



Annual Report of the Independent Monitoring Board at HMP Parc

**For reporting year
1 March 2021 – 31 March 2022**

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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 Independent Monitoring Board (IMB) is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

HMP/YOI Parc is a category B local establishment and young offenders institution with a young persons' unit holding a capacity of 64 under 18-year olds.

This report covers the adult and young adult (18 to 25 years) population; there is a separate report on the unit for young people. Parc has an agreed:

- baseline certified normal accommodation of 1,699 adults and young adults from 1 March 2018¹;
- current operational capacity of 1,599 (including 64 young people).

HMP/YOI Parc opened on 17 November 1997 and is the only privately run prison in Wales. It is managed by G4S Justice Services on behalf of His Majesty's Prison and Probation Service (HMPPS). Many of the prison staff are recruited from the local area.

The prison is located on the outskirts of Bridgend but is easily accessed by road and rail.

In common with all contracted establishments, HMP/YOI Parc has an HMPPS controller. The controller and his team manage the 25-year contract between the Prison Service and G4S and are directly responsible to the director of offender management (Wales). The Director of the prison is employed by G4S and is the equivalent of a Governor in a publicly run establishment.

The Coed vulnerable prisoner unit block can accommodate 387 prisoners but the operational capacity is 325.

- Healthcare services are provided by Justice Health, G4S Policing Support and Health Services.
- Education is provided by G4S.
- Library services are provided by Greenwich Leisure Limited.
- Resettlement services for accommodation, employment and support were delivered by St Giles Trust (Community Rehabilitation Company) until June 2021, when a new HMPPS contract came into effect.
- The visitors centre is staffed by Barnardo's.

The prison has established links with numerous organisations and companies which provide training courses and employment opportunities.

¹ Figures included in this report are local management information. They reflect the prison's position at the time of reporting, but may be subject to change following further validation and therefore may not always tally with Official Statistics later published by the Ministry of Justice.

3. Executive summary

3.1 Background to the report

This report covers the period 1 March 2021 to 31 March 2022. It has been extended by one month to coincide with the prison's reporting period.

This period coincides with the second year of the Covid pandemic during which the Board was reduced to two full members. One member returned to full-time visiting on 1 March 2021, the non-attendance of the other member restricted active monitoring across the prison.

During the period of this report there were at times staff shortages resulting in restricted and split regimes and, at one point, it was identified that staff were not immediately returning to work after their period of post-Covid isolation. Managers were sometimes having difficulty contacting these staff by phone and HR began to send letters to staff whose isolation period had ended.

Education and industries recommenced activities in April 2021 but there were restrictions dependent upon Covid levels; during the month Parc was reported as no longer being an outbreak site.

While prisoners were locked away for lengthy periods, resulting in some restrictions, credit must be given to management and staff for the procedures and good practices that ensured that no lives, either prisoner or staff, were lost due to Covid during this period. Credit must also be given to prisoners for the way they responded through the second year of the pandemic.

It was, however, reported in December that Public Health Wales wished to audit the control measures because '[HMP Parc] was not doing well at preventing [Covid-19] from coming through the door'. The recommendations were to 'decrease footfall through the door, [and] ensure social distancing and mask wearing is strict'.

Public Health Wales visited on 14 December and raised concerns over some staff not wearing masks and some not wearing masks correctly. There was a recognition of the need to address these issues and all staff and visitors were reminded of the need to adhere to the procedure.

There was evidence that the lockdown of the wings was causing some indiscipline amongst prisoners, including leading to threats against healthcare staff.

During the period, HMP Parc's status as an outbreak site for Covid made transfers more difficult, also leading to frustration amongst prisoners seeking a transfer.

Split regimes were operating with prisoners informing staff they would prefer to do 10-day isolation than be under a restricted regime. It was reported in a daily meeting that Public Health Wales 'won't support a complete lockdown for 10 days due to mental health reasons'.

On 11 February it was reported that the outbreak control team had stated that if more than 5% of the population of a unit tested positive then that unit would be placed on a restricted regime.

On 9 March it was noted that HMP Parc's transition to Covid alert level 2 was in the process of being signed off. Work began on the ramp up plan to stage 2.

3.2 Main judgements

How safe is the prison?

Despite the continued and varying changes to the regime, the resulting restrictions may be considered as a contributor to improved safety, certainly in the context of limiting the spread of infection.

The Board considers that despite the many challenges presented during this period staff worked effectively to make the prison a safe environment for prisoners.

Across the prison, adjusting for the longer period of this report, there was a very small increase in the number of violent incidents. Incidents at height were reduced by 8%, and the use of force was reduced by 10%.

As stated in the previous year's report, it is a concern of the Board that despite prisoners being kept in their cells for up to 23 hours per day, and limited social visits, drugs continued to enter the prison.

How fairly and humanely are prisoners treated?

Staff shortages had a serious effect on prisoners, who complained of a lack of communication about curtailment of the regime. It was difficult for them to see Covid restrictions lifted on the outside while they remained in place in the prison with a limited regime of excessively long hours confined to their cells.

There was a staff churn during this period and, whilst new officers were recruited, a greater burden was placed on experienced staff who were observed by the IMB to be dealing with prisoners with empathy but maintaining their professionalism during this challenging period.

How well are prisoners' health and wellbeing needs met?

Healthcare continued to face challenges, with continued staff shortages and limited support for those with mental health issues, due to a lack of support from community healthcare.

Waiting lists continued to be protracted, which caused anxiety amongst prisoners particularly in the area of mental health. The GP continued to operate telephone consultations, and those with urgent needs were seen face to face, with a GP on site daily. The telephone triage service continued, though there were failings when times provided to prisoners were non-specific resulting in prisoners missing their consultation.

How well are prisoners progressed towards successful resettlement?

Regimes operating during the period severely restricted rehabilitation, with activities mostly wing based.

There was a significant increase in the use of video-link facilities by the courts and other professionals requesting this service, which was managed appropriately.

Social video calls continued with the existing format. There were 48 30-minute sessions per day available as a maximum, with video terminals located on X block, T4, T3, T2, legal visits, and the visits lounge. Some prisoners reported preferring social video calls as they could for example see their pets.

3.3 Main areas for development

TO THE MINISTER

Can you work with G4S encouraging them to increase the pay for prison staff in order to increase recruitment and retention rates?

TO THE PRISON SERVICE

Will the Prison Service work with the contractor to increase the capacity of offending behaviour programmes and interventions at Parc, including those for prisoners convicted of sexual offences, as recommended by HM Inspectorate of Prisons, so that prisoners can benefit from these without needing to transfer to another prison?

TO THE DIRECTOR

There continued to be a high level of failed appointments for healthcare, again indicating a need to examine the appointments system to establish where the process is failing.

Complaints continued regarding food, raising questions over quality, quantity and choice. This raises several questions such as when the provision of food was last reviewed and whether a nutritionist is involved in the process. There is a need to review the catering provision at Parc.

The effectiveness of the library service as it currently operates should be examined to work towards restoring previous levels of uptake across the prison.

3.4 Progress since the last report

Given that the reporting period covered the second year of the pandemic, it could be said that circumstances limited change; however, on the basis of the previous year's experience, both management and staff were able to plan more effectively to protect both prisoners and staff from the risks presented by the pandemic. Well attended and structured weekly regime planning meetings took place to ensure the prison was able to move through stages of progression towards normal functions on a timely basis.

Evidence sections 4 – 7

4. Safety

Staff across the prison have continually and thoroughly planned a coordinated approach to managing the welfare and safety of prisoners and the Board recognises the outstanding effort and dedication of all staff, once again through a challenging period.

Safety Intervention Meetings take place weekly when staff across a number of relevant departments conduct thorough discussions and planning takes place to ensure progress towards a safer environment.

Due to Covid there was a continual need to review and adjust operational planning as a consequence of continued lower staffing levels resulting from staff illness and those leaving the prison.

4.1 Reception and induction

Parc continued to accept prisoners throughout the period of the report, although inter-prison transfers were limited and for periods stopped.

4.2 Suicide and self-harm, deaths in custody

There were 1,285 incidents of self-harm which, given the extended period, represents a nominal reduction on the previous reporting period. Approximately 28% of the incidents were attributable to repeat self-harmers and seen to be a consequence of anxiety over hours locked away, anxiety generally and concerns over family.

Sadly there were seven deaths in custody during this period. One was self-inflicted, one caused by the use of psychoactive drugs, two were Covid-related (in one case the prisoner had declined vaccination and in another pneumonia was contracted in hospital) and two were caused by lung cancer. One does not yet have a confirmed cause of death.

In the case of the self-inflicted death, there were recommendations from the Prison and Probation Ombudsman (PPO) about the need not to rely solely on what a prisoner says, how they present or their past behaviour in prison and also to ensure that where induction or early days in custody processes identify risk factors not already known, staff should clearly document the details of these and any defensible decision not to open an ACCT. The Probation Service should remind community offender managers of the importance of sharing appropriate risk information in a timely manner with HMPPS staff, and the process for doing so, particularly in cases where an individual has been recalled to custody.

The PPO report into the death of the prisoner who had declined vaccination stated that the care received at Parc was equivalent to that which he could have expected to receive in the community. However, the prisoner had hypertension and, although blood tests were requested to review the medication he was receiving for his hypertension, there was no long-term care plan created to monitor his condition. Following recent cases at Parc where long-term health condition care plans had not been created, the head of healthcare said that there was a new template for all

admissions, which would identify prisoners with long-term conditions and would alert staff to create a care plan. This clearly had not been implemented in time for staff to create a care plan for this prisoner's hypertension. It was recommended that the head of healthcare should review the recent measures to ensure that all prisoners with chronic health conditions have care and treatment plans and provide assurance that these are operating effectively. Additionally, it was recommended that the head of healthcare should ensure that staff follow up inconclusive laboratory tests.

All recommendations were accepted and implemented.

During this 13-month reporting period, 1,118 ACCTs were opened compared to 1,145 ACCTs during the previous 12-month reporting period. What is more significant is the monthly reduction towards the end of the period which could be seen as a reflection of prison life heading towards a new normal, i.e. the restricted regime becoming more normalised and therefore more accepted by prisoners.

OPEN ACCT BREAKDOWN BY MONTH - MARCH 2021 - MARCH 2022

MARCH 2021	126
APRIL 2021	95
MAY 2021	99
JUNE 2021	91
JULY 2021	120
AUGUST 2021	88
SEPTEMBER 2021	79
OCTOBER 2021	81
NOVEMBER 2021	71
DECEMBER 2021	75
JANUARY 2022	70
FEBRUARY 2022	57
MARCH 2022	58

There were seven long-term ACCTs being supported during the period through consistent monitored support.

4.3 Violence and violence reduction, self-isolation

Staff at Parc held regular safety intervention meetings throughout the period of this report to review challenge, support and intervention plans (CSIPs) to manage prisoners who are violent or pose a heightened risk of being violent. These prisoners are managed and supported on a plan, with individualised targets and regular reviews identifying the reasons for the referrals and contributory factors.

Board members are invited to these meetings although the number of attendances is limited due to low board numbers. Minutes are made available and read by the Board.

4.4 Vulnerable prisoners, safeguarding

There were approximately 325 prisoners who were considered to be at risk in the wider prison population held in the vulnerable persons unit (X block) with the majority convicted of sexual offences, although others were considered unsafe due to transgender status, disability or age vulnerability.

As in the previous reporting year, 48 demountable pods housing single prisoners were put in place in the grounds of X block, to mitigate the risks of Covid spreading in this community.

Board members virtually attended some case reviews into some of the more vulnerable prisoners and can only say that these were considered to be thorough, thought-provoking and detailed, very much focused on prisoner welfare and positive outcomes.

4.5 Use of force

When possible, members have attended use of force meetings virtually and been provided with minutes of monthly meetings when unable to attend.

All data is collected on a monthly basis and is thoroughly and continuously scrutinised and, throughout the period, meetings included a review of each case, to ensure that appropriate practices were adopted.

There was a reduction of around 10% in the total number of occasions on which force was applied compared to the previous year; this was not solely as a result of the restrictive regime, but also of scrutiny and best practice.

4.6 Preventing illicit items

Levels of drug use across the establishment were hard to monitor during this period given the disruption to the regime and less movement across the prison estate.

There was a continued presence of drugs, mobile phones and other illicit items which impacted upon the stability of wings, with outcomes such as bullying and debt. This access to drugs, hooch and mobile phones continues to be a concern with regard to the safety of prisoners.

The admissions and property staff work diligently to limit prisoners bringing drugs into the prison: a body scanner is used in reception. The team dealing with prisoners' property is thorough, and due to enhanced scanning facilities in the post room, the number of finds has increased. There are six active drug dogs in the prison and the IMB has witnessed their effectiveness on the wings.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

As the year progressed, prisoner feedback during monitoring on the wing and complaints relating to food became more frequent, highlighting quality, quantity and nutritional value. However, it is acknowledged that, due to Covid, operational requirements were challenging.

The Board did not identify specific issues relating to either accommodation or clothing.

5.2 Segregation, special accommodation

There are 24 cells in the Phoenix unit, housing segregated prisoners, with five camera cells and medical staff attending a minimum of five times a week. The separation and care unit (SCU), which is for prisoners with the most complex needs, has 16 cells. Both units are kept clean and orderly.

During the period of this report, 356 prisoners were placed in segregation, an increase of 65 over the previous year. However, the number held in segregation for over 42 days was significantly reduced from 35 to 23 over the previous period, which is seen as a reflection of staff efforts to relocate prisoners into normal location or to transfer them; the table below indicates the numbers held for periods of over 42 days.

Days	No. of Prisoners	No. of Prisoners
	2020 / 2021	2021 / 2022
42 +	8	8
50 +	9	2
60+	3	2
70+	4	2
80+	0	2
90+	3	1
100+	2	2
110+	4	1
120+	1	1
130+	1	2
	35	23

Some prisoners may use segregation as leverage to transfer out of the establishment wanting to relocate out of Wales to be closer to home and for reasons such as debt and safety.

Some 60 prisoners were housed in the SCU.

Good order and/or discipline boards continued throughout the period, with one Board member attending physically and others by telephone or virtually. These reviews are aimed at getting prisoners held in segregation for the good order and discipline of the prison back onto normal location as soon as is practicable. The Board finds that these reviews are conducted thoroughly, showing care and respect for the prisoners.

5.3 Staff-prisoner relationships, key workers

Delivery of key work recommenced in early 2021. The number of sessions that were delivered across the site incrementally increased, and weekly sessions with those identified in the exceptional delivery model (EDM) continued.

5.4 Equality and diversity

A new equalities manager has been in post since April 2021. He delivered a raft of training sessions and awareness campaigns and published a monthly equalities newsletter.

Monthly focus groups for protected characteristics were held as well as separate ones for foreign nationals. Wing equality representatives ran their own monthly equality focus groups. Significant events, for example Black History and LGBT month, non-binary people's day as well as Pride, were widely publicised and celebrated.

The Cynnwys unit houses those with a need for learning and development support, accommodating up to 74 prisoners with individual plans in place.

All new arrivals to Parc were screened by the foreign national officer, and any foreign national prisoners had to be referred to the Home Office within five days.

Most of the signage but not all communication is bilingual. Each wing had a Welsh language champion. Prisoners were encouraged to learn, speak and socialise in Welsh. There was a Welsh language co-ordinator and a prisoner Welsh champion who coordinated all Welsh champions across the prison. New Welsh speaking arrivals were met in reception and their choice of language recorded on prison data management systems.

Welsh speakers had very limited opportunities to chat with other Welsh speakers during the pandemic and welcomed the opportunity to be able to use their language once restrictions were removed.

Detailed operational guidance was issued to staff on the care and management of transgender prisoners and care and individual management plans were written for them. There were sometimes issues over suitable clothing and make-up.

Discrimination incident report forms (DIRFs) were always dealt with quickly and effectively. This could mean some prisoners losing confidence in the DIRF process. The Director received, reviewed and assigned DIRFs for follow-up.

The use of force figures for young adults (18–25) are consistently higher than the prison average, as are the figures for the black, Asian and minority ethnic population, suggesting some disproportionality. Where possible, issues around sexual orientation, region and religion are considered and regularly monitored by the equalities team. The Board are not aware of any steps the prison is taking to identify underlying causes for disproportionality.

5.5 Faith and pastoral support

Prisoners could practise their religion; the chaplaincy played a full part in prison life and contributed to prisoners' overall care, support and rehabilitation.

If a chaplain was available, groups usually met together for collective worship. Such gatherings were of course suspended during the lockdown. A new Sikh chaplain was appointed to the chaplaincy team in July 2021 and was available to all prisoners.

Other religions, paganism, Hinduism and the Rastafarian faith, for example, did not have dedicated chaplains and this could cause concern for some prisoners.

Religious festival days were noted in advance and their significance communicated via the newsletter. The chaplaincy had a busy calendar of events and the CMS kiosks were used to communicate information about these days to the general prison population. The chaplains provided pastoral support and were visible on the units, particularly in areas where prisoners were most likely to be in crisis.

The chaplaincy worked as usual during the lockdown, and members of the team were in the establishment every day, visiting prisoners and providing pastoral support where necessary, both to prisoners and staff.

5.6 Incentives scheme

Because of the long periods that prisoners were locked down due to the Covid restrictions, the incentives scheme was partially suspended by HMPPS during this reporting period. The basic level was removed, so that removing privileges (such as a TV in a prisoner's cell) could no longer be used as sanctions, and whilst this had a beneficial aspect, it also impacted on the ability to offer incentives.

The decision made during the previous period to increase the period allowed for a parcel for new arrivals from 28 days to 56 days continued.

5.7 Complaints

There were 4,399 complaints received during the reporting period, an increase of 15% over the previous reporting period, averaging 331 per month, which may in part be due to the continued effects on the regime as a consequence of the pandemic but, irrespective of that, is something the Board will monitor more closely.

The highest number of complaints related to property and healthcare, those using confidential access, and food and canteen.

There were no complaints about reception which may be a reflection on the positive manner in which prisoners were treated on arrival.

In terms of the source of complaints, 81% were from white British prisoners, with 15% from those of a black, Asian or minority ethnic background, which is 1% above the proportion in the prison population.

5.8 Property

On average there were 32 complaints per month about property during the period. These were spread across the prison and unfortunately the data do not distinguish between the number related to prison transfers, admissions, property sent in from family, or issues that take place within the prison such as movements.

The Board will monitor this more closely. Property staff work in an area with space restrictions making the role more challenging than it might need to be.

6. Health and wellbeing

6.1 Physical healthcare

By the end of the reporting period, progress was made in increasing the number of GP clinics, with an average number of nine prisoners per clinic and the waiting list down to seven days, which could be considered comparable with the community. Unfortunately there were continued no shows.

Again, by the end of the period dental treatment clinics averaged a little over one per day with seven appointments per clinic, but again there were failed appointments amounting to one per day. The waiting time for an appointment at the end of the reporting period was seven weeks, which is an improvement against waiting times in the community.

Opticians' appointments were based on need and again there were lost appointments, with one in six prisoners failing to attend, which, given a waiting time of 83 days at the end of the period, presents a challenge to staff.

The situation for physiotherapy was positive with no prisoners failing to attend during the last quarter.

Whilst anecdotally prisoners were declining Covid vaccinations, 2,500 were administered.

6.2 Mental health

The feedback from prisoners complaining about mental health issues continued at a high level with limited qualified support from outside agencies.

6.3 Exercise, regime

There were continued restrictions in areas like the gym but as opportunities allowed during the improving stages of Covid restrictions, levels of activity improved.

6.4 Drug and alcohol rehabilitation

The provision of support to prisoners with drug and alcohol issues in the South Wales area is undertaken by Dyfodol (in English – future). Dyfodol provides support for those in prison, as well as those who are in the community, additionally supported by criminal justice agencies such as the probation service.

Vital harm minimisation advice and information was provided to all prisoners on reception, where the Dyfodol services were explained and referrals taken from those who wished to receive support for substance misuse issues.

During the period, Covid related restrictions significantly limited the ability to provide recovery related services around the prison. The approach adopted during this period and mobilised was a duty Dyfodol line for prisoners to contact should they want support from the service, which allowed staff to conduct telephone interventions where necessary since prisoners had limited time out of cell.

The demands on the service continued to be considerable, with PS continuing to be a concern alongside the number of prisoners with extensive substance misuse histories. Staff reported always looking to reshape their approach to respond to this. An example was the introduction of the assistant psychology service in 2021,

specifically targeting individuals with dual diagnosis needs. Staff also placed a greater focus on data and management information, and towards the end of the reporting period launched the Dyfodol Dashboard. This live management information system provided staff with interactive reporting across the service as well as extensive case management information and significantly enhanced their understanding of the needs of the population.

Prisoners in need of support and rehabilitation were housed on Delta block and A3 house and for social distancing reasons had minimised contact during the pandemic, with most prisoners being maintained on a stable dose of methadone.

T5 is an incentivised substance-free living unit, where residents were recognised and rewarded for living substance-free lifestyles in custody.

7. Progression and resettlement

7.1 Education, library

Education was impacted by Covid restrictions. Approximately half the prisoners were supported with a range of in-cell provision so that they could continue their learning or engage in wellbeing activities, while others used the activity and distraction packs, with many prisoners finding them to be therapeutic and helping them to cope with being confined to their cells.

Covid impacted upon learners gaining forms of accreditation though many made progress towards accreditations, as did those with learning difficulties where literacy skills developed.

Some prisoners who demonstrated appropriate skills supported teaching staff as peer mentors, supporting less able learners, and at the same time improving their own abilities and in some cases gaining a mentoring qualification.

There was appreciation of the support provided by staff and peer mentors, particularly in the provision of resources and access (albeit restricted) to IT equipment.

During the period of this report, Estyn (the education inspectorate in Wales) conducted an inspection and described the educational and work provision as offering good standards, attitudes to learning as excellent, the teaching and learning experience as good, care and support guidance as excellent and leadership and management as providing excellent standards.

There were libraries in the main prison, the vulnerable prisoner unit and the young prisoner unit. Figures for issues of books identified a reduced use of the library during the period of this report, with only 5,680 items being issued compared to 6,742 in the previous corresponding period, a reduction of 1,062 books (16%). It is possible that this fall was a consequence of prisoners not finding the alternative process (in place because of Covid) user friendly, coupled with them being dependent on officers to place their order, a reduction in prisoners not working or taking part in education who had previously used the library to get time away from their wing, and prisoners finding television a preferred option.

7.2 Vocational training, work

Unfortunately, during this period there were still times where the workshops were closed due to the ongoing pandemic and the restrictions placed on the prison by HMPPS. Some essential workshops were allowed to continue (BICs, industries stores, laundry, sign and print, Delta portacabin, carpentry and joinery), but unfortunately the majority of the other workshops had to remain closed. There were periods when the prison came out of restrictions when all workshops could be opened (with reduced prisoner attendance), but this was limited due to increases in Covid cases throughout the prison (staff and prisoners) that forced such workshops to be closed again.

Those workshops that were allowed to continue during this difficult period had to have some value to the prison and the wider G4S estate as a whole: the laundry for washing all the specialist PPE that was required, Delta portacabin to ensure that the prisoners' breakfast packs continued, sign and print to continue with the Covid signage that was required throughout the whole UK G4S estate, industries stores to collect and distribute the necessary stock around the prison, BICs to coordinate the necessary cleans for both Covid and biohazard contamination and carpentry and joinery, to continue with the local building project (which was of benefit to the local community). For those workshops that remained closed, the instructors that would have normally been located in these workshops continued to ensure that both staff and prisoners had their welfare packs (chocolate, drink, crisps, word search books etc).

For those prisoners employed in the vocational workshops, this meant that some were unable to complete their course (due to being released or transferred to a category D prison). For those prisoners that remained at Parc, the instructors were able to pass on their theory work to continue with in-cell, so that, whenever there was a chance to do so, they could return to their workshops to continue with the practical aspect of their course (subject to Covid restrictions at the time). It should be noted that Parc was one of the first prisons in the UK to come out of such restrictions and to reopen the workshops as soon as possible, initially with reduced numbers. The workshop attendance figures were then increased to their normal maximum.

7.3 Offender management, progression

The offender management team experienced staffing difficulties during the reporting year, due to staff vacancies in both the prison and probation offender manager (POM) roles, the case administration team and the continued cross-deployment of operational staff to assist when Covid absences were high. Despite this, a high quality of work was delivered, with 1,078 OASys assessments being completed (an average of 83 per month) and on average 178 security category reviews. In July 2021, a revised development structure for POMs was introduced, with a clearly defined suite of training for working with all types of prisoners, including high risk and life sentenced prisoners and prisoners convicted of sexual offences. This would result in a more experienced team and a more equal level of caseload. Parole-related work remained high, as did the number of recalled prisoners, which stood at 452 in March 2022.

7.4 Family contact

Physical visits were in operation during the period, sometimes on hold due to Covid restrictions. Social video calls were started on 1 September. Given the restrictions on physical visits, coupled with family concerns over public transport during the pandemic, these provided visual family contact. Prisoners were allowed a half-hour social video call once a month. Although these social video calls proved to be a good way for prisoners to keep in touch with their families during lockdown, they were not without problems. Not all families had access to suitable technology, and initially the photo identification registration of visitors via an application was difficult. The screen froze if an unauthorised person appeared or if there were sudden movements or inappropriate language. The Board understands that it was not always emotionally easy for prisoners to see their families in their home setting when they were

undergoing such a strict regime. The take-up was lower than might have been expected; for example, in the week starting 4 January 2021, on average only 50% of the nine social video calls per day were used.

7.5 Resettlement planning

In June 2021, the contract for delivery of resettlement services by St Giles Trust ceased and a new contract started. Only two elements of the contract were in place during the reporting period (accommodation services by Forward Trust and personal wellbeing and social inclusion by St Giles Wise) and staff continued to work positively with HMPPS contract managers in order to deliver effective resettlement services to support reintegration on release.

With regard to the case administration and custody element of the department, transactional work relating to sentence calculations, pre-release checks, home detention curfew (HDC) and parole continued to be delivered.

8. The work of the IMB

In order to undertake its responsibility to monitor the treatment of prisoners at Parc, the Board would normally engage with prisoners in a number of ways.

During rota visits, Board members respond to applications, and monitor across all areas of the prison; however, as stated, all monitoring throughout this period was remote.

Members individually and collectively normally respond to prisoner applications, by visiting prisoners on the wings or at their place of work, to gain a better understanding of their problems and investigate their complaints by discussing the issue(s) with the relevant staff responsible. This process was, however, restricted as members were not attending the prison.

The work of the Board continued to be impacted by the pandemic. Though visits resumed during the reporting period only one member attended regularly with a small number of ad hoc visits taking place by other full members, although two newly appointed members attended on a mentored basis during the period.

There were identified points of contact for individuals and individual subject areas and some direct monitoring took place, mainly in the areas of healthcare and observing good order boards.

A consequence of this was serious disruption to direct prisoner contact.

It should be noted that through the period of this report, only the Chair visited on a regular basis.

Board statistics

Recommended complement of Board members	17
Number of Board members at the start of the reporting period	4
Number of Board members at the end of the reporting period	5
Total number of visits to the establishment	81
Total number of segregation reviews attended	78

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	5	3
B	Discipline, including adjudications, incentives, sanctions	4	6
C	Equality		7
D	Purposeful activity, including education, work, training, library, regime, time out of cell		12
E1	Letters, visits, telephones, public protection restrictions	1	18
E2	Finance, including pay, private monies, spends		11
F	Food and kitchens		7
G	Health, including physical, mental, social care	3	12
H1	Property within this establishment	1	10
H2	Property during transfer or in another establishment or location	2	11
H3	Canteen, facility list, catalogue(s)		2
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	1	3
J	Staff/prisoner concerns, including bullying	1	16
K	Transfers		7
L	Miscellaneous, including complaints system		15
	Total number of applications	9	130



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