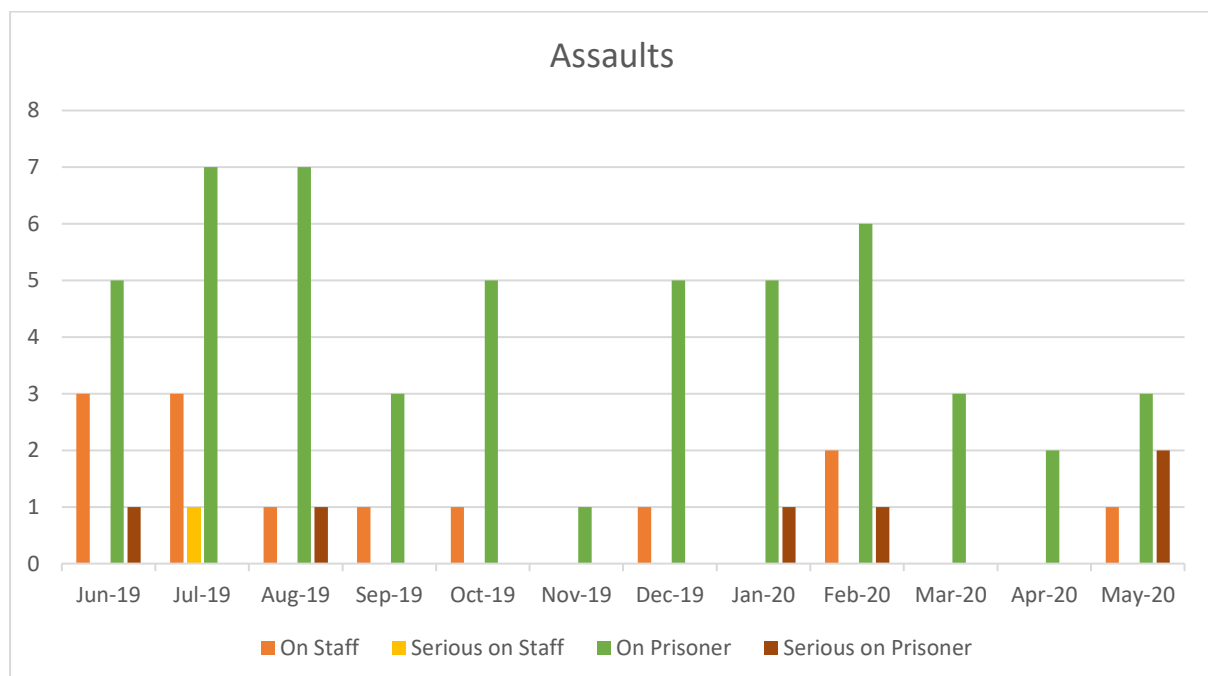


Figure 5 – Numbers of recorded assaults

4.5 Vulnerable prisoners, safeguarding

- 4.5.1 HMP Whatton is a specialist prison for men convicted of sexual offences. In other prisons, these men would be regarded as vulnerable prisoners and segregated accordingly. This is unnecessary at Whatton.
- 4.5.2 Occasionally, prisoners are isolated under Prison Rule 45 either for their own protection (for example, due to bullying) or to ensure good order and discipline. The Board routinely monitors the safeguarding of these prisoners.

4.6 Use of force

- 4.6.1 Levels of use of force remain low, with only a few incidents each month, and the Board is satisfied that use of force events are correctly justified and reported. A Board member normally attends the use of force meetings, and the findings suggest that, when force is necessary, it tends to be low level.
- 4.6.2 PAVA spray is an incapacitant spray similar to pepper spray. It is dispensed from a handheld canister in a liquid stream. Despite an announcement by HMPPS in April 2020 that the deployment of PAVA would be paused, in May the spray was deployed to all adult closed prisons, 'due to the unprecedented challenges we are facing at this time' (Deputy Director of the Safety and Rehabilitation Directorate at HMPPS). We understand that this was based on a fear that there would be widespread indiscipline across the prison estate. Consequently, PAVA has been delivered to HMP Whatton and has been issued daily to PAVA-trained officers. As there has not been any widespread disruption, we would urge the Prison Service to withdraw PAVA from routine issue.

4.7 Substance misuse and mobile phones

- 4.7.1 The prison continues to carry out mandatory drug testing, and drug detection dogs are regularly used to aid the searching. Our monitoring visits lead us to conclude that there is relatively low-level drug use in HMP Whatton, although there continue to be occasional finds of psychoactive substances within the establishment. The security department shares information with the Board and offers a firm reassurance to us that every effort is made by the prison staff to prevent drug use.
- 4.7.2 The Board is aware that, from time to time, mobile phones are found in the establishment but have no serious concerns as these events are infrequent and the prison takes all appropriate steps to counteract this issue.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

- 5.1.1 Prison buildings, including residential and classrooms, workshops and offices, are functional and, with the exception of the healthcare facilities and the B wing cell accommodation, are generally fit for purpose. Prisoners have mentioned to Board members that HMP Whatton compares favourably with other prisons. The accommodation wings are generally maintained in a clean and tidy condition by the wing cleaners.
- 5.1.2 The standard of accommodation on the A wings is reasonable. Four of the eight wings have cells with an en-suite shower, washbasin and toilet. The remaining A wings have in-cell toilets and shared shower facilities. As we have reported previously, although the A wings were constructed only 14 years ago, there are still latent defects to the brickwork, showers, fixtures and fittings.
- 5.1.3 The standard of accommodation on the B wings remains a serious concern to the Board. The cells are tiny and well below the standard expected of a modern prison, and do not conform to the standards set by the European Committee for the Prevention of Torture and Inhuman or Degrading Treatment or Punishment (CPT): Living space per prisoner in prison establishments. HMPPS has, however, certified the B wing cells for occupation. Retro-fitted toilets are positioned very close to the prisoners' beds and are often used by the prisoners as a table-top for eating their meals. We are worried by the increased incidents of some cell doors on B wing being found unlocked or that cannot be opened because of the door/lock construction. We do not consider that prisoners being housed in B wings are being treated fairly and humanely.
- 5.1.4 The B wings should be enlarged, to enable the toilet to be screened and separated from the sleeping and living area. The Board has reported these issues many times previously, and is supported by the recommendations of Her Majesty's Inspectorate of Prisons (HMIP). The C1 and C2 wings accommodate prisoners of all ages, and C3 accommodates older prisoners. C3 has a more relaxed atmosphere, and the Board receives many positive comments from C3 residents. As reported previously, C2 is a temporary wooden building that is dilapidated and should be replaced with a permanent building as soon as possible.
- 5.1.5 The ground floor of the A6 wing was flooded on 16 February 2020, following heavy rain caused by 'Storm Dennis'. As a result, 50 prisoners were evacuated to the gym, where they slept overnight. The following day, 50 prisoners were selected from across the prison's population to be moved to other prisons (namely, HMPs Preston, Norwich, Doncaster, Haverigg, Littlehey and Parc). The A6 wing had to be decontaminated following the ingress of contaminated water, and the 50 cells remained out of service until 3 April 2020 (46 days). To date, no engineering solution has been determined to prevent a reoccurrence. We commend the senior management team and the

prison staff for the efficient and caring manner in which this emergency was handled and controlled.

- 5.1.6 The fire alarm system is regularly activated unintentionally as it is old, and should be replaced urgently. The Board is also concerned that the general alarm system is ageing, and should be replaced. Clearly, there are maintenance issues that need to be addressed for the safety of prisoners and staff alike.
- 5.1.7 The roads and pathways around the prison remain in a bad state of repair, with the surfaces breaking up, thereby causing potential health and safety issues. Wheelchair users find movement around the prison difficult, and there have been incidents of such individuals falling out of their chairs because of the poor condition of pathways. Capital bids have been repeatedly submitted for remedial work to be undertaken but these have been rejected by the Ministry of Justice.
- 5.1.8 The day-to-day maintenance of the estate is under the national contract with Amey. Reactive maintenance tasks can remain outstanding for long periods owing to delays in receiving authorisation from Amey's central contract management team.

5.2 Segregation, special accommodation

- 5.2.1 The CSU has been visited frequently by Board members, with visits occurring at least once per week. However, since the pandemic lockdown the Board has not been visiting the prison, so has had to monitor remotely. The Board chair has participated in the daily management briefings by telephone where any issues raised have been addressed. We are not aware that this reduced monitoring has caused any problems.
- 5.2.2 The CSU and its eight cells are generally clean and well kept. An exercise yard is provided, and a library trolley is furnished with a range of books and jigsaw puzzles. Prisoners are visited daily by healthcare and chaplaincy staff. The Board has no concerns regarding the standard of the accommodation in the CSU and has received no complaints from prisoners regarding their treatment there; from time to time, prisoners have praised the standard of care they are receiving while on the unit.
- 5.2.3 Cellular confinement following adjudication was awarded on 191 occasions during the reporting year, a decrease of 33 from the previous year. Cellular confinement in excess of 42 days is exceptional and subject to approval by the prison group director for the East Midlands. One prisoner was held in the CSU, under the provisions of Rule 45, for 107 days while awaiting a mental health assessment and transfer to a secure hospital.
- 5.2.4 The Board is informed by telephone of new arrivals into the CSU, and we are able to speak freely with prisoners when visiting the unit. Generally, officers are in the vicinity when we speak with prisoners, although a private room is available if required. There have been no instances of Board members being

unable to speak directly with prisoners. There have been delays in speaking to prisoners when there have not been appropriate staff members to unlock the cell doors, but these are occasional and, on these occasions, we speak with the prisoner(s) through their door. From time to time, prisoners will be awarded cellular confinement on their wing. In these instances, Board members generally visit the individuals on the wing, where, similarly, there have been no issues in speaking with them.

- 5.2.5 ACCT documents and log sheets for prisoners being confined in the CSU are inspected and signed by Board members when visiting. These are normally well populated and up to date, with meaningful information. Defensible decision forms are also available.
- 5.2.6 There was a total of 671 proven adjudications within the reporting year, a decrease of 55 against the previous year. Eighty-one charges were dismissed. Board members routinely attended adjudications and have adjudged them to have been conducted fairly and compassionately.
- 5.2.7 Board members attend segregation board reviews where possible and are routinely invited to these. These reviews have been carried out fairly and appropriately, and there have been no instances where any Board member has thought any outcome to be inappropriate. A suitable member of the mental health team is always found to be present, in line with the requirements.
- 5.2.8 In conclusion, the Board has no concerns regarding the function of the CSU. Frequent monitoring visits, and speaking with prisoners and staff alike have determined this. The CSU is well run, by professional staff and is a place where adjudications and reviews are conducted both fairly and appropriately.

5.3 Staff-prisoner/detainee relationships, key workers

- 5.3.1 In the main, staff–prisoner relationships are good, with staff being positive and supportive. The key worker scheme has worked well and helped to improve relationships and communications. As a result, key workers now have a better knowledge of individual prisoners. Regrettably, the key worker scheme was suspended with the introduction of the COVID-19 lockdown but is now slowly being reintroduced.
- 5.3.2 Prisoners are kept informed of changes to the prison regime and forthcoming events, through regular notices to them.
- 5.3.3 In the event of incidents, clear, accurate and timely messages are communicated to staff and prisoners alike.

5.4 Equality and diversity

- 5.4.1 The equality duty requires the Board to have due regard to the need to eliminate unlawful harassment and victimisation, and to foster good relationships between people of different groups. The monitoring of this area requires an awareness of language, identification and assessment of potential prejudice, stereotyping and misconceptions, and to be aware of anything that causes distress and inappropriate behaviour.
- 5.4.2 This year, the visits to HMP Whatton have built up a picture of particular and general impressions of the relationship between officers and prisoners, prisoners and other prisoners, and the administration and the officers and governors. While there are specific examples, these are not collated in any particular schema but through observation and discussion at all levels.
- 5.4.3 Observations have been made through attendance at committees, observing the system of management of alleged misconduct, general progress through the prison and the prisoners' accommodation, and observing the opportunities there are for education, work and responsibility across the prison. While the impressions gained are not scientifically based, the regular attendance by members of the Board, the discussion between members and the formal debates in the Board meetings allow broad conclusions to stand and be tested.
- 5.4.4 There are social groups for Black, Asian and minority ethnic; older; and gay, bisexual and transgender prisoners.
- 5.4.5 The prison meets the equality and fairness duties, and this is a major feature of its relationship with the prisoners. The Board will monitor the inception of the proposed 'Incentives Framework: Local Operating Procedure' introduced in January 2020.

5.5 Faith and pastoral support

- 5.5.1 The chaplaincy team reflects the diversity of faiths in the prison and continues to work hard to cover as many areas as possible. The new managing chaplain has maintained a proactive and well-connected team. In addition to their statutory duties of attending the CSU, inductions and healthcare centre, they have been providing an improved level of pastoral support to prisoners and staff during the pandemic lockdown.
- 5.5.2 The prison catering department goes to considerable trouble to reflect major cultural and religious festivals in the menu that it provides. Ramadan took place during the COVID-19 crisis, with healthy Muslims fasting from dawn until dusk. The kitchen supported the prisoners who were fasting by providing meals at suitable times.
- 5.5.3 During the COVID-19 situation at HMP Whatton, pastoral care by the chaplaincy has been of paramount importance. All faiths, or none, have been supported by the team. Prisoners who were distressed were able to see an appropriate faith chaplain, and bereaved prisoners received specialist

assistance by appropriately trained staff. In special emergency circumstances, virtual teleconference meetings with family were arranged.

- 5.5.4 Quiet areas were made available for prisoners who felt the need for peaceful and solitary reflection. An opportunity to light a candle was made available to those who wished to do so, under supervision.

5.6 Incentives and earned privileges (IEP)

- 5.6.1 The incentives policy framework provides a system of privileges, which is a key tool for incentivising prisoners to abide by the rules and engage in the prison regime and rehabilitation, including education, work and substance misuse interventions – while allowing privileges to be taken away from those who behave poorly or refuse to engage.
- 5.6.2 The Board monitors the fairness and consistency of the IEP scheme. We occasionally receive complaints from prisoners that they have been unfairly punished by reducing their IEP status. However, our enquiries have not found any evidence of malpractice by the staff.
- 5.6.3 The following statistics show the IEP status of prisoners during the reporting period:

| IEP Status | | | | | | | | | | | | |
|-----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May |
| Basic | 17 | 20 | 12 | 9 | 11 | 9 | 10 | 16 | 11 | 0 | 0 | 0 |
| Standard | 323 | 320 | 307 | 303 | 294 | 282 | 283 | 279 | 271 | 286 | 288 | 281 |
| Enhanced | 495 | 496 | 508 | 526 | 528 | 545 | 540 | 540 | 494 | 499 | 491 | 490 |
| Total | 835 | 836 | 827 | 838 | 833 | 836 | 833 | 835 | 776 | 785 | 779 | 771 |

Note: During the reporting period, the IEP status levels changed from basic, standard and enhanced, to bronze, silver and gold. The basic/bronze status level was suspended at the start of the pandemic lockdown in March 2020.

5.7 Complaints

- 5.7.1 The HMP Whatton complaints policy was updated in August 2019, in accordance with the HMPPS prisoner complaints policy framework published on 5 July 2019. The complaints policy sets out the requirements and information for providing a fair and effective system for dealing with prisoner complaints. The Board monitors the effectiveness of the complaints process.
- 5.7.2 The following table shows the categories and numbers of complaints received by the prison from 1 June 2019 to 31 May 2020:

| CATEGORY OF COMPLAINTS | | | | | | | | | | | | | |
|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| | J | J | A | S | O | N | D | J | F | M | A | M | TOTAL |
| Accommodation/Cell move | 1 | 6 | 8 | 8 | 3 | 4 | 4 | 7 | 8 | 5 | 2 | 4 | 60 |
| Appeal | 18 | 23 | 13 | 13 | 23 | 15 | 14 | 17 | 25 | 9 | 11 | 15 | 196 |
| Bullying/ Discriminating | 2 | 7 | 1 | 3 | 3 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 18 |
| Canteen/Argos & Game Orders | 12 | 13 | 8 | 7 | 4 | 4 | 9 | 20 | 9 | 1 | 9 | 14 | 110 |
| Confidential Access | 15 | 12 | 6 | 14 | 5 | 5 | 3 | 3 | 5 | 4 | 1 | 2 | 75 |
| Category | 0 | 0 | 0 | 1 | 2 | 0 | 2 | 3 | 0 | 0 | 1 | 5 | 14 |
| Child Protection/Issues | 4 | 1 | 2 | 7 | 4 | 1 | 4 | 9 | 1 | 2 | 0 | 2 | 37 |
| Complaint to other prisons | 19 | 13 | 17 | 42 | 25 | 16 | 16 | 25 | 18 | 28 | 9 | 2 | 230 |
| Complaint/problems with staff | 12 | 10 | 6 | 18 | 10 | 0 | 2 | 10 | 6 | 6 | 2 | 13 | 95 |
| Decency | 9 | 7 | 5 | 5 | 4 | 0 | 3 | 7 | 2 | 5 | 3 | 7 | 57 |
| Food | 1 | 5 | 5 | 9 | 7 | 6 | 5 | 12 | 1 | 8 | 8 | 12 | 79 |
| IEP | 4 | 4 | 6 | 2 | 21 | 11 | 5 | 9 | 0 | 2 | 0 | 5 | 69 |
| Labour/Work/Education/Gym | 20 | 6 | 7 | 14 | 6 | 12 | 4 | 13 | 14 | 6 | 2 | 5 | 109 |
| Lifer Issues/Problems | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mail | 2 | 3 | 2 | 7 | 2 | 6 | 0 | 1 | 9 | 6 | 3 | 3 | 44 |
| Medical | 19 | 18 | 11 | 12 | 8 | 7 | 6 | 14 | 3 | 8 | 6 | 7 | 119 |
| Money/Postal Orders/ Pay | 1 | 7 | 6 | 9 | 5 | 5 | 6 | 5 | 1 | 8 | 3 | 2 | 58 |
| Newspaper/Magazines | 2 | 0 | 2 | 4 | 2 | 0 | 1 | 1 | 0 | 2 | 0 | 1 | 15 |
| OASys/Report | 0 | 2 | 3 | 2 | 2 | 3 | 0 | 1 | 4 | 1 | 0 | 1 | 19 |
| Pre-Release/release/ROTL | 3 | 3 | 2 | 1 | 4 | 0 | 3 | 0 | 1 | 2 | 0 | 4 | 23 |
| Prisoners | 5 | 6 | 4 | 10 | 13 | 7 | 10 | 6 | 9 | 10 | 6 | 5 | 91 |
| Privileges taken away | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Property | 11 | 17 | 12 | 26 | 21 | 9 | 12 | 14 | 14 | 24 | 8 | 10 | 178 |
| Psychological / SOTP Issues | 0 | 1 | 3 | 1 | 2 | 2 | 3 | 6 | 2 | 2 | 5 | 5 | 32 |
| Racial | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Regime | 0 | 3 | 1 | 0 | 1 | 4 | 1 | 0 | 0 | 1 | 8 | 6 | 25 |
| Transfer Prison | 0 | 4 | 2 | 1 | 2 | 2 | 3 | 0 | 2 | 3 | 0 | 3 | 22 |
| Telephone/Pin Phone | 3 | 2 | 1 | 2 | 1 | 5 | 9 | 5 | 3 | 5 | 7 | 7 | 50 |
| Visits | 2 | 4 | 4 | 2 | 2 | 1 | 4 | 2 | 3 | 0 | 0 | 0 | 24 |
| Other | 27 | 34 | 7 | 28 | 26 | 15 | 9 | 19 | 9 | 21 | 13 | 21 | 229 |
| TOTAL | 192 | 211 | 144 | 248 | 208 | 140 | 138 | 210 | 149 | 169 | 108 | 161 | 2078 |

Figure 6 - Category of Complaints

5.8 Property

5.8.1 As reported in the last Board report (and in reports from many other establishments), the issue of prisoners' property transferring with them is still a concern. There have been several complaints submitted to the Board regarding property that did not arrive with the prisoner on transfer. The Board is not confident that communication is good between establishments, with some prisons ignoring enquiries from our administrative staff. There seems to be no continuity in ensuring that property follows a prisoner, and there is no robust audit trail. This is an unacceptable situation, which causes distress and anger to prisoners.

5.9 COVID-19 restrictions

- 5.9.1 Before the COVID-19 pandemic restrictions were imposed on 23 March 2020, time out of cell was approximately 11.5 hours per day but due to the risk of infection spreading, the majority of prisoners have since been locked behind their doors for 23 hours a day. Approximately 30% of the prisoners are able to leave their cells daily to undertake essential work – for example, cleaners, kitchen staff and workshop 12 staff, who have recently started making personal protective equipment for the NHS.
- 5.9.2 During the one hour that a prisoner is allowed out of his cell each day, he is able to shower and make telephone calls. Groups of up to 20 prisoners from a wing have access to the sports field for exercise. This period is allocated on rotation, wing by wing. There is no access to the gyms or regular physical education training.
- 5.9.3 As part of the COVID-19 restrictions, visits to prisoners by family and friends were stopped on 23 March.
- 5.9.4 Forty-five prisoners are deemed by the NHS to be extremely vulnerable and are shielding on A6 (19 prisoners) and A8 (26 prisoners). An additional 11 extremely vulnerable prisoners have declined the offer to be shielded, and remain on their wings and have signed disclaimers.
- 5.9.5 Symptomatic COVID-19 prisoners, new receptions from other prisons and prisoners returning from hospital are isolated for up to 14 days.
- 5.9.6 The Board is extremely concerned about the impact that the lockdown is having on the long-term health and wellbeing of the prisoners. Clearly, the prolonged cellular confinement of 23 hours per day will have an impact on their mental health. This situation is unsustainable and cannot be regarded as fair and humane treatment. We would urge that, as prisons move towards a recovery regime, there should be a significant relaxation of the minimum time out of cells, and for more activities to be provided.

6. Health and wellbeing

6.1 Physical healthcare

- 6.1.1 Mitie Care and Custody (Health) were responsible for the provision of healthcare services until 31 March 2020. From 1 April 2020, Care UK was appointed as the new healthcare provider. Care UK operates in 43 prisons. Notwithstanding the transition taking place at the start of the pandemic lockdown, the handover appeared to be seamless and trouble free.
- 6.1.2 Prior to the start of the pandemic lockdown, the healthcare centre was open from 7.30am to 6.30pm from Monday to Friday, and from 8am to 1.30pm on weekends and Bank Holidays. There is an out-of-hours telephone service, provided by The Gables (based in Newcastle). Routine clinics have included: GP surgeries; nurse-led clinics; dental treatment; ophthalmology; psychiatric nursing; podiatry; mental health; substance misuse and physiotherapy. However, since the lockdown caused by the COVID-19 restrictions, no routine clinics have been held. Healthcare staff continue to visit prisoners on the wings, segregated prisoners in the CSU and any prisoner on whom force has been used. The Board applauds the healthcare staff for their unstinting support to prisoners during the COVID-19 crisis.
- 6.1.3 We understand that since taking over the contract, Care UK has reduced the number of dental sessions by 1.5 days per week. The NHS commissioning manager is investigating this apparent anomaly. There has been an increase in waiting times to see a dentist, with 210 prisoners currently waiting (27% of the prison's population).
- 6.1.4 There are no inpatient beds, but there is a palliative care suite in the healthcare centre for end-of-life care. The Board attends and observes the healthcare contract performance review meetings.
- 6.1.5 The pharmacy is open during the morning, and prisoners queue for their medication. However, since the start of the pandemic, medication is now delivered to each prisoner in his cell. This has put staff under considerable pressure, as this takes them away from their other treatment duties.
- 6.1.6 The number of older prisoners held at the establishment continues to be a challenge. In March 2020, there was an average of 784 prisoners at the prison, and the numbers of chronic disease cases were recorded as: arterial fibrillation: 21 (2.7%); asthma: 95 (12%); chronic kidney disease: 12 (1.5%); chronic obstructive pulmonary disease: 51 (6.5%); diabetes: 71 (9%); epilepsy: 25 (3.2%); and hypertension (high blood pressure): 131 (16.7%).
- 6.1.7 The Board receives very few complaints regarding healthcare. This is partly because the service has continued to improve, but is also due to the pandemic, since when all complaints have reduced significantly.
- 6.1.8 The provision of healthcare services has been reported for a number of years. We remain concerned about the facilities available within the prison. Despite the existing healthcare facilities being deemed as inadequate by

the prison, the Board, the Care Quality Commission (CQC) and HMIP, the bid proposals submitted over the past six, or more, years have been rejected out-of-hand. The existing consulting rooms were built in 1966 and are now poor, show signs of damp and experience sewage smells from time to time, equating to an unacceptable clinical environment and an inherent infection control risk. Following the last CQC inspection in 2019, the commissioner again requested that a bid be submitted for the facility to be replaced. This bid was submitted in August 2019 but was once again rejected. This has left the ageing prisoner population, who have a range of complex medical needs, with a healthcare unit which is not fit for purpose.

6.1.9 The physical state of the building needs significant funding to address the current issues, notwithstanding any proposal to replace the facilities. The building is experiencing a maintenance backlog owing to a lack of investment in the last decade; for example:

- poor pipework
- damp/mould in certain areas
- asbestos in the walls and ceilings
- poor temperature control in the pharmacy
- sewage coming into the building, leading to rat infestation
- lack of clinical capacity
- infection control risks.

6.1.10 The statutory requirement to provide a healthcare standard to HBN 00-03/09 is not being met, and the facilities are, therefore, deemed to be non-compliant. Furthermore, the condition of the healthcare facilities falls well below the standards that would be expected in the community.

6.1.11 On 30 April 2020, the chair of the Board wrote to the minister about the condition of the healthcare facilities. It is unacceptable that there has been a lack of tangible progress in providing a modern, purpose-built unit within the prison. In her response, dated 19 June, the minister wrote:

‘Unfortunately, there is a significant backlog of essential capital maintenance works that need carrying out in prisons. While we have had some welcome additional capital funding allocated by Treasury for 2020/21, it remains the case that the EIB (Estate Investment Board) has only been able to fund essential emergency works (focusing particularly on fire safety). Unfortunately, the bid at HMP Whatton did not meet the emergency criteria’.

However, she did add:

‘I understand that Andy Johnson, the HMPPS Regional Estates Manager for HMP Whatton, has plans to complete small works and repairs to improve the fabric of the building containing the healthcare facility. The works will include pest control as well as addressing sewage leakage and leaking roofs’.

The Board will continue to press for the healthcare facilities to be improved to a standard equivalent to that which could be expected in the community.



Figure 7 – Water and damp in the consulting rooms

6.2 Mental healthcare

- 6.2.1 The mental health and intellectual and developmental disability (IDD) team is fully staffed. Care programme approach targets are being met. An IDD psychologist has been employed. There are no waiting lists for case management.
- 6.2.2 Since the COVID-19 pandemic-imposed isolation for prisoners' safety, there has been some increase in the number of self-harm incidents (see paragraph 4.3.1).
- 6.2.3 We have been particularly concerned about one prisoner with severe mental health issues, who was held under Rule 45 in the CSU for more than 107 days. There were significant delays in obtaining a transfer to a psychiatric facility for the prisoner. He was eventually allocated a bed at a secure mental health hospital, but his move was repeatedly delayed. This is far from ideal for both the prisoner who needs specialist care, and for staff who have to deal with his unpredictable and dangerous behaviour. The NHS, Health and Justice commissioning managers for the Midlands Region, have conceded that improvements need to be made.
- 6.2.4 All prisoners are screened for autism on arrival. Those who are found to have the condition are then supported, both by education and within the prison generally.

6.3 Social care

- 6.3.1 This area is well covered by the use of social care advocates, who are prisoners trained and supervised by the Carers Federation and the prisoner information desk (PID) prisoners, who help new prisoners find information about rules and opportunities available in HMP Whatton.

6.3.2 Since the lockdown situation, PID prisoners have not been used, but social care advocates observe social distancing and wear protective clothing for their own and their clients' protection.

6.3.3 Prison staff have kept prisoners informed of the situation, with reasons for the changes to the normal regime. This has resulted in a calm prison, with fewer difficulties than expected.

6.4 Exercise, time out of cell, gym

6.4.1 Exercise is promoted for mental and physical wellbeing. The well-equipped gyms are normally well used, and recognised courses are available.

6.4.2 During the pandemic, exercise has had to be limited to one hour each day. Small groups of about 20–25 prisoners are able to exercise on the sports fields on a rota basis. Prisoners are able to access exercise in the wing exercise areas on a daily basis in addition to this.

6.4.3 Before the COVID-19 pandemic restrictions were imposed on 23 March 2020, time out of cell was approximately 11.5 hours per day but due to the risk of infection spreading, the majority of prisoners have since been locked behind their doors for 23 hours a day (see also 5.9.1). They understand the reasons for this, and some prisoners have even sent letters of praise to staff, thanking them for their actions. Prisoners are prescribed vitamin D to compensate for reduced outside activity.

6.4.4 To support prisoners at this difficult time, they have each been given a television, including those on the bronze regime. Books, puzzles and education materials have also been provided, to help them cope with the isolation.

6.5 Drug rehabilitation

6.5.1 Substance and alcohol abuse levels remain low compared with those at other prisons. However, in respect of alcohol abuse, because of the treatment programmes offered to prisoners convicted of sexual offences, the Alcoholics Anonymous 12-step programme is not followed. Consequently, the healthcare provider is working with Clean Slate, a Nottingham city-based service that aims to reduce reoffending through the engagement and treatment of people who are addicted to drugs and alcohol.

6.6 Soft skills

6.6.1 Clubs, forums, and other social groups usually meet on a regular basis, but since the pandemic all have ceased.

7. Progression and resettlement

7.1 Education, library

- 7.1.1 The education provider, PeoplePlus, has now been in contract for 15 months, and a new learning and skills manager was appointed just over two months ago.
- 7.1.2 The Board believes that the courses provided meet prisoners' needs, especially when considering the offences committed by the cohort at HMP Whatton and the subsequent restrictions on employment. The courses cater for all requirements, from basic skills level 1 through to Open University degree courses and beyond. There is a good uptake at every level, and supply for course places appears to meet demand well – a fact that is backed up by the lack of applications to the Board regarding education. Statistics for the year to date show an average success rate across all courses of 83% and, when taking into account withdrawal from courses, the maximum possible success rate reduces to 94%. This high success rate and the efficiency of the department is demonstrated by the Ofsted 'Excellent' rating.
- 7.1.3 The library service is also provided through PeoplePlus, and subcontracted to Suffolk Libraries. The well-resourced library plays an important part in the learning process and caters well for prisoners, providing materials and support for all courses offered. Prisoners who work in the library are trained to help other prisoners find the resources they need. The library is also used to showcase prisoners' artwork and provides space for socialisation and computer work linked to their courses.
- 7.1.4 Earlier in the year, several applications were received by the Board regarding the limited availability of certain language materials in the library, and significant efforts have been made in this regard; there is now a huge variety of foreign language books, music and newspapers available, with additions made on a regular basis.
- 7.1.5 The COVID-19 pandemic has put a significant strain on the learning and skills department, with face-to-face lessons cancelled for a significant period of time. However, the department has provided targeted workbooks to nearly 50% of the population. These books are completed by the prisoner and graded by the education staff, to demonstrate progress against objectives.

7.2 Vocational training, work

- 7.2.1 Options for employment on release are restricted owing to the nature of the offences committed by prisoners at Whatton. However, the department continues to promote self-employment courses and training when they become available. These are all valuable on release, and include:
- multi-media – runs the prison radio and offers printing services and coordinates the Shannon Trust mentors
 - Woodwork – contracts with public-sector prison industries and the Woodwise certificate in the safe use of woodworking machinery

- waste management – offers recycling qualification level 1 WAMITAB (Waste Management Industry Training and Advisory Board), delivered by PeoplePlus
- Horticulture – offers City and Guilds level 1 award and certificate, and a diploma in horticulture skills
- DHL – offers City and Guilds level 2 certificate in warehousing and storage
- Staff mess – offers level 2 NVQ in catering and hospitality
- Kitchen – offers level 2 food hygiene certificate and NVQ level 1 in catering and hospitality
- Textiles workshops – offer ABC level 2 NVQ certificate in manufacturing sewn produce; basic and advance overlock certificate; a cutting course; and a basic machine maintenance course
- Laundry contract services – offer Guild of Cleaners and Launderers technician certificate
- Main stores – offer ITSSAR (Independent Training Standards Scheme and Register) certificate in counterbalance and reach forklift truck driving, and PAT (portable appliance testing) testing course, provided and delivered by PeoplePlus

7.2.2 There have not been any education courses delivered since the national lockdown, owing to the HMPPS pandemic restrictions. The last weekly employment board took place on 19 March. As a result of prisoners being released from custody during this time, the activities hub has held mini-boards, as some essential work areas require a specific quota of workers to maintain productivity with a reduced regime, to maintain the effectiveness of that work area.

7.2.3 There are currently no induction face-to-face interviews with new receptions. A temporary process has been devised in paper form, to ensure that all prisoners are aware of the process when applying for employment consideration. All new receptions since the start of April 2020 have been unable to complete their manual handling session or have their education mathematics and English language assessment; this is being discussed and reviewed by the learning and skills manager and the PeoplePlus managers, and a new process is awaiting implementation.

7.2.4 Other qualifications are now delivered via a new provider, PeoplePlus, after a change of contractor from Milton Keynes College in April 2019. This is working well to date, with an increase in the progression available:

- art and design– NCFE level 1 award, level 2 certificate and level 3 BTEC
- business finance – accredited levels 1 and 2, levels 1, 2 and 3 computerised accounts, manual book-keeping
- business venture – level 2 planning a business venture
- awards from City and Guilds – ranging from entry levels to higher levels
- the Guild of Cleaners and Launderers

- industrial cleaning – WAMITAB E3 certificate in practical cleaning skills and bio-hazard modules
- textiles academy and AIM are all on offer
- bricklaying, ground works and tiling – City and Guilds levels 1 and 2, and tiling level 1
- painting and decorating – City and Guild levels 1 and 2
- food safety and catering – City and Guilds level 1 food preparation and level 2 cookery
- the ‘Way to Learn TV’ start date was November 2019 – in-cell activity-based certificates, with a varied course delivery.

7.2.5 There have not been any education courses delivered since 23 March, as a result of the pandemic guidelines. PeoplePlus staff are currently not entering the establishment, until clear direction is provided nationally.

7.2.6 The activities hub and PeoplePlus would regularly allocate about 16 students per week into education courses before the restricted regime.

7.2.7 Communication with prisoners about work is efficient and thorough. Security issues with particular roles are common for some prisoners, but the activities team works hard to find appropriate work for each individual. Failure to allocate a suitable activity to some may result in a 12-week work trial compact being activated, with fortnightly reviews by the activities hub manager. In other cases, a multidisciplinary meeting with mandatory attendees takes place and is signed off by a senior management team member.

7.2.8 The new keyworker system is helping to ensure that prisoners feel listened to. There is support available for residents with autism (using the Autism Support Knowledge (ASK) profile), and this currently applies to 22 prisoners.

7.2.9 The activities hub normally allocates, on average, 25 prisoners per week into employment. Over the last 12 weeks, since the lockdown to the regime, there have been 65 residents allocated into an essential work area.

7.2.10 On average, the attendance at work remains good, and on target:

- 75% of prisoners attend workshops
- 5% are unemployed
- 13% are either retired, medically retired or medically unfit
- The remainder are on offending behaviour programmes.

7.2.11 The activities hub, industries and PeoplePlus staff work closely together, making full use of the facilities and with an innovative approach to finding suitable work, within the constraints of the prison budget. The relationship with senior managers continues to be effective and the overall service provided is excellent, and appreciated by most prisoners.

7.3 Offender management and progression

- 7.3.1 A total of 232 prisoners are serving either IPP or life sentences (May 2020). An analysis of the 145 IPP prisoners showed that 143 of them were serving terms over tariff. The periods of imprisonment over tariff ranged from six months to 12 years.
- 7.3.2 The offender assessment system (OASys) measures the risks and needs of prisoners and is a key element in reducing reoffending. Ninety-eight per cent of OASys reports were up to date at the end of the reporting period. There is a continuing issue with prisoners arriving at the prison without a current OASys report. This delays assessment, and access to intervention programmes. Without an up-to-date OASys assessment and sentence plan, prisoners do not have a suitable treatment pathway, which, in turn, can lead to inappropriate sequencing for purposeful activities.
- 7.3.3 Despite the large number of changes under the Offender Management in Custody (OMiC) model, the quality of supervision, sentence planning and risk assessment is good.
- 7.3.4 HMP Whatton is one of the largest specialist prisons in Europe to offer offending behaviour programmes to people with convictions for sexual offences. There are a number of specialist programmes designed to address offending behaviour. Some programmes are designed to address sexual or violent offending. Others may relate to emotional management, substance abuse, cognitive development and victim awareness, or gambling. Some of these programmes can be entered voluntarily. Other programmes can be instructed through a sentence plan or may be a mandatory requirement for parole consideration. The following offending behaviour programmes are offered at Whatton:
- **Horizon programme:** Group members who complete Horizon will hopefully learn more about themselves, and be able to start focusing on their future. It will help to identify and strengthen protective factors that can increase their chances of living pro-socially on release. Using a variety of learning methods, such as individual work, group work, role plays and discussions, the programme looks to help group members achieve the following:
 - being able to stop and think to manage their life
 - being able to cope better with life's problems.
 - being able to manage strong unhelpful feelings
 - having the skills to have a long-term close relationship
 - having close family and friends who do not commit crime
 - being able to manage unhealthy sexual thoughts and behaviours (mild)
 - to strengthen 'New Me' healthy thoughts and behaviours relating to sex (mild)
 - to develop a positive self-identity.

- **Kaizen programme:** This is a high intensity accredited offending behaviour programme for those who have been convicted of violent or sexual offences. The aim is to address individuals' needs within one programme, rather than an individual attending multiple programme. Kaizen focuses on the following programme targets:
 - developing emotionally close relationships
 - developing helpful support networks
 - managing life's problems by managing negative emotions, solving problems in a helpful way and working towards their goals
 - managing unhelpful thoughts and attitudes
 - developing hope for the future
 - contributing meaningfully to their family or community.

- **Becoming New Me +:** This is a treatment programme for individuals who learn information in different ways. Group members on this programme will have committed a sexual or violent offence or an offence against their partner. The programme aims to help participants to:
 - understand risky thinking
 - learn to use tactics and skills to manage risky thinking
 - look at different areas in their life that might cause problems
 - look at building positive relationships
 - look at managing life's problems
 - build a sense of purpose
 - build and practise skills to help them in the future.

- **New Me Strengths:** This is a treatment programme for individuals who learn information in different ways. The programme aims to help participants to:
 - look at different areas in their life that might cause problems
 - look at how their actions might have affected other people
 - build and practise skills to help them in the future
 - look at building positive relationships
 - look at managing life's problems
 - build a sense of purpose.

- **Living as New Me:** This is designed for group members who have successfully completed the Becoming New Me + and New Me Strengths programmes. The aim of the programme is to build and strengthen the tactics that individuals have to manage 'old me' thinking and behaviour.

- **Building Better Relationships:** Using a variety of learning methods, such as individual work, group work, role plays and

discussions, this programme looks to help group members achieve the following:

- develop an understanding of their use of violence and aggression within relationships
 - explore attitudes and beliefs linked to their behaviour
 - develop appropriate emotional management techniques
 - identify and build on their existing strengths
 - develop practical and appropriate techniques to maintain positive behaviour
 - be able to stop and think in difficult situations
 - be able to cope better with life's problems.
- **Healthy Sex programme:** This programme is for adult males who have a conviction for a sexual offence or an offence with a sexual element or motivation. Its main aim is to help people who have a sexual interest in something that has led them to commit a sexual offence.
- **Resolve:** This programme aims to reduce an individual's use of violence and aggression.

7.3.5 During the pandemic lockdown, the specialist training programmes were initially suspended. However, one-to-one and small group sessions for Horizon and Kaizen have been restarted under social distancing conditions.

Circles of Support and Accountability/Safer Living Foundation

7.3.6 Since August 2014, the SLF has been running the first ever UK prison-based Circles of Support and Accountability (CoSA) project from Whatton for high-risk adults with a sexual conviction. The main focus has been to provide this service for older (55+) and intellectually challenged male prisoners.

7.3.7 CoSA is a successful community initiative that has been proven to reduce sexual offending. A 'circle' is a group of three to four volunteers from a local community who meet regularly with a person with a sexual conviction after release (known as the 'core member'). The volunteers create the 'circle of support' around the core member and offer, with supervision, social and practical and emotional support to the individual.

7.3.8 The circle begins around three months before the individual is released, and then continues through the transition period from prison to community, and for the next 12–18 months in the community.

7.3.9 In April 2020, a new support and mentoring project was established by the Safer Living Foundation (SLF) to help prepare people for release.

7.4 Family contact

- 7.4.1 Visits are well managed and facilities for family visitors are good. There is a purpose-built visitor centre, which is managed under contract with the Prison Advice and Care Trust. However, family visits have had to be cancelled because of the COVID-19 pandemic. Sadly, because of the offences they have committed, 34% of prisoners do not receive family/domestic/social visits.
- 7.4.2 The prison is making preparations to restart family visits using social distancing, once this has been approved by HMPPS. This is likely to mean that only 10 visits can be held at a time, with a maximum of three visitors for each prisoner.
- 7.4.3 Family days are held three times per year and are well arranged, with refreshments and entertainment provided. The sight of staff and visitors interacting in such an informal setting is an indication of the sense of community at the prison. Regrettably, family days have had to be cancelled since the March COVID-19 lockdown.
- 7.4.4 Prisoners have access to communal telephones on their wings to contact family and friends. All telephone numbers have to be approved, and access granted via a personal identification number. The Board has received complaints from prisoners that telephone access to their children is delayed while external checks are carried out. They find this especially galling when they have already been granted access at their previous prison.

7.5 Resettlement planning

- 7.5.1 The prison's resettlement strategy is centred on offender management and risk reduction. OMIC has now been implemented, and work continues to embed the changes, which include full responsibility for the OASys completions across the levels of risk while the prisoners are in custody.
- 7.5.2 At the time of preparing this report, the prison's annual reducing reoffending survey was about to be launched. Data collated from this survey will inform a review of the pathways to reducing reoffending (as they are annually), and areas for improvement will be identified in the establishment. The pathway actions are updated prior to each reducing reoffending meeting (these are held bi-monthly), and these are usually attended by the Board.
- 7.5.3 Since 1 May 2019, the establishment's resettlement package has been delivered by the reducing reoffending partnership, with the work being delivered by Derbyshire, Leicestershire, Nottinghamshire and Rutland CRC. This initiative has been introduced into prisons which were initially not classed as 'resettlement prisons', in recognition of the fact that training prisons, such as HMP Whatton, release a number of prisoners nationally each month. Post-course consolidation work occurs in many instances right up until the release date. Therefore, it is not always possible, or practical, to send prisoners to a resettlement prison three months before release.

- 7.5.4 Although a core delivery of finance, benefit and debt services has taken place, one element that was missing from the new resettlement specification was the ability to deliver intensive one-to-one advice on these issues. To address this, 'Access to Advice' services were commissioned via the dynamic purchasing scheme, which addresses individual and group concerns.
- 7.5.5 At the time of writing this report, 43 category D prisoners were being held at HMP Whatton (a category C prison) and awaiting transfer to open conditions. It was identified that a significant number of prisoners were being returned to the establishment from open conditions, and that there was a need to prepare prisoners for what they might expect in an open establishment. To address this issue, a Preparation for Open Conditions course was set up and delivered on a quarterly basis, and prisoners identified to be moving to open conditions in the next few months were invited to attend. The course involved staff from the open prisons attending Whatton to deliver a presentation on what to expect in their respective establishments, and a Q&A session on subjects such as release on temporary licence (ROTL). The course was deemed a success, and was the basis for the programmes team completing further research and eventually setting up the Category D Survival course, which has now amalgamated with the original Preparation for Open Conditions course.
- 7.5.6 On average, 85–90% of Whatton's population are classified as high-risk prisoners, which means that they must be released into supervised accommodation, which is usually probation approved premises. Securing accommodation is an arduous task and the prison is very often only notified of a release address within five days of release (quite often on the day before release). Without a release address, employment is practically impossible. During the period April 2019 to April 2020, 239 prisoners were released from the establishment. Nineteen of the released prisoners were of retirement age and 18 were classed as 'not available for work'.
- 7.5.7 Six months prior to a prisoner's release, the prisoner's multi-agency public protection arrangements are reassessed by the multi-agency team. Furthermore, prisoners are offered a two-week course in preparation for their release. The course is presented in collaboration with the Geese Theatre, Department for Work and Pensions, National Probation Service, Resettlement Partners RRP, the offender management unit and, on occasions, ex-prisoners from Whatton. The course is offered in such a way that prisoners are invited to seek advice in their own areas of need, to aid their resettlement. The course is well received by the prisoners.
- 7.5.8 A continuing area of concern is that some prisoners are only aware of the address to which they are being released on the afternoon prior to the day of their discharge. Eight weeks prior to a prisoner's release date, the offender manager in the community (the National Probation Service) reviews the terms of the prisoner's licence conditions and seeks to find him suitable hostel accommodation. Occasionally, the communication to the prisoner is delayed, resulting in the late notification. As a consequence, released prisoners cannot be offered a job through the CRC as staff from the latter do not know in

advance where the ex-prisoner will be living. Unfortunately, the offender management unit does not maintain data on when a prisoner is informed of his release address.

- 7.5.9 Medium-risk prisoners are advised to contact their local council and ask for emergency accommodation upon release. Regrettably, this can sometimes result in a released person with a conviction for a sexual offence being housed for a short time in inappropriate (because of his conviction/licence conditions) accommodation.

8. The work of the IMB

The Board works well as a team, maintains good relationships with prisoners and staff, and monitors the establishment effectively. It attends staff- and prisoner-led meetings, where appropriate, throughout the prison. Administrative services for the Board are working effectively, with an experienced and capable member of staff who is well respected across the prison undertaking administrative duties. The Board ran a recruitment campaign during the reporting year, and two new members were appointed. A second recruitment campaign has been suspended until at least the end of September 2020. There is an active Board development officer, who encourages members to get involved with national, local and in-house training opportunities.

Since the start of the COVID-19 pandemic lock-down in March 2020, members of the Board have not been visiting the prison but have been remotely monitoring the prison's response to the pandemic through telephone and video conference calls.

Board statistics

| | |
|---|---|
| Recommended complement of Board members | 15 |
| Number of Board members at the start of the reporting period | 9 |
| Number of Board members at the end of the reporting period | 12 (incl. 3 probationers) |
| Total number of visits to the establishment (1 June 2019 to 18 March 2020) | 338 |
| Total number of segregation reviews attended | <i>Information not available – COVID-19</i> |

Applications to the IMB

| Code | Subject | Previous reporting year | Current reporting year |
|-------------|---|--------------------------------|-------------------------------|
| A | Accommodation, including laundry, clothing, ablutions | 16 | 6 |
| B | Discipline, including adjudications, IEP, sanctions | 7 | 2 |
| C | Equality | 9 | 8 |
| D | Purposeful activity, including education, work, training, library, regime, time out of cell | 16 | 7 |
| E1 | Letters, visits, telephones, public protection restrictions | 27 | 4 |
| E2 | Finance, including pay, private monies, spends | 7 | 8 |
| F | Food and kitchens | 12 | 2 |
| G | Health, including physical, mental, social care | 30 | 7 |
| H1 | Property within this establishment | 12 | 6 |
| H2 | Property during transfer or in another establishment or location | 30 | 16 |
| H3 | Canteen, facility list, catalogue(s) | 5 | 6 |
| I | Sentence management, including home detention curfew, ROTL, parole, release dates, recategorization | 15 | 8 |
| J | Staff/prisoner concerns, including bullying | 30 | 10 |
| K | Transfers | 3 | 0 |
| L | Miscellaneous, including complaints system | 36 | 22 |
| | Total number of applications | 255 | 112 |



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