



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

**For reporting year
1 September 2021 – 31 August 2022**

Published March 2023

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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 usually full.

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. The bricks and paints workshops on Feltham B remain, as they have been for some considerable time, 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 occasionally from further afield. It is made up of two parts: Feltham A and Feltham B.

Feltham A holds young people aged 15 to 18 years who may be on remand, convicted or sentenced. At the beginning of the current reporting year, Feltham A had its urgent notification lifted. The baseline certified normal accommodation (CNA) is now up to 120, although due to the impact of Covid and the lack of new admissions, the number of young people held at Feltham A is much lower. The actual roll on the first day of the reporting year was 62, rising to 66 on the last day, with a peak population of 85 during November 2021.

Feltham A comprises nine units, not all of which were open during the reporting year. Alpine, the enhanced support unit, cares full time for young people with complex behavioural and emotional needs from the YOI estate across England and Wales. Falcon provides short-term care and support for young people who have been placed on rule 49 (R49), who are attending adjudications or formal reviews or who are self-separating. All rooms are single occupancy, with in-room telephones, toilets and basins. With a rolling programme of refurbishment, not all units were open during the reporting period. The refurbishment programme includes the fitting of shower pods into rooms on some, but not all, units.

Feltham B holds young adults aged 18 to 21 years, all of whom are sentenced prisoners. As was the case on Feltham A, due to Covid and low numbers across the estate, the actual number of young adults held on Feltham B over the course of the reporting year was often much lower than capacity (500+). The actual roll on the first day of the reporting year was 228, rising to 282 on the last day.

Feltham B is comprised of nine residential units and as with Feltham A, not all were open during the entirety of the reporting year. Rooms are a mixture of single and double occupancy. All have in-room telephones, toilets and basins. Again, a rolling programme of refurbishment meant that not all units were open during the reporting period. The refurbishment programme on Feltham B does not include the fitting of shower units into individual rooms because of issues with ventilation.

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

adjudications or have been placed in segregation following either adjudication or the good order or discipline (GOOD) process.

Feltham B also houses two additional units: Teal, for outpatient services including dentistry, and Wren, which is a therapeutic environment for those whose needs cannot be met on their residential unit. Wren was previously a healthcare unit, but no longer is and has no nursing staff based there.

3. Executive summary

3.1 Background to the report

This report presents the findings of the independent monitoring board at HMP/YOI Feltham for the period of 1 September 2021 to 31 August 2022.

Evidence comes from a range of sources with an emphasis on observations made on rota visits including informal contact with prisoners and staff, attendance at prison meetings and communication with prisoners following applications made to the Board.

After the lifting of restrictions due the Covid pandemic, the Board returned to more frequent in-person visits (on average three rota visits per week). In addition to rota visits, members monitor specific areas of interest and monitor incidents as and when they occur. There were 280 visits in the reporting year compared to 157 last year when, because of the pandemic, much monitoring was done remotely from home via telephone and email.

As has been the case over the past three years, the Board continues to adapt its monitoring to reflect the fact that Feltham A and Feltham B operate as two discrete establishments. There is a single Governor and some joint resources across both Feltham A and Feltham B, and 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.

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 people in the country.

The current challenge is for both officers and prisoners to adapt to a post-Covid regime. Officers and prisoners alike are having to adapt to working and associating with larger groups of prisoners than during the pandemic. This is a particular challenge for the significant numbers of new officers appointed during the pandemic who are having to quickly learn to manage larger groups of prisoners.

3.2 Main judgements

3.2.1 How safe is the establishment?

The restrictions put in place in response to Covid made Feltham a safer establishment for prisoners and staff. Mixing in small bubbles meant prisoners felt safer and enabled staff to manage risk more effectively. Post-Covid, the combination of prisoners now mixing in large groups, combined with the recruitment of a

significant number of new officers, has resulted in an increased number of violent incidents and risk of violence. Some young adults on Feltham B report a reluctance to attend education and workshops because of concerns for their safety.

3.2.2 How fairly and humanely are prisoners treated?

Prisoners are treated fairly and humanely by staff. However, the built environment continues to have a negative impact on prisoners' living conditions and access to purposeful activity. While there has been investment in accommodation on Feltham A and in some units on Feltham B, the IMB has noted that attendance on training programmes on Feltham B has been severely limited by the state of disrepair of the bricks and paints workshops.

Members often report on how diligent governors are during adjudications which are conducted fairly, sensitively and with particular regard to prisoners' understanding of the process and the reasoning behind the judgement delivered.

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

Prisoners' physical health and general wellbeing needs are met well. However, the IMB's view is that the prison remains ill equipped to provide for prisoners with serious long-term mental health issues.

3.2.4 How effective is the education provision for prisoners?

Many prisoners at Feltham present challenges that create barriers to their educational progress. Many have negative attitudes to education having been excluded from mainstream school. Many present as having special educational needs. The level of classroom support offered to prisoners appears poorer than it might be for individuals with commensurate levels of need outside prison.

A significant number of young people are 'looked after children' (LACs). The IMB is concerned that the level of support they receive in education within the prison is not commensurate with the support they might receive in the community.

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

Both transfer to the adult estate and resettlement post-release remains a challenge and is often outside the prison's control. The prison is reliant on the efficiency and efficacy of outside agencies such as the youth offending teams and Probation Service which may be understaffed. This, and the complex constellation of issues associated with Feltham prisoners, all serve to make securing a satisfactory transition complex and complicated.

3.3 Main areas for development

3.3.1 TO THE MINISTER

- The amount of time prisoners spend out of their room (TOR), particularly at the weekend, was a cause for concern to the IMB over the reporting period. Not only was the amount of time prisoners spent outside their room an issue, but the way in which TOR is measured makes it very difficult to monitor accurately. The current measure of average for TOR is the mean. This measure masks the significant numbers of prisoners with very low TOR, whose numbers are counterbalanced by prisoners with privileges and those on the enhanced support unit who may spend most of the day out of their cells. Using the median as the measure of the average would give a TOR figure more in line with the lived experience of the typical prisoner. How will you ensure that prisoners' time out of room will be measured in a way that accurately reflects individual prisoner experience, and what measures will you be taking to ensure that the time prisoners spend out of their room in purposeful activity is increased?
- The proportion of young people on Feltham A who have been in the care of the local authority (LACs) is very high. Many are not getting the regular statutory visits they are entitled to from social workers in their local authority. This needs to be rectified. Many young people on Feltham A have moved directly from local authority care with either full care orders or child In need status. This is a serious indictment of the effectiveness of the care system which the government needs to address. Will you discuss with the Youth Justice Board and colleague Ministers how this can be addressed?

3.3.2 TO THE YOUTH CUSTODY SERVICE / HMPPS

Despite the current refurbishment programme, the fabric of the prison remains a cause for concern. While communal showers have been renovated to a high standard on some residential units on Feltham B, in-room showers cannot be installed there because of inadequate ventilation. The bricks and paints workshops on Feltham B remain in a state of disrepair which has a direct impact on opportunities for prisoners' rehabilitation. Leaking roofs on some residential units, and particularly on Ibis, have persisted for years. As we have seen in previous years, the protracted nature of the procurement process has led to delays which put refurbishment works at risk at the end of each financial year. What steps will the HMPPS and YCS take to address this moving forward?

3.3.3 TO THE GOVERNOR

- Following the lifting of the urgent notification and the easing of Covid restrictions, the rolls on both Feltham A and Feltham B are still well below capacity. The IMB is concerned that even with a low roll, prisoners report concerns for their safety when mixing with others. There was a noticeable increase in the level of violence during the last six months of the reporting period. What mechanisms are in place to ensure that improvements seen during the pandemic in relation to reduction in violence are not lost following a potential rise in roll? Similarly, the IMB is concerned that gang culture outside

the prison should not be mirrored inside Feltham by the practice of housing prisoners with those with whom they most want to associate. What measures are taken to address this?

- The IMB is concerned with the delay in the involvement of the Social Pantry, which was scheduled to have provided a canteen for staff and training in catering for young adults. Training in catering would have been a welcome reintroduction to the training on offer at Feltham and may have been a route to employment on release. The lack of an on-site canteen for staff can only have a negative effect on morale. Can an update be provided on when this project will be up and running?
- IMB members have significant issues with access to IT facilities, partly due to the change-over to a new computer system. Many IMB members have not been able to access the prison's IT system for up to a year, and in some cases even longer. This makes recording and reporting our findings extremely inefficient. What assistance can be given to IMB members to enable better access to technology within the prison so that members can easily access computer systems while onsite?
- Prisoners can view information about the IMB on their in-cell laptops, but this information could be improved upon. In particular, the description of the IMB is buried under the heading 'complaints' which takes a prisoner to the UK government page. What can the Prison Service do to raise the profile of the IMB within the new online resources available to prisoners via their prison-issued laptops? Could individual Boards have support to construct their own page specific to its particular presence in an establishment? Additionally, there is no online encouragement for prisoners to speak directly to IMB members about their experience of custody. Could the Prison Service ensure this is included?

3.4 Progress since the last report

Since the last report, the prison regime has moved out of Covid restrictions into a 'new normal'. Restrictions were gradually lifted over the course of the reporting year; in the last quarter of 2021 Covid restrictions were still in place, and indeed in December 2021 the prison was declared a Covid outbreak site. All restrictions were lifted at the start of quarter two but new Covid-related issues, such as the backlog of court cases and staffing shortages, brought new challenges.

Prisoners have had in-cell laptops since November 2021. This has facilitated access to most services available to prisoners within Feltham such as education, healthcare and social services. Canteen items can be ordered, and phone credit can be obtained. This has helped overcome the many administrative problems which caused frustration for prisoners. Electronic communication has also enhanced patient confidentiality when prisoners communicate directly online with healthcare services.

Feltham A The most important progress made during the reporting year was the improvements that led to the lifting of the urgent notification at the start of the reporting year. A full inspection by His Majesty's Inspectorate of Prisons (HMIP) from 22 February to 4 March found 'improvement and transformation'. The Board would like to commend both the previous and current Governor and their 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 Feltham B have progressed but there are still issues with workshops that are not in use. The Board received regular updates from the Governor and senior management team on the progress of these projects over the course of the year. They are to be commended for their perseverance in working to ensure these improvements are eventually completed. The serious long-term problem with pigeon faeces on the segregation unit yard has now been successfully resolved.

Evidence sections 4 – 8

4. Safety

The main issues with safety over the course of the reporting period were

- The number of extremely troubled young people with highly complex needs which Feltham A had to accommodate, and
- Staffing, both numbers required to fulfil all roles and adequacy of training and experience of staff.

Security

The security department covers both Feltham A and Feltham B although differences in regime mean that security is handled differently on each side, e.g. separate facilities for drug testing.

Throughout the year covert tests were undertaken to check that planned security measures were being carried out fully. Some initial gaps were found, none of which were considered serious. Following retraining, follow-up tests showed there were no potential breaches.

During the reporting period building works across the whole prison particularly Feltham B have increased the risk of escapes. Additional measures were introduced to cover these risks and there have been no escapes. Building works are expected to continue and risk of escapes carefully monitored.

Feltham A – population, remand status and social services

At the beginning of the reporting cycle, the remand population increased from 43% to 52% by end of November. As the roll increased, so did the remand numbers. Under the Legal Aid, Sentencing and Punishment of Offenders Act, a court can only remand to a YOI where certain conditions are met, one of which is

- *The offence condition, i.e., the offence(s) to which the remand proceedings relate is a violent offence, sexual offence or one that if committed by an adult is punishable with a term of imprisonment of 14 years or more.*

It therefore follows that these remanded young people can have very challenging behaviour and extremely complex needs.

4.1 Reception and induction

It is not possible to regularly monitor the arrival of prisoners because the IMB never knows precisely when they are due to arrive. On Feltham A, young people often come from court at odd times, sometimes later in the evening.

Previously, new admissions were staggered. By April reception sometimes received two or three intakes in one day. This meant that prisoners were sometimes waiting in vans for a long time.

Prisoners are unlikely to have their possessions the first night, but are given essentials such as soap.

A nurse sees all new arrivals, but this may cause a delay whilst staff wait for the nurse to attend.

The induction programme involves gaining details of the prisoner's background and needs. This is followed over the next few days by further sessions on the unit, with different agencies, including the IMB, visiting the new arrivals and explaining their roles.

Transfer of property remains an issue; different prisons have different rules about what types of property can be transferred and Serco has a restriction on weight and the number of items which can be carried. This may account for why so many items are lost/mislaid in transit between prisons.

Feltham A

The IMB conducted a questionnaire on Feltham A about young people's experience of reception and induction and most who responded were completely satisfied and said they had been seen by all the agencies and given educational pathways.

Feltham B

As Covid restrictions relaxed there was an increase in new young adults and inter-prison transfers compared with the previous year. Challenges occurred when the number expected or prison origin changed at last the minute, as staff had to keep cohorts separate in line with Covid regulations. Checks had to be made by healthcare before prisoners could move onto the wing. Together with late vans this often resulted in staff having to work overtime.

The Big Word translation service was available on the unit for new arrivals who did not speak English, although the IMB was aware that it was not always possible for it to be utilised.

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 2000. 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.

Feltham A has remained a safe environment due to the hard work and engagement of staff. This is helped by the small population. The roll remained low at the end of this reporting cycle, ending at 66. Staff at Feltham should be commended for their dedication to a difficult job in managing the behaviour of some of the most violent and troubled children in the country.

The safeguarding team is well organised with strong structures in place to oversee care and manage behaviour. There are now some very experienced staff on the safeguarding team. The lead governor for safety on Feltham A was moved across to Feltham B during the reporting year and the head of communities has taken on the role most ably, bringing new ideas to managing the vast amount of data and

information which the team has to oversee while focusing on best practice on the units.

At the start of the last reporting year Feltham B had five Samaritans-trained Listeners. This went down to three over the course of that reporting year. The figure now is one. Safer custody check in with him on a weekly basis to offer him support. Recruitment has been attempted but failed thus far due to security rejection and the young adults who are interested not having long enough left on their sentence.

4.2.1 Assessment, care in custody and teamwork (ACCT)

Board members on rota always visit and talk to prisoners with an open ACCT and contribute to and review associated paperwork. These prisoners consistently report that they are happy with the interventions provided by the prison. The Board continues to find unit staff helpful and genuinely concerned about the welfare of prisoners struggling to cope.

The figures below show that the proportion of open ACCTs on Feltham A is much higher than on Feltham B. An average of 6.3% of young people were on ACCTs over the course of the reporting year compared to an average of 3.5% of young adults.

Feltham A

Feltham A	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
ACCTs opened	6	5	4	3	3	4	5	6	5	2	3	7
Opened post-closure	0	1	2	0	0	0	3	2	2	4	3	3
Average roll (Taken from p-NOMIS)	64	69	81	77	75	74	67	68	71	72	62	62

In 2021 the post-closure period was extended to six weeks, allowing for more ACCTs to be reopened. A few young people may have their ACCTs reopened and closed a couple of times in one month, suggesting that there are a larger number of young people on ACCTs than is in fact the case. It remains the case that at any one time only a few young people need the ACCT process for support. This is also reflected in the self-harm figures.

In December it was noted that ACCT case coordinator training was outstanding for a large number of CMs and supervising officers (SOs). Within the safeguarding team there were only 4 CMs trained to cover ACCTs. It was noted that observations and interactions were not being correctly entered, particularly by night staff. However, this was quickly picked up by the Feltham A safety team who ensured that night staff were given adequate training.

Feltham B

A total of 85 ACCTs were opened for young adults during the reporting period, an average of just over seven a month. This compared to 57 ACCTs opened for young adults last year, at an average of just under five a month. The average roll for this reporting year (202) is comparable to that of last year (208). The most recent trend, in the last five months of the reporting year, was a worrying return to the 2019/2020 pre-pandemic average of 11 ACCTs opened per month.

Making adjustments for the population at the time, the number of ACCTs opened for more than a day increased in the second half of the reporting period by 40%. This coincided with a rise in the general level of violence across Feltham B.

Feltham B	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
ACCTs opened	6	3	6	3	4	6	3	13	6	8	14	13
ACCTs opened and closed on the same day	2	1	2	0	1	2	2	5	3	4	5	7
Average roll	151	140	166	168	180	180	189	211	233	255	271	281

4.2.2 Self-harm

The figures below show that the proportion of young people self-harming on Feltham A is much higher than on Feltham B. An average of 3.8% of young people on Feltham A self-harmed over the course of the reporting year compared to an average of 2.0% of young adults on Feltham B.

Feltham A

Feltham A	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Numbers of individuals who self-harmed	1	0	2	4	3	4	2	2	3	2	4	1
Total incidents of self-harm	1	0	6	16	7	6	2	3	3	3	4	7
Average roll (Taken from p-NOMIS)	64	69	81	77	75	75	67	68	70	71	62	62

IMB members know that there are a relatively small number of troubled young people who self-harm and this is borne out by the figures. For example, 16 incidents were recorded in December, but this included one young person who self-harmed nine times and a second who self-harmed five times. Often these troubled young people are accommodated on Alpine unit where they are well supported. Most self-harm-consists of low-level cuts or punching the wall. In April, on the induction, unit there was one incident of a self-inflicted burn. In July one young person on remand placed a ligature around his neck. He was a young person of concern as it was thought he was in fact an adult, but five months elapsed before the court changed the warrant to allow him to be moved to the adult estate.

Feltham B

In the last reporting year, with a similar average roll, there was a monthly average of three young adults who were self-harming with an average of just under seven incidents a month. In the current reporting year, there was a monthly average of just over four young adults who were self-harming with an average of just under nine incidents a month. Numbers do seem to have taken a sharp rise in the second half of the reporting year.

Feltham B	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Number of individuals who self-harmed	3	3	4	1	1	4	5	5	2	4	7	9
Total incidents of self-harm	3	3	10	1	2	8	10	6	4	11	27	23
Average roll	151	140	166	168	180	180	189	211	233	255	271	281

4.3 Violence and violence reduction, self-isolation

Illicit items

The Board has observed a correlation between low staffing levels, and the resultant regime cancellations, and violent behavior in young people on Feltham A (see 5.3 for further discussion of staff shortages and their impact).

With the lifting of Covid restrictions there has been an increase in assaults and finds of drugs and weapons. An IMB member attends security briefings and receives security data. The increase is considered by the prison to be negligible, and risks are considered to be manageable on both sides.

Feltham A

- The level of finds of mobile phones is not considered by the prison to be a big problem.

- Weapons continue to be fashioned from sharpened pieces of plastic including prison-issue cutlery, toothbrushes, and broken toilet seats. Finds of sharp objects such as screws, nails or plugs in socks are less common. A weapons amnesty was advertised with negligible results. It was later realised that young people did not understand the meaning of 'amnesty'. Steps have since been taken with other amnesties to take time to explain this.

Feltham B

- Drug finds remained low on Feltham B with some months showing no finds. Mandatory drug testing revealed positive results well below target levels, confirming that the supply of drugs into Feltham had been effectively disrupted.
- Finds of mobile phones were at a lower level than last year, although in February a young adult was found with five phones in a shoe.
- A focus group in September revealed that some young adults carry weapons because it was habitual in their lives prior to custody. They feel safer as they fear other young adults carry weapons. Staff try to identify prisoners with this mindset and address the issue. The police advise the prison about young adults who are habitual knife carriers.

Incidents at height – Feltham A

	Sep	Oct	Nov	Dec	Jan	Feb	March	Apr	May	June	July	Aug
Incidents	1	9	5	3	6	10	22	24	18	23	3	5
Number of YPs involved	2	13	7	9	8	24	41	36	25	39	5	8

In November the IMB noted that over half of the incidents at height were said to be the result of complaints regarding the regime. In December two incidents were over canteen sheets. The prison addressed these issues and all canteen is now ordered over laptops which has helped to overcome such problems. Incidents at height increased in parallel with the regime opening up. Staff endeavoured to understand the reasons behind the increase through the youth council meetings. The reasons given were miscommunications and confused expectations around regime delivery and issuance of yellow cards, or penalties given for bad behaviour. The rise in incidents also coincided with staff shortages, as young people often did not have their usual CMs on duty with whom they could raise issues. Low staff numbers also meant gym sessions were cut. Incidents reached a peak in June but at the end of the reporting cycle the numbers had fallen again.

Violence and violence reduction

Feltham A

In November, the high number of remand prisoners was considered to be adding to instability and violence. In January it was noted by staff safety leads that newly arrived young people needed to understand the use of restraint and what actions by them would trigger restraint and that this needed to be explained as part of the induction process. This resulted in the creation of a violence action plan which included reviewing strategies and the formation of forums such as the youth council.

‘Play fighting’ continues to be a challenge for the prison. While it is understandable behaviour amongst young people it can quickly transition into actual fighting or mask bullying. As a result of officers having to report play fighting as fighting, reported violent incidents increased in the period of January to March 2022, but there was no commensurate rise in the use of force. Many fights were characterized by staff as play fighting and they also reported that young people stopped fighting when told. In August, play fighting was recorded 22 times, involving 66 young people.

When play fighting occurs in education, teaching staff react, appropriately, by pressing the alarm bell, but quick de-escalation is not always achieved. Punishments such as yellow cards are given out which young people often feel is an overreaction and unfair. This can in turn lead to further frustration and misbehaviour.

Violence continued to be attributed to a small group of troubled young people. Half of this small number were in one group on Jay unit in the period from January to March 2022. Some of the reported incidents were fights within this group on exercise or at education. Some were play fights but, worryingly, some were assaults on individual young people who had joined the group. The prison reported that this ‘was a relatively stable group with young people who have been at Feltham for a relatively long period of time’ and that the group sometimes took issue with a young person’s manner or the way he interacted with the group.

The IMB is concerned that gang culture may be tacitly encouraged by having prisoners in small groups. The grouping system started during the pandemic with ‘bubbles’ on units as subsets of the whole unit. Although bubbles no longer exist, the groups, identified by colours, continue as a useful means of dealing with the issues of ‘keep apart’ while allowing the prison to provide a full regime for all. For young people who have lived experience of being in gangs this gives an opportunity to recreate a familiar environment. While mixing in smaller groups does make some young people feel safer, it can also be threatening to others and may not always contribute to a rehabilitative culture.

On 1 July 2022, a very serious incident took place which is currently under police investigation. It involved five young people attacking one young person. The IMB considers that the staff involved handled the situation expeditiously and effectively. Their highly professional response possibly saved a life. IMB members were impressed by the concern and compassion for the victim shown by all staff in the

days following. A further challenging situation arose in that two of the perpetrators of this incident were further remanded to Feltham to await transfer to adult prisons. These two young people were accommodated under rule 49 in the care, separation and reintegration unit (CSRU) on Feltham B, which is normally only used for young adults. The IMB carefully monitored the custody of these individuals in this highly unusual circumstance on a very busy adult segregation unit. We were impressed with the professionalism displayed by CSRU staff in their humane and decent care of these young people.

Feltham B

The level of violence in the previous reporting year (2020-21) was significantly lower than in the year before. This was partly because of the lower population, but undoubtedly Covid restrictions were an important factor. In addition, the bubbles and restricted regime gave staff more time to work with the young adults and build up relationships.

The level of violence on Feltham B has increased alarmingly this reporting year. It has more than doubled from an average of between 11 and 12 incidents a month last year to an average of just over 24 this year. Violence was particularly marked in the last six months of the reporting period when there was an average of between 33 and 34 incidents per month. This represents a return to the (pre-pandemic) level of violence recorded in 2019/2020.

Safer custody meetings are held monthly on Feltham B. Possible trends, drivers of violence, and current hot spots in the prison are discussed with due thought and attention to detail. Cases are discussed on an individual basis. There is a constant desire and effort to improve practice.

Feltham B	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Total number of physical violence incidents	12	24	21	9	9	11	22	12	46	43	39	39
Staff assaults - incidents	4	2	3	2	2	2	3	3	6	3	5	9
Number of staff involved	4	2	3	2	2	2	3	3	6	3	10	14
Number of YAs involved in assaults on staff	4	2	3	2	2	2	3	4	8	3	5	9
Number of YA assaults	4	10	5	3	3	5	5	2	27	19	15	10
YAs involved in assaults on peers	11	18	10	6	7	13	12	4	100	62	44	24
Number of peer assault incidents	4	12	13	4	4	4	14	7	13	21	19	20
YAs involved in peer assault incidents	8	33	36	19	10	9	58	25	45	67	63	59
Average roll	151	140	166	168	180	180	189	211	233	255	271	281

4.4 Young people with specific vulnerabilities

4.4.1 Alpine unit (ESU)

Alpine, an 8-bedded unit open since November 2017, is a national resource and sometimes receives young people from other establishments. It is part of a collaboration between HMPPS and NHS England. It is aimed at a small cohort of children with exceptionally complex needs for whom mainstream services are likely to be ineffective. The IMB visits the unit regularly.

In September, the IMB noted that Alpine was a hot spot for incidents in two weeks out of four. Questions were raised by the safety governor as to whether staff had the correct training to deal with young people with autism. In addition, that month Alpine staff were trying to cater for multiple different regimes. Alpine requires a full complement of correctly trained staff. It has had some notable successes and in

February it was noted that the mother of one self-harming young person had written to thank Alpine staff for their work in support of her son.

In May, the IMB reported that Alpine had an increased number of residents with very severe and challenging issues. One resident alone had 24 incidents recorded and there was evidence of bullying and gang-related behaviour. Highly challenging young people were removed and segregated on Falcon as a risk to others. This partly explains the very high number of days' separation recorded in May and June.

4.4.2. Looked after children (LACs)

There has been an increase in the number of looked after children (LACs) on Feltham A. In December there were 46 LAC young people as against 39 in the same period the previous year. In July it was noted that 12 out of a population of 54 were on full care orders and that 19 were children in need *before they came into custody*. These young people represented almost 60% of the population on Feltham A. In the Feltham A safety meetings dismay was expressed that young people with long histories of social services involvement were arriving in Feltham on charges or convictions for rape and murder.

Feltham has a dedicated social work team. This team comprised three people at the start of the reporting year but went down to two. Each LAC is meant to have a dedicated social worker (DSW). Rising numbers of LACs coupled with a reduction in the size of the team by over 30% means that social workers cannot do the in-depth work that is necessary with these young people, who are some of the most vulnerable children in our community.

The team also reviews all safeguarding concerns and referrals and makes referrals to the local authority designated officer (LADO) if and when the reporting threshold is met. The introduction of in-room laptops has facilitated communication between the DSW team and young people. The DSW team use an app to give young people direct access to the team.

The team spends a lot of time chasing local authorities for allowances for LACs via the online payment system. Different local authorities pay out different amounts in different time frames, which creates problems for young people.

Local authority social workers vary in how conscientious they are in relation to completing their statutory welfare visits. The IMB is concerned that social workers working from home feel less pressure to complete their visits than they would be if back in their offices.

4.5 Use of force Feltham A

	Se p	Oct	No v	De c	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug

Total incidents	23	25	31	31	24	28	33	39	42	52	26	32
Total use of force	38	38	44	70	49	34	56	58	75	100	52	46
Total young people involved	25	26	27	42	34	19	36	26	42	47	33	28

The Board monitors use of force (UoF) through examining the reports of incidents in daily briefings and monitoring behaviour management meetings (BMM). In these meetings videos showing the use of minimising and managing physical restraint (MMPR) techniques are reviewed. The Board makes careful note of observations in the daily logbooks. Board members who are present in Feltham when an incident occurs will try to visit prisoners involved and talk to them after the incident.

Although violence has increased, MMPR and UoF techniques remain lower in number and in severity. For example, in March, of 56 uses of force over half were low-level holds and 51 resulted in a standing relocation.

Use of PIT (pain inducing techniques)

PITs are rarely used. In six months of the reporting year, they were unused. Staff are careful to watch out for serious injuries and warning signs (SIWS). They are recorded and followed up in weekly BMM/MMPR meetings and monthly safety meetings. The IMB monitors all of these meetings, either in person or via minutes. All SIWS are triaged by the safeguarding lead, a social worker and the LADO using all available footage to assess whether the SIWS warrants a LADO referral.

SIWS	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
	4	3	4	6	7	7	1	3	4	2	0	2

In February there were seven observations of SIWS. One young person was involved in five of the seven observations. This individual was offered support and the following month he was only involved in one SIWS observation.

Conflict resolution

This continues to be an important part of safe custody and from October to December it was noted that conflict resolution was well integrated into behaviour management.

Feltham B

The use of force on Feltham B mirrors the level of violence, peaking in May and June.

Feltham B	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Total use of force*	63	130	108	61	72	82	141	88	247	294	230	208
Number of incidents	14	21	24	12	16	22	27	20	50	52	52	48
Number of YAs involved	25	48	49	22	25	30	65	37	112	120	105	77
Batons drawn	0	5	1	0	0	3	1	0	3	4	2	2
Batons used	0	2	2	0	0	30	1	0	2	1	1	1
PAVA drawn - no. of incidents**										7	4	7
PAVA used - no. of incidents**										6	2	6
PAVA used - no. of YAs exposed **										22	12	15
Rigid bar handcuffs												22
Average roll	151	140	166	168	180	180	189	211	233	255	271	281

*This is the number of officers using force on one young adult; ratios of 3:1 can be used depending on the violence of the individual.

**The use of PAVA was introduced on Feltham B on 21 March 2022.

4.6 Substance misuse

Feltham A

- Drug finds are considered by the prison to be at a tolerable level.
- A new drug testing suite has been built in the main reception area, though the IMB understands that it was not used in January and February.
- Gabapentin, a substance new to the prison, has been found twice, in October 2021 and March 2022.

Feltham B

- Drug finds remained low on Feltham B with some months showing no finds. Mandatory drug testing revealed positive results well below target levels,

confirming that the supply of drugs into Feltham had been effectively disrupted.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

5.1.1 A considerable amount of infrastructure and improvement work has taken place over the entire site during the reporting period.

5.1.2 A considerable amount of works staff time is taken up dealing with acts of vandalism by prisoners.

5.1.3 There continue to be very few complaints to the IMB about food, either quality or quantity. The kitchen staff are to be commended for the way they generated a variety of good quality food throughout lockdown. Comfort packs and extra bottled water were handed out throughout lockdown, which was a welcome extra during the very hot weather in June and July.

5.1.4 The prison staff managed well with the prolonged and sustained spell of very hot weather. The large expansive site is exposed, with little shade, and the age of the buildings means there are few measures to mitigate against heat. Prisoners were appreciative of the efforts made by staff to provide plenty of water, ice lollies and opportunities to cool down. The heat wave did not give rise to problems.

5.1.5 A long-overdue roof repair programme is scheduled to begin next year to address the damp issues. An extensive programme of window and ventilation replacement was rolled out over the year. Nevertheless, Wren remains prone to persistent damp problems.

5.1.6 Residential units on Feltham A were redecorated and upgraded this year in a rolling programme of improvements to communal showers and serveries which began in 2021. Some new self-contained shower and toilet pods were installed on three units – Bittern, Curlew, and Dunlin. The remaining shower pods are scheduled to be installed on some, but not all, units by April 2023.

5.1.7 New workshops for Feltham A were open in 2021. Work refitting the resettlement workshop – comprising areas for writing CVs and writing job applications etc. – and the paints workshop is due for completion in October 2022.

5.1.8 Some problems seem to remain unresolved for inordinately long times – a skylight above the corridor in the CSRU has been persistently leaking rainwater for many years.

5.1.9 Six units on Feltham B were fully refurbished in 2022 including new showers, furniture and staff facilities.

5.2 Segregation Feltham A

Young people who need to be separated are accommodated on Falcon. The IMB attends rule 49 reviews where possible. Young people who find themselves on Falcon are in a particular crisis. The IMB has been consistently impressed by prison staff working in collaboration with external agencies to stabilise behaviour and re-engage young people with the normal prison regime. All young people are fully involved in rule 49 reviews and any decisions and plans for their care are fully explained. The IMB has witnessed a young people's point of view being fully listened to and taken into account in decision making.

In October, a member of the education staff was taken hostage. The two young people involved were then moved to Falcon and separated under rule 49. As a consequence of the nature of the incident, non-operational members of staff could not be alone with either of these young people. This, together with a shortage of officer staff, meant that although the young people were 'receiving their entitlements', education merely consisted of packs pushed through the door. Agency interventions were necessarily limited to conversations through a locked door. As a result, the young people were on Falcon for an extended period.

Further extended stays on Falcon arose over the year: one young person had too many keep apart issues across the prison to be accommodated on any residential unit. A second challenging young person with difficult to manage needs required a four-officer unlock and unfortunately he could not be safely accommodated on Alpine due to the risk to others on the unit.

Rule 49 separation and self-separation Feltham A	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Total new separations	9	21	8	10	11	6	17	16	13	11	13	22
Risk to others (GOoD)	8	21	5	10	11	5	13	14	9	9	11	19
Self-separation	2	0	2	0	0	1	0	2	2	2	1	0
Own protection	1	0	1	0	0	0	4	0	2	0	1	3
Total rule 49 days	55	81	101	48	54	62	83	114	207	120	116	148

Feltham B

2021 -22	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
YAs on CC	19	33	15	11	7	5	17	12	35	37	34	28	253
Total CC days	110	133	72	58	32	21	91	59	179	239	203	176	1373
Average roll	151	140	166	168	180	180	189	211	233	255	271	281	

The average roll on Feltham B in 2021-22 was almost the same as in 2020-21, but the number of young adults placed in cellular confinement (CC) went up from 189 to 253, an increase of 34%. In addition, the total number of CC days went up from

1,067 to 1,373, an increase of 29%. The data supports the IMB's concern that violence has increased during the reporting year, particularly in the second half. Night staff seemed to be particularly affected by limited training (see 5.3). On 31 December special accommodation (SA) was used for the first time since March 2020 during night state on Alpine, the enhanced support unit (ESU). Follow-up paperwork was poor with no note of authorisation by a custodial manager (CM) or a CM being present. The IMB should have been notified but was not. There was a repeat of this on 2 January. It is to the credit of the safeguarding team at Feltham A that this was identified as an error and that the IMB learned of what had happened through the prison's own safeguarding reporting. The IMB then followed the lessons learned exercise and it was found that night staff were inadequately trained in the relevant prison service order on SA and that those on Alpine lacked the special training of the day staff. The prison has since addressed this through training of night staff and changing the profile of staff on the ESU in the night state. Further progress has been made in delivering refresher training to all staff post Covid.

5.3 Staff/prisoner relationships

As with last year, the Board has regularly noted positive constructive interactions between staff and prisoners across both Feltham A and Feltham B. However, some newly qualified officers, of which there are now many, have not yet developed the authority of more experienced staff.

Feltham A

From September 2021 to March 2022 staffing was an issue on Feltham A with many attendant consequences.

In November, the IMB noted that staffing levels were consistently low and there were regular cancellations to regime including education. This caused frustration amongst young people and led to violent behaviour. This in turn led to low staff morale and demotivation. There were seven assaults on staff in the first 10 days of November.

Due to the impact of Covid outbreaks and staff absences, a plan was introduced from 22 November where resources were pooled to deliver an amended regime. Children were encouraged to resolve peer to peer conflict to access all elements of the regime on offer.

At the end of December fewer than 60% of staff had up to date training. By the end of February this was up to 80%. In February, the IMB was concerned that many new staff had just basic training and that more experienced staff had had their refresher training delayed. By the end of the reporting period the prison informed the IMB that staffing levels were good, and that new staff were taking training days. However, the ongoing issue was that many staff had no experience of the prison before Covid, so were unused to delivering a full regime to a large group.

5.4 Equality and diversity

There was significant improvement in the data collection and strategic planning of the diversity and inclusion team on Feltham A during the reporting period. The IMB had previously expressed concerns about the lack of any action planning. This was also highlighted in the recent HMIP inspection and is now in place. Data is now scrutinised in detail at monthly meetings which the Governor attends. All units have a diversity and inclusion representative, and focus groups are run on units where issues have been identified. A recent focus group on Wren highlighted that some young adults were unaware of what protected characteristics meant. Any prisoner requiring a personal emergency evacuation plan (PEEP) has a risk assessment in place.

5.4.2 Foreign nationals

At the time of reporting there were 69 foreign nationals at the prison from a total of 33 countries. This compares to 50 foreign nationals from 21 countries this time last year. They are all well supported by the immigration officer. The IMB has spoken to a number of foreign nationals this year who have complained about being kept in prison beyond their release date. This was a nationwide issue resulting from the reduction of flights during Covid. Some prisoners also do not understand that the date they are given for deportation is the beginning of a time frame rather than an exact day. The immigration officer is proactive in offering support and guidance to all foreign nationals. Both prisoners and officers speak highly of him.

5.4.3. Discrimination incident report forms (DIRFs)

During the reporting period there were a total of 98 DIRFs compared to 66 in the equivalent period last year. Of these, 77 DIRFs were from Feltham A, 48 relating to race and 28 to homophobia. The total number of DIRFs for Feltham B was only 21, very low as the population on Feltham B is fourfold that of Feltham A. Prisoners report that DIRFs are acted upon, although often not within the agreed timescales on Feltham A. Focus groups have been set up to raise awareness about DIRFs and the system for reporting will soon be available on the laptops. The diversity and inclusion team complete an annual review and quality assurance of DIRFs. They reported that some young adults were unaware of the DIRF process. As a result, diversity and inclusion now forms part of the induction process.

5.5. Faith and pastoral support

The chaplaincy team consists of five full-time and six part-time staff and five volunteers/sessional visitors. The team are very proactive and the prisoners report that they feel well supported by chaplaincy. Some of the team are very skilled in defusing difficult situations. The IMB has visited the chaplaincy many times during the reporting period but the great majority of time the offices are empty. This is because the team spend their time on the wings visiting the prisoners on the units.

The IMB has attended and monitored the different forms of collective worship. Services are well planned, well organised and behaviour is generally good. Incidents are rare. Three prisoners were baptised into the church during the reporting period.

There is a significant discrepancy between the number of young adults who sign up for Sunday services and the number who actually attend. This is a combination of an early start and conflict issues between units. Numbers attending Sunday worship have fallen post-Covid. This is an unintended consequence of conflict issues between wings that have continued since Covid restrictions have been lifted. Feedback from the prisoners indicates they do not want to get into trouble or fight at church and so avoid it.

The chaplaincy team has found innovative ways to reach prisoners. The head of chaplaincy records a weekly motivational message which all prisoners can watch on their laptop. These have been well received and had many hits. He also provides sessions focused on religious texts. Small groups are also run both on the units and in the chaplaincy centre. The chaplaincy team has a number of contacts outside the prison and utilises the skills of outside agencies. On a recent Sunday monitoring visit, the IMB observed members of the Ruach Outreach Prison Ministry were leading the Church of England service.

Access to young people on Feltham A by the chaplaincy has proven problematic due to the regime. There is a booking system but appointments to see young people take two weeks to process. However, this booking system can be bypassed for emergencies such as bereavements and prisoners report they have been very well supported and cared for.

The chaplaincy team were criticised in the recent HMIP inspection for talking to prisoners through closed doors. The team felt this was unfair as Covid rules prevented close interaction. The IMB's monitoring would support this. Throughout Covid the team continued to attend the prison and found creative ways to connect with individual prisoners.

The IMB's monitoring has consistently shown the chaplaincy team to be very kind to the prisoners and go out of its way to support them. For example, when a young person was the subject of a serious assault, the imam visited him in hospital on the other side of London and the head of chaplaincy contacted the boy's mother on a number of occasions.

5.6 Incentives

The incentives rewards scheme policy has now reverted to pre-Covid rules. Some prisoners have found this transition difficult to deal with as they joined Feltham during a time of enhanced privileges such as additional free phone credit.

On Feltham A the green and yellow card system continues to work well and is more consistently applied. There is a platinum wing for young people who are on gold regime. The time out of room on this unit is considerably more than on other units, particularly at the weekends. However the platinum wing is not full as some young people cannot be persuaded to leave the wings they reside on and prefer to forego the additional benefits in order to remain with friends who are on a silver (standard) and bronze (basic) regime.

On Feltham B much work has been put into trialing different incentives to overcome the conflict issues which have arisen between units post-Covid. These have had limited success. However, the IMB has observed that the staff are persisting and investing considerable time trying different ways to use incentives to help overcome the current conflict issues.

Other privileges such as family days are popular and the IMB has observed positive atmosphere on such occasions.

5.7 Complaints

5.7.1 Between August 2021 and July 2022, the prison received 203 first-stage complaints from young people and 279 from young adults. Across the reporting period the prison responded to 90% of complaints within the required time limit.

5.7.2 The main topics for complaints from young people were issues concerning prisoners' property, staff, and finance/cash. For young adults, it was prisoners' property, finance/cash, and staff.

5.8 Property

5.8.1 As was reported last year, 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 upon transfer from other establishments. The IMB has continued to deal with many issues around missing property, notably property lost during transit between prisons. The IMB understands the process for dealing with property loss in transit between prisons is for the prison to send an email to the transferring prison, but there appears to be little or no follow through beyond that.

5.8.2. The IMB continues to encounter considerable difficulty in resolving property complaints with other prisons within a reasonable time limit. It is the IMB's view that property issues have a disproportionately negative impact on prisoners' mental wellbeing, but the problem appears to be a relatively low priority for the establishment.

6. Health and wellbeing

6.1 Healthcare

The healthcare department has a new head but there was a substantial interregnum. As far as the IMB is aware, this did not affect the delivery of services.

Between October 2021 and May 2022, the outpatient facility logged 19,140 bookings of which 16,418 attended appointments. These include individuals who attended some clinics multiple times or several different clinics/services. Of these, 48% were for the variety of mental health services offered, 39% were to see a nurse, e.g. for asthma clinics, ECGs, blood tests, triage, sexual health etc., and 9% to see a GP.

There were a total of 1,478 DNAs (did not attend) and 540 NAVs (no access visits), where the prisoner was not able to attend because of regime strictures – another appointment was always made. Since Q2 the Governor has been following up the reasons for DNAs with the senior management team.

NAV's are often a result of challenges of prisoner movement. In order for healthcare to operate effectively, patients, especially young people on Feltham A need to be escorted to the unit which is situated on Feltham B. The movement of individuals for healthcare appointments has a lower priority than the movement of large numbers, e.g. to education and workshops. Movements also have an impact on the delivery of medicines to the wings. During lockdown patient access was easier due to fewer movements. Now movements can take place there is more disruption. It is hoped that the new medical centre on Feltham A will help alleviate these issues once it opens.

Staffing in healthcare is still an issue with a shortage of Band 5 (entry level) nurses. A video has been produced for the Health in Justice website to attract nursing staff.

Healthcare applications can now be accessed on the in-cell laptops. As a result, there are now far more requests to see a doctor or dentist. Attendance has also improved, especially for sexual health appointments. Prisoners prefer to communicate electronically as they feel it is more secure. The paper applications used previously were considered to lack confidentiality as they could be read by anyone, including officers on the wings and fellow prisoners. Pharmacy requests can also now be made directly and dealt with promptly. Electronic communication also avoids conversations at cell doors which can be overheard by anyone.

Prisoners are now able to have virtual communications with hospital doctors in the presence of a nurse with no officers being present. Technology has also provided much better links with community and hospital records which means that better-informed decisions can be made. Prisoners have to give their consent for their records to be accessed but engagement has been high as confidentiality is ensured. Face to face contact is still an option.

As far as IMB is aware there has only been one complaint about healthcare. This was resolved quickly to the satisfaction of the young person and the IMB was kept informed. Healthcare had also received an app via the IMB concerning an issue with

a member of staff. This was addressed to the satisfaction of the young adult concerned.

A local healthcare delivery board has been established with the prison so that concerns can easily be raised. Governors from both Feltham A and Feltham B attend.

Wren wing

Wren wing previously operated as an inpatient facility but now operates as a therapeutic facility for young adults. There is usually at least one young adult on Wren on an open ACCT. Healthcare withdrew their constant presence in their office on Wren and now conduct visits for specific needs. Most care required is for psychological issues rather than physical although the physical consequences of self-harm can also require attention. In the reporting period, prisoners have arrived at Feltham with injuries and suffering the effects of intoxication and drug dependency. Wren unit provides a secure environment for these issues to be addressed before moving a prisoner onto a residential unit.

6.2 Physical healthcare

There are always one of three GPs on site, six days per week (Monday-Saturday), including bank holidays. There are no waiting lists as patients are booked in as soon as a request is made via the newly installed in-cell laptops (see below).

There is 24-hour nurse cover; urgent cases are responded to immediately and routine waits are no more than two days.

There were 454 dental appointments and 223 visits to opticians. Apart from dental appointments, all numbers have increased on a pro-rata basis from the previous reporting year.

Covid-19

Since the outbreak of the Covid-19 pandemic in March 2020 and October 2022, there have been 43 positive cases on Feltham A and 40 on Feltham B.

6.3 Exercise, regime

Time out of room (TOR) varies markedly according to time of the week and status of the prisoner. The IMB has found it difficult to monitor TOR accurately because of the way in which it is measured and reported. The current measure of average for TOR is the mean. This measure masks wide variability in the actual time individual prisoners spend outside of their room, as there are significant numbers of prisoners with very low TOR whose numbers are counterbalanced by prisoners with privileges and those on the ESU who may spend most of the day out of their cells. The IMB suggests using the median as the measure of the average would give a TOR figure which better reflects the lived experience of the typical prisoner.

Feltham A

At weekends, monitoring has shown that young people on silver (standard) and bronze (basic) status were sometimes behind doors for 22.5 hours. This contrasts with young people on the platinum unit who were out of their rooms for significant periods at the weekend. IMB monitoring estimates 6-7 hours. Young people on enhanced status on other wings have weekend TOR for cleaning and association, usually an additional hour.

Concerns have been reported to the Governor and action has been taken to increase TOR. The deputy governor reported that at the time the benchmark for TOR was 5 hours per day, but that if education was cancelled this figure reduced significantly.

Feltham B

During the reporting period average weekly TOR varied between 4.5 and 6.0 hours per day.

6.4 Soft skills

The charity Roadlight, formed by ex-offenders, is no longer working on Feltham A. In the view of the IMB they seemed to have a particular rapport with young people. They had been observed on a number of occasions deescalating situations that could have become more serious. They have not been replaced.

7. Education and training

7.1 Education

Feltham A

A standard curriculum for young people was provided by Prospects Ltd until 31 August 2022 when the national contract was awarded to the Shaw Trust. Although this did not take effect until 1 September, providing data for the changeover had a huge impact on education managers' time during July and August.

Return to pre-pandemic operations has not been smooth. In September and October 2021 young people were averaging 15-18 hours a week in education, some 21 hours, plus two hours of educational gym. However renewed Covid outbreaks in November 2021 reduced the number of operational staff available to escort young people to the education block and meant that for four weeks education took place only on the residential units. This was not satisfactory. Young people did not get as much learning time (perhaps as low as three hours a week), no technology could be used and there were many distractions. From December normal classroom teaching resumed but there have still been occasions when Covid and other absences of teaching or operational staff forced teaching to take place on units.

Despite this there has been notable success in exams. Attaining basic levels of maths and English remain a priority. This year 55 GCSEs (24 last year) were taken by 36 young people (last year 17). Of these 10 resulted in a grade 4 or above (equivalent to grades A-C previously) and a further 21 achieved grade 1-3. Some of these exam candidates were on Falcon, the separation unit, at times during the exams. It is a credit to the prison that they were able to facilitate these young people sitting their exams despite their being on Falcon. Feltham is the only YOI in the UK to initiate GCSE courses, which present serious logistical difficulties, rather than just facilitating completion of any started in the community. A-level equivalent courses are also now being provided through Stonebridge, an external provider of distance learning material. Twelve young people have started working on them (compared to three in each of the previous two years), with a further seven young people waiting for courses to be approved, swapped or received. Four young people have transferred to adult establishments and are continuing their courses. The level of bureaucracy involved in approval and payment for Stonebridge courses is an impediment to getting more prisoners onto them quickly.

Equally as important as academic achievement is changing the mindset of prisoners who have previously seen no value in education, and perhaps never sat an exam before.

Remand prisoners can also participate in the full educational programme. Pupil progress packages continue to work well to achieve a good transfer of information between establishments.

The practice of teaching young people in small groups of three or four has continued post-lockdown and has contributed to better behaviour and improved learning experience. However, the second half of the year was marred by a return of incidents of poor behaviour, both in classrooms and during movements to and from the education block; these are disruptive to learning. In addition, there were two serious incidents, one where a teacher was assaulted and another when a teacher

was taken hostage. Educational staff have noticed a correlation between times when the custody support plan (CuSP) programme is working well and much better behaviour in classes. Liaison between education, wellbeing and operational staff continues to provide an improved overview of each young person. The trauma informed curriculum (TIC) is now well embedded and means most young people are now returned very quickly to the learning environment.

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, and the TIC, the need for one-to-one education has decreased. In the past 20 or more young people might have needed outreach; this year it has averaged three to four, going up to eight on rare occasions if there has been a large incident.

Both young people and teachers now have laptops. These have proved a great aid to learning and improving pupil/teacher communication, and other technology is being introduced. A successful partnership with the Reach Academy in Feltham has been very beneficial, providing access to a large volume of online learning and exchange visits with their teachers to learn how to best use the new technology.

The social work team reported in April that they had created a plan for a barber shop, as haircuts are an important part of personal care. Barbering is a popular and valuable workshop. Much to everyone's disappointment, completion of the building and installation of equipment were both subject to significant delay. It has been reported to the IMB the barbershop became fully functional in August.

The voluntary supported education service have complained to the IMB that they often wait in empty classrooms for an hour or more waiting for a young person who never appears.

Feltham B

Education reverted to normal working at the end of May after the long lockdown period. There have been a number of issues, including violence in classrooms, that have hampered a return to full attendance.

7.2 Library

Feltham A

A separate library for Feltham A had already been erected by 1 September 2021, but by 31 August 2022 it was still not in use. Various issues have contributed to this delay, including communications between the establishment and Hounslow Council over who would run it, difficulties recruiting staff and making it a secure environment for staff and young people.

Feltham B

The library on Feltham B continues to be open and provides a valuable service.

7.3 Vocational training and workshops

Feltham B

There are two problems with young adults taking up places at workshops on Feltham B. Firstly, a requirement is in place that those wishing to join certain workshop

courses must have attained a certain level in both the English and maths and if they have not they must be able to complete the certificated courses that are delivered at level 1. Unfortunately, many young adults don't want to attend academic learning in a formal classroom and many have been excluded from school as a result. Secondly, the young adults are reluctant to attend the workshops because of the violence that occurs in the facilities.

Regrettably plans for the staff canteen to be reinstated with the involvement of the Social Pantry are progressing slowly but have not yet been completed. This canteen would have provided opportunities to obtain training in food safety and qualifications in food preparation and cooking. It was hoped that the facility would be fully operational before December 2022, but at the time of writing, no progress is evident.

8. Progression towards transfer or release

8.1. Case management and progression

8.1.1 Feltham A

The resettlement team deserves praise for the effort made in resettlement and transition plans in the face of many difficulties. The IMB has consistently been impressed by the leadership of this team. They have a strong grasp of the individual needs of the young people approaching release/transition and are always ready with information.

Due to the nature of the offences with which young people are charged and convicted, an increasing number are not being released into the community but transferring to the adult estate. This was reported last year. As of 20 September 2022 (after the close of the reporting period), there were six young people on Feltham A over the age of 18.

Generally, transitions to the adult estate continue to be a challenge, and instability within some prisons in the adult estate is a factor preventing moves. Feltham B is not always a solution for young people with home addresses far from the southeast, and increasingly young people are on remand and therefore unsuitable for Feltham B.

There is also an increase in young people who are receiving long detention and training order (DTO) sentences just before they turn 18, which means they are not expecting to be released until they are nearly 19. In these cases, the resettlement team seeks permission from YCS placements to transition them to adult establishments. However, transfer requests are often declined, with the reason given that DTO sentencing requirements are not catered for and understood at all adult sites.

Changes in the way prisoners are allocated within the adult estate has given rise to confusion. Often the resettlement team face refusals to admit from adult prisons and have had to seek help from the YCS.

8.1.2 Use of release on temporary licence (ROTL)

Feltham A

Very few young people on Feltham A are eligible for ROTL.

Feltham B

ROTL cannot proceed without police input and there are often delays in getting information from the community in relation to applications. ROTL is well supported, and Feltham has built up strong ties with various business partners, but placements have dropped off because the paperwork is not being signed off in time due to shortage of staff in the community.

8.2 Family contact

In the first half of the reporting year, the IMB was concerned that social visits were very low across the prison. There was a change to the booking system for visits that meant families could no longer call the prison to request a visit. Instead, prisoners had to apply themselves. The IMB found that while prisoners understood the new booking system and it was straightforward to use, they were simply requesting fewer visits. It may be that with in-room telephones, prisoners do not feel the need to see family in person as often. The Board is aware of several additional factors which may have contributed to low visitor rates over the course of the reporting year, including curtailed timetables, strikes, rising travel costs and poor ease of access to the site generally.

The IMB was also concerned at the beginning of the reporting year that the coffee shop where visits took place was not offering hot drinks or food to families due to concerns over Covid. This was raised with the Governor in January and by June all refreshments were on offer and there was a slight increase in social visits. Over the reporting cycle the numbers of visits gradually increased but did not return to pre-pandemic numbers.

The prison has worked to encourage families to attend family activity and open days on Feltham A and to see the education and activities on offer to young adults on Feltham B. Much of this was overseen by the charity Spurgeon's, who have now left the prison as their contract ended at the end of the reporting cycle. They are due to be replaced by Pact. The IMB believes Spurgeon's provided a very good service to prisoners and will be looking to see that this continues.

8.3 Resettlement planning

8.3.1 Feltham A

Education and training and employment (ETE) upon release

A monthly resettlement and aftercare meeting reviews plans for all upcoming releases in the next 28 days to try to ensure appropriate planning (including ETE and accommodation) is in place. Recently individual youth offending team (YOT) workers started attending these. Complexities of individual cases will always create some barriers which are difficult to overcome immediately.

Current challenges

Securing ETE ahead of release is still a challenge but this is outside the prison's control; it is the responsibility of YOTs and children's social services to secure appropriate ETE and accommodation.

The resettlement team reported that 'In the past 12 months, 98% of children who arrived at Feltham were not in education, training or employment at the point they entered custody, so getting them back into something meaningful and sustainable when they return to the community is not an easy task.'

Similarly, the social work department reported that 'A key issue in resettlement of young people is that many were children in need or on full care orders before entering custody and so it is challenging to arrange accommodation upon release' (DSW team report April 2022.)

Feltham B

In combination with workshops, a resettlement hub was due to be set up for those being released within three months. The hub would assist with setting up bank accounts, CV writing, home financing and other skills needed for independent living. Progress on this has been delayed and is now projected to be completed in December 2022.

From June 2021, resettlement for young adults has been handled by the community probation service (CPS) who are based outside the prison. The IMB has been advised that despite the London probation service facing the challenge of poor staffing, all young adults were allocated a probation officer on release when required.

Due to the shortage of staff within the Probation Service there are instances where referrals are slow, and prisoners have to wait until the last moment to know where they will be accommodated. The IMB has reported their concerns over the years.

If a young adult does not have a permanent address for release, they are referred to the charity St Mungo's who have a part-time housing officer based at Feltham to source appropriate accommodation. However, organising a bank account, finding a job, etc. are all dependent on having a fixed address.

The CPS helps the young adults to open bank accounts and provides debt advice, but there is currently no pre-release package for education and training. JobCentre Plus now have a dedicated work coach based within the prison who provides 1:1 advice on universal credit claims, discusses employment opportunities prior to release and books an appointment with the JobCentre post-release. It has been noted that during this reporting period there were fewer employment opportunities for ex-prisoners.

A new employment hub is due to open before the end of the calendar year where all agencies will come together under one roof to provide young adults with a resettlement plan three months prior to release. The intention is that support with basic life skills, training and help with finding a job will be offered to every young adult and companies will be invited in to give advice and discuss employment prospects.

The IMB would like to acknowledge the ongoing hard work, professionalism and support that the offender management unit, prison offender managers (POMS) and St Mungo's provide to young adults in Feltham.

The work of the IMB

The IMB appreciates the prompt and detailed replies the new Governor (appointed April 2022) gives to comments and questions raised in our weekly rota reports. Her proactive responses mean that the IMB's work has an immediate and worthwhile effect on prisoners.

Recommended complement of Board members	16
Number of Board members at the start of the reporting period	14
Number of Board members at the end of the reporting period	14
Total number of visits to the establishment	280

Applications to the IMB 1 September 2021 – 31 August 2022

Code	Subject	Previous reporting year		Current reporting year	
		Feltham A	Feltham B	Feltham A	Feltham B
A	Accommodation, including laundry, clothing, ablutions	1	3	1	4
B	Discipline, including adjudications, incentives schemes, sanctions	0	10	4	6
C	Equality	0	0	1	2
D	Purposeful activity, including education, work, training, library, regime, time out of cell	0	6	1	2
E1	Letters, visits, telephones, public protection restrictions	2	2	0	1
E2	Finance, including pay, private monies, spends	0	6	0	4
F	Food and kitchens	1	3	0	0
G	Health, including physical, mental, social care	1	13	1	4
H1	Property within this establishment	1	15	1	8
H2	Property during transfer or in another establishment or location	1	16	0	16
H3	Canteen, facility list, catalogue(s)	0	4	0	3
I	Sentence management, including home detention curfew, release on temporary licence, parole, release dates, recategorisation	0	2	0	4
J	Staff/prisoner concerns, including bullying	1	15	6	4
K	Transfers	0	0	0	3
L	Miscellaneous, including complaints system	0	2	0	0
	Total number of applications*	6	84	15	61

The total number of applications may be less than the sum of the column as some applications cover more than one subject.



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