



# **Annual Report of the Independent Monitoring Board at HMP Frankland**

**For reporting year  
1 December 2023 to 30 November 2024**

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# Contents

| <b>Introductory sections 1 - 3</b> | <b>Page</b> |
|------------------------------------|-------------|
| 1. Statutory role of the IMB       | 3           |
| 2. Description of establishment    | 4           |
| 3. Key points                      | 5           |
| <b>Evidence sections 4 – 7</b>     |             |
| 4. Safety                          | 8           |
| 5. Fair and humane treatment       | 12          |
| 6. Health and wellbeing            | 17          |
| 7. Progression and resettlement    | 21          |
| <b>The work of the IMB</b>         |             |
| Board statistics                   | 27          |
| Applications to the IMB            | 27          |
| <b>Annex A</b>                     |             |
| List of service providers          | 28          |

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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 Frankland opened in 1981 and was the first purpose-built dispersal prison, which is a prison created to house category A remand prisoners (who pose the most threat to the public, police or national security should they escape), whose sentences are over four years; the prisoners can be moved to any of the other secure prisons in the dispersal system at short notice, to support their rehabilitation and avoid overcrowding. It is situated on the outskirts of Durham city, providing a maximum-security environment for adult convicted men. In 2019, following the national configuration programme, Frankland was designated as a prison with a training function, its purpose being to settle prisoners into the prison environment and identify and address their offending behaviour and needs. This has resulted in little change, other than prisoners being transferred to Frankland earlier in their sentence.

The prison has an operational capacity (the maximum number of prisoners that can be held without serious risk to safety, security, good order and the proper running of the prison) of 846<sup>1</sup> and has operated close to capacity in the reporting year. An important factor is the prison's location, particularly as it is the most northerly high security prison and the most distant for many families, friends and professionals visiting prisoners. In addition, public transport links from the nearest railway station to the prison are poor.

The main prisoner accommodation consists of 11 units, as follows:

- Four original wings – A, B, C and D. Each can house up to 108 vulnerable prisoners.
- Two wings, F and G, which opened in 1998. They can house up to 120 and 70 ordinary location prisoners, respectively.
- The Westgate unit (capacity 65) opened in 2004 for prisoners with severe personality disorders. It includes the psychologically informed planned environment (PIPE) unit, with a capacity of 21, which opened in May 2012.
- J wing, which opened in 2009 and can house up to 120 ordinary location prisoners.
- Frankland has a segregation unit, which is also known as the management and progression unit, or MPU. It has a capacity of 28 cells, including two designated cells, which are only used for close supervision centre (CSC) prisoners (CSCs are small, specialist units located within six of the high security prisons to manage the most disruptive, challenging and dangerous prisoners).
- A separation centre, which opened in 2018, and was the first in the UK prison estate exclusively to hold up to eight prisoners with extremist ideological views under Rule 46A (when prisoners are separated, or segregated, in the interests of national security).
- A close supervision centre (CSC), which opened in 2024. This 10-cell specialised unit, which operates under a national coordinated management strategy, is designed to hold prisoners under Rule 46.

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<sup>1</sup> 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. Key points**

#### **3.1 Main findings**

##### **Safety**

- Overall, the IMB considers HMP Frankland a generally safe environment. During our observations, the wings often appear calm and settled.
- In December 2023, there was a loss of power affecting two wings that lasted for four days, which was attributed to water ingress. Prisoners who were considered vulnerable due to age and/or medical conditions were moved to alternative wing locations, along with all category A prisoners. Remaining prisoners were given sleeping bags, torches, flasks of hot water and extra food. The majority of prisoners raised positive comments for staff and how the situation was handled.
- Spice (a psychoactive substance) use has been prevalent during the reporting year and has resulted in staff and prisoners being exposed to the fumes, requiring hospital checks.
- Weekly safety intervention meetings (SIMs) are held, with a strong focus on identifying and resolving self-isolation, self-harm and risk of assaults to staff and prisoners.

##### **Fair and humane treatment**

- The lack of heating in some of the workshops resulted in numerous lost working days; as a result, prisoners' daily regime of purposeful activity and vocational training was curtailed. Funding to replace the heating was sanctioned during the reporting year and expected to be completed by December 2025.
- Food provision has been challenging over the reporting year due to numerous equipment breakdowns; despite efforts by the kitchen staff and managers, resolution has been slow. The IMB visits the kitchen on a weekly basis and notes that even with the equipment failures, the staff and prisoners strive to maintain the high standard of food, with all six choices available for lunch or dinner.
- Residential wings were clean and tidy, with frequent painting carried out by prisoners who take great pride on the cleanliness of their accommodation.
- Works are underway to repair communal areas of the prison, which were showing their age and suffered from water ingress.
- The wing that houses prisoners on the enhanced status of the incentives scheme has implemented an 'enabling environment'. This has reduced the number of complaints submitted, with unrestricted access to the exercise yard during the core day.

##### **Health and wellbeing**

- A pharmacy shop was established, which means prisoners can access medications more easily and eases the burden on GPs for minor ailments; initial indications appear positive.
- 'Virtual wards', a video platform that allows prisoners to 'attend' their local hospital and speak to a consultant without having to physically be there, has been introduced successfully and has received national recognition.

- A dementia pathway scheme has been implemented, with additional support given to prisoners.
- Dementia and elderly frail prisoners remain a problem throughout the prison; facilities remain quite poor and there are number of prisoners with dementia still in normal accommodation.
- A review of wheelchair user assessments was carried out to ensure prisoners who require wheelchairs have access to the most suitable type.
- Non-English speaking prisoners are identified and flagged on a healthcare computer system to ensure that interpreting services can be arranged to provide a better service.
- Continuous glucose monitoring devices for prisoners with diabetes are now in use.
- Personal fall alarm assessments are being made on prisoners through the reporting period.
- Age UK continues to run weekly social sessions for up to 10 prisoners. Currently, these sessions are oversubscribed and restricted due to risk and lack of space.
- Age UK, in partnership with the prison's gym staff, plans to provide a weekly age-appropriate social/exercise session for those aged 50+, for both main and vulnerable prisoners.
- The dedicated disability liaison officer collaborates with Durham University on a research project to study physical activity for prisoners over 50.
- Waiting rooms, again, remain a problem with facilities for prisoners with mobility issues.
- Assistive technology (products or systems that support and help people with disabilities) has been agreed to be piloted and is awaiting further rollout.
- A support group for veterans in custody has been set up. Members of staff from Combat Stress, a veteran's mental health charity, had attended this group.

### **Progression and resettlement**

- There was a reduction in out-of-date offender assessment system (OASys) plans (the tool used by staff to complete a risk and needs assessment) from the start of reporting period, despite the reduction in availability of full-time staff and frequent redeployment of uniformed prison offender managers (POMs).
- The imprisonment for public protection (IPP) action plan (for people with an indeterminate sentence) was developed and implemented, which includes detailed progression planning. Quarterly reviews of these plans take place within HMP Frankland. Oversight is in place nationally.
- A young adults' action plan is in place, coordinated and led by a dedicated Governor. This includes Choices and Changes, a specifically developed intervention that is being delivered by key workers and dedicated POMs.
- Key worker training has been coordinated and delivered by POMs in conjunction with probation and psychology staff.

### 3.2 Main areas for development

#### **TO THE MINISTER**

Are HMP Frankland, or other prisons within the LTHSE, the best place to house prisoners with dementia?

#### **TO THE PRISON SERVICE**

Will the Prison Service challenge the service provided by outsourced maintenance contractors, which seems to result in very long delays for repairs of equipment?

#### **TO THE GOVERNOR**

What is being done to reduce the availability of drugs in the prison?

### 3.3 Response to the last report

| Issue raised  | Response given   | Progress   |
|---|--|--|
| <b>TO THE MINISTER</b><br>The preparation of food for religious beliefs often challenges an already limited daily prison meal allowance. Is it time the allowance was raised in line with costs?                            | Prison food budgets are determined locally by the Governor. Catering for religious festivals must be equal across faiths. Acknowledge some food types cost more          | Issue still remains.                             |
| <b>TO THE PRISON SERVICE</b><br>What can be done to replace and or repair essential kitchen equipment, so that the extra costs preparing food do not occur?   | The facilities management provider has engaged with their specialist subcontractor. Acknowledged that repairs have not been delivered on time. Working on a way forward. | Issue not resolved.                              |
| <b>TO THE PRISON SERVICE</b><br>The loss of working days for prisoners at HMP Frankland due to ineffective heating has been an issue reported on over a number of years. What are your plans to rectify this ongoing issue? | Regrettable heating issues in workshops continue to be an issue. Capital funding approved to replace some heating systems. Some mobile/temporary heaters will be used    | Progress is being made to rectify the situation. |
| <b>TO THE GOVERNOR..</b><br>With the new band 6 dedicated Neurodiversity manager in position, is there an additional training program to develop specialist wing staff to work with prisoners who have dementia and autism? | Dementia pathway scheme has been implemented with additional support given to prisoners  | Improvements noted                               |

## **Evidence sections 4 – 7**

### **4. Safety**

#### **4.1 Reception and induction**

As HMP Frankland is part of the long-term high security estate (LTHSE) all prisoners who arrive in reception are prison-to-prison transfers. Staff ensure there is a meal offered for late arrivals and all prisoners arriving have the option of purchasing a canteen pack. A debt management policy in place, which allows wing managers to provide canteen items to cover new arrivals until they are settled into the daily regime and can place a canteen order of their own.

Prisoners locating in Frankland who are suspected of having unauthorised items secreted are subject to a full body scan and those who fail are located in dry conditions until the body scan produces a clear result. Dry conditions in Frankland mean they are in a cell with a bunk, mattress and sometimes bedding depending how long they are in dry conditions. They have no property or anywhere to hide illicit items when they fail the body scanner. The cell has a toilet that is checked following use to see if they pass anything. Once they pass the body scanner, they are out of dry conditions and are provided with a normal cell with flushing toilet.

A two-week induction period for new arrivals consists of a useful handbook and presentations. A Listener (prisoners trained by the Samaritans) is always available to offer support. During this period, new arrivals are assessed by healthcare staff, covering both physical and mental health, as well as drug and recovery alcohol teams (DART). In addition, they will be visited by the chaplaincy team and staff from psychology. The activities hub will risk assess each prisoner for employment opportunities and the population management team will also consider the most appropriate location for the prisoner to be housed.

#### **4.2 Suicide and self-harm, deaths in custody**

During the weekly SIM, prisoners on an open assessment, care in custody and teamwork document (ACCT), which is used to support those at risk of self-harm and suicide, are discussed at length, with young adults (under 25) and men serving an IPP sentence highlighted for additional support. Any prisoners segregated in the management and progression unit (MPU) are also subject to additional scrutiny to ensure they are appropriately located. There is a dedicated psychology resource provided to support prisoners who are segregated. They produce one-page plans of prisoners who frequently self-harm, including their triggers and helpful information to support them. Over the reporting period, 312 ACCT documents were opened.

All prisoners have easy access to Listeners, who are available 24/7 to support other prisoners in personal crisis. These interventions likely help prevent some individuals from engaging in self-harm. At the start of the reporting period, 17 Listeners were available; by the end of the period, this had increased to 25. Listeners available were separately assigned to either the main location wings or the vulnerable prisoners wings. There is a dedicated Listener suite in the healthcare wing, which was used on 213 occasions during the reporting period. Prisoners also have access to a freephone phone service, available through the in-cell telephony.



There have been five deaths in custody during the reporting period. In every death in custody, the Prisons & Probation Ombudsman (PPO) conducts an investigation and issues a report. Only one report has been published by the PPO, with the remaining four pending inquest outcome or in progress, at the end of the reporting period. The IMB has confirmed that the PPO action plan, post report, has been accepted and the recommendations implemented.

#### **4.3 Violence and violence reduction, self-isolation**

The total number of violent incidents recorded over the reporting period was 160. Of these, 101 incidents were prisoner-on-prisoner assaults, with 59 being prisoner-on-staff assaults. While this number is always an unwelcome figure, it should be noted that it is lower than other dispersal prisons (housing category A prisoners), which may be attributed to the stable population and the efforts of staff through various proactive interventions to reduce violence.

Weekly SIMs are attended by a multi-disciplinary team, with a strong focus of identifying the cause of self-harm and self-isolation. Challenge, support and intervention plans (CSIPs), are a process used in prison to support and manage those who pose an increased risk of violence. The total number of CSIPs implemented during the reporting period was 108. The Board randomly completes welfare checks for prisoners on CSIPs and found no issues relating to access to regime. However, we do acknowledge the challenge for staff to facilitate a daily regime.

Special accommodation was used 28 times for an average period of six hours and 30 minutes during the reporting period. The use of this facility is only considered as a last resort, when it is assessed by the duty Governor that the prisoner's immediate risk cannot be safely managed in a standard cell. The decision to place someone in special accommodation is continually under review, with the prisoner being removed as soon as there is a reduction in risk. The IMB is notified whenever a prisoner is put into special accommodation and when they return to a standard cell. During the Board's monitoring visits, a random selection of prisoners who have been held in special accommodation are consulted on their experience when they return to the wings; no issues have been reported during the period.

#### **4.4 Use of force**

There have been 201 use of force events recorded during the reporting year. HMP Frankland management has a robust and challenging policy regarding use of force events. The IMB randomly attends the monthly use of force meetings to observe and scrutinise all segregation monitoring and review group (SMARG)/use of force meeting minutes and found no incidents of concern.

Batons were drawn but not used on one occasion during the reporting period and provide a good example of the interpersonal skills by staff, who can de-escalate before a baton is required.

PAVA (an incapacitant spray, similar to pepper spray) was drawn three times but not deployed in the first eight months of the reporting period. However, during a single incident in September, PAVA was drawn and deployed four times, due to an incident involving multiple prisoners. One incident also occurred at the latter end of the

reporting period, where PAVA was drawn and deployed as a safety measure to prevent self-harm of a prisoner who had armed himself with a weapon.

The use of body worn video cameras (BWVCs) is improving, and the management has advertised the benefits of activating BWVCs, as recent court cases have seen prisoners prosecuted for assaults after the incidents were captured. All planned interventions during the reporting year have been recorded; these have been reviewed monthly by the Board.

**Table 1: Reasons for use of force**

| <b>Reason</b>   | <b>Reporting period</b> |
|---|-------------------------|
| Assault/attempted assault on staff                              | 21                      |
| Physical threat   | 16                      |
| To prevent self-harm, assault or harm to others/physical threat | 76                      |
| To prevent self-harm  | 2                       |
| Prisoners fighting/assault                                      | 66                      |
| Refusal to relocation   | 16                      |
| Under the influence   | 1                       |
| Verbal threat   | 3                       |
| <b>Total</b>  | <b>201</b>              |

#### **4.5 Preventing illicit items**

The dedicated search team (DST) based within HMP Frankland is often seen at work on the Board's monitoring visits but can be deployed across the wider prison estate. Their work is enhanced by the use of search dogs, with regular finds of illicit items detailed in table 2, below. All new prisoners who are suspected of concealing illicit items are subject to a full body scanner at reception and are placed in dry conditions until they can pass the scanner with a clear result. Drone sightings over the prison are now becoming more common, along with rule 39 (legal mail) testing positive for drugs, in addition to the more traditional methods of passing illicit items at social visits or during 'throw-overs'.

At HMP Frankland, there is a monthly requirement to conduct random mandatory drug tests on 5% of the prison roll (approximately 42 tests per month). Over the reporting period, random and suspicious testing exceeded this target, with a prevalence of psychoactive substances and tradeable prescription medication.

**Table 2: Illicit Item Finds**

| Month | Drugs | Drug Item | Weapon | Phone | Sim Cards | Memory Cards | Phone Charger | Hooch | Ligature | Damaged Item | Misc | Total |
|-------|-------|-----------|--------|-------|-----------|--------------|---------------|-------|----------|--------------|------|-------|
| Dec   | 4     | 0         | 1      | 1     | 0         | 0            | 0             | 6     | 0        | 4            | 5    | 21    |
| Jan   | 10    | 4         | 10     | 6     | 7         | 9            | 8             | 8     | 0        | 1            | 13   | 76    |
| Feb   | 12    | 0         | 0      | 5     | 7         | 1            | 7             | 2     | 0        | 7            | 15   | 56    |
| Mar   | 3     | 2         | 3      | 3     | 4         | 1            | 1             | 6     | 4        | 4            | 13   | 44    |
| Apr   | 8     | 1         | 4      | 3     | 0         | 5            | 0             | 1     | 0        | 1            | 12   | 35    |
| May   | 0     | 5         | 9      | 1     | 0         | 0            | 0             | 2     | 3        | 3            | 14   | 37    |
| Jun   | 5     | 0         | 4      | 0     | 1         | 4            | 0             | 2     | 1        | 7            | 10   | 34    |
| Jul   | 6     | 5         | 5      | 4     | 0         | 0            | 0             | 2     | 0        | 9            | 10   | 41    |
| Aug   | 0     | 5         | 5      | 2     | 0         | 1            | 0             | 4     | 6        | 15           | 15   | 53    |
| Sep   | 0     | 4         | 5      | 1     | 0         | 1            | 1             | 2     | 2        | 9            | 18   | 43    |
| Oct   | 10    | 3         | 3      | 1     | 1         | 4            | 0             | 7     | 3        | 4            | 12   | 48    |
| Nov   | 0     | 6         | 5      | 0     | 0         | 1            | 0             | 6     | 0        | 7            | 16   | 41    |
| Total | 58    | 35        | 54     | 27    | 20        | 27           | 17            | 48    | 19       | 71           | 153  | 529   |

## **5. Fair and humane treatment**

### **5.1 Accommodation, clothing, food**

Prisoners in Frankland are housed in single cells with a washbasin and toilet. There are separate showers on each wing for daily use by prisoners. Our observations are that these are in good condition and kept clean by the prisoners, who work as cleaners and take great pride in their work. Cells are provided for prisoners with mobility challenges, and these facilitate wheelchairs. The cells are not ideal in all cases. A few have limited access for the prisoner to move around in a wheelchair. At the end of the reporting period, five prisoners attended the healthcare centre on a daily basis to shower. There are three lifts and five stair lifts, so that prisoners can access other landings. On arrival, prisoners are provided with bedding, blankets, sheets and pillows. Each cell has a television and units to store their belongings and personal items. During the reporting period, all cells were fitted with phones, and prisoners could call approved numbers during allocated time periods - which is standardised across the LTHSE.

Prisoners have the option of ordering or receiving approved clothing from selected suppliers. There have been some issues with courier deliveries, which was addressed and resolved through interactions at the monthly prisoner consultation committee (PCC), which was a good example of collaboration between staff and prisoners.

In the Board's view, the kitchen continues to provide food to a high standard in a challenging reporting year, due to multiple equipment breakdowns, exacerbated by the slow response to resolving these issues by the service provider. There was an average overspend of 20p per person on the budget of £3.01 per person for this reporting period at £3.21. This has been attributed to equipment breakdowns, which meant that pre-made ingredients had to be used. Due to the constant issues with contractors, both directly employed and outsourced, the kitchen manager, through his own desire and drive to ensure the best results for the prisoners and staff, sourced an independent local contractor who was able to fix more in a single morning than regular contractors had fixed in several visits over as many months. This is unnecessary in the Board's opinion, but we supported the prison management resolve to ensure a positive outcome for the prisoners.

They have maintained a choice of six different options for both lunch and dinner, which cover all food types and includes a side-dish choice and a dessert option - this is a credit to the staff and prisoners who are employed in the kitchen. Prisoners are issued a seven-day menu option, with information covering allergen indicators, healthy eating options, vegan, halal and food type indicator, such as beef, pork, fish, etc. Moving forward, the kitchen staff are leading in the development of the 'Athena' IT programme, which will standardise menu ingredients, help budget controls and provide clear allergen information by visiting other establishments to share best practice.

The Board visits the kitchen every week and tastes various dishes. We also observe food being served on the wings. During the reporting period, a total of eight applications (prisoners' written representations to the IMB) related to food provision, but we consider the offerings to be nutritious, and it is prepared to give the prisoners a healthy diet. The kitchen adapts the food for prisoners who need special diets. In

addition to the standard daily meals provided by the kitchen, they also provide catering for numerous religious feasts and the popular family days.

To supplement the standard fare, prisoners have access to kitchens on each wing to cook their own food, although the ovens and hobs are showing their age and frequently breakdown. There has been a limited number of replacements sourced in 2025. After numerous requests at the monthly Prisoner Consultation Committee (PCC) and subject to clearance from the security department, air fryers were added to these kitchens and have proved to be a popular addition to the cooking facilities.

## **5.2 Segregation**

The management and progression unit (MPU) has 28 standard cells and two special accommodation cells (where items such as furniture, and sanitation are removed in the interests of safety). This unit forms part of the original footprint of the prison, which was based on an operational capacity of 430. IMB monitoring has evidenced that the main cells are constantly occupied. We are informed by staff when a prisoner is sent to the MPU and when the special accommodation cell is in use. From our observations, staff are professional and supportive, particularly with some prisoners who present with extremely challenging behaviour. All prisoners on rule 45 (a segregation order) are subject to a segregation review board, chaired by a Governor, with representatives from mental health, psychology, the offender management unit, chaplaincy and an IMB member, every two weeks. This ensures compliance with Prison Service Order 1700, which allows the prisoner to make representations so that the multi-disciplinary team can consider all evidence, for or against, continued segregation.

MPU staff have the benefit of six allocated cells on unit 2 of Westgate to expedite long-term segregated prisoners. Whilst the staff make good use of this provision, they have noted that they have never used them to this extent, and they do have other LTHSE prisons requesting they accept into the facility prisoners with very challenging and complex behaviour who have been segregated for long periods. Progression for prisoners to other segregation units within the high security estate has been a challenge due to capacity issues, with interventions such as the virtual segregation meetings. This is, where Governors who manage segregation units within the LTHSE collaborate to reduce time prisoners are segregated by utilising small, discrete units. However, it is clear that they are suffering population pressures, too, which in turn lengthens the process to progress a prisoner onto such units.

The management of this unit promotes individual professional development (IPD) of staff who are employed within the unit and ensures weekly supervision sessions are taking place with the psychology department, and other opportunities to enhance the specialist role they provide.

Over the reporting year, there have had some noteworthy successes: two prisoners who, having spent lengthy periods in segregation, one for five years and the other on and off for the last seven years, are now in standard or waiting a move to a standard location.

During the Board's monitoring visits, a random selection of prisoners, who have been held in segregation, are consulted on their experience when they return to the wings; they reported that they had full access to the daily regime and reported no issues during their time in the unit.

The Board randomly observes the monthly SMARG meetings and the weekly SIMs. These involve multiple stakeholders and focus on trends relating to reasons for, and the length of, segregation. All IMB Board members review the minutes of these meetings and have raised no concerns during the reporting period.

### 5.3 Staff and prisoner relationships, key workers

Staff and prisoner relationships over the reporting year, on the whole, appear to be positive, from the Board's observations. Weekly wing forums, chaired by wing management, are well attended and feed into the monthly prisoner consultation committee (PCC) meetings, chaired by a Governor; Board member frequently monitor these meetings and have observed positive outcomes for many of the issues raised. The IMB conducts random checks on key worker entries over the reporting year and notes the additional quality assurance checks carried out by custodial managers, for which the Governor of the prison has a minimum target set at 10% per month. Key worker training is coordinated and delivered by uniformed prison offender managers (POMs), in conjunction with probation and psychology staff.

### 5.4 Equality and diversity

During the reporting period, 256 discrimination incident reporting forms (DIRFs) were submitted, averaging 21 per month. Over this period, 120 DIRFs were rejected or reclassified and processed as a complaint, as they did not relate to any of the protected characteristics outlined in the Equality Act.

**Table 3: DIRFs Received**

| Month    | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Total |
|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|-----|-------|
| Received | 7   | 22  | 22  | 22  | 26  | 24  | 22  | 25  | 27  | 27   | 22  | 10  | 256   |
| Rejected | 4   | 10  | 13  | 10  | 11  | 10  | 6   | 6   | 14  | 16   | 13  | 7   | 120   |
| Upheld   | 0   | 0   | 2   | 1   | 2   | 4   | 10  | 3   | 5   | 4    | 3   | 1   | 35    |

The IMB's monitoring of DIRFs has revealed no issues of concern.

The diversity equality action team (DEAT) participates at many mandatory drug testing meetings, to provide advice and support, and they engage with DEAT prisoner representatives, who raise issues at a monthly forum.

The toilet in the healthcare centre waiting area is not fit for the disabled; measures to use wing facilities are in place (November 2023). This situation is not satisfactory.

HMP Frankland seeks to ensure that all transgender prisoners are treated fairly and in accordance with the law. After a Pride event, transgender and LGBTQ+ support group meetings were combined to a bimonthly event.

Older prisoner numbers are growing; some of the provision in accommodation and for dementia needs improvement. There are some positive initiatives in place to improve provision, including using assistive technology such as bed and fall sensors or emergency pendants, similar to those found in the community.

Religious food provision, which continues to be a focal point of monitoring. Feedback for Ramadan was positive, and the kitchen staff were proactive, engaging the chaplaincy team and prisoner consultation committee wing representatives to

enhance the menu options. Kosher meals are sourced off the premises at significant cost, above the daily funding allocation. Again, additional provision was made for the major Jewish religious festivals, such as Passover, which was positively received.

### **5.5 Faith and pastoral support**

The chaplains maintain a highly visible presence within the prison. Both full-time and part-time chaplains represent a variety of major religions. The chaplaincy offers comprehensive pastoral care, which includes assisting with, or maintaining, connections to family and friends, in addition to attending segregation review boards, safety intervention meetings, use of force meetings, etc. The chaplaincy department takes a lead role in arranging the extremely popular family days. They also provide support to bereaved prisoners and arrange access to funeral services for family members. In addition to these duties, they also oversee the official prison visitors' programme.

### **5.6 Incentives schemes**

An updated local policy was implemented in April, and staff are encouraged to promote positive behaviour, as well as disincentivise negative behaviour. They continue to try to ensure that every prisoner receives at least one review per year. For new prisoners, an initial review can be held at any time but must be completed within three months of arrival. If a prisoner is on the basic (bottom) level, an automatic review occurs within seven days, and then at least every 28 days. The staff try to ensure that all target goals are explained and inform the prisoner of the steps required to progress to the standard level. Reviews included input from various staff members across the establishment, such as education and workshop staff, those involved in treatment programs as part of their sentence plan, and any other staff with whom prisoners have regular contact, such as a key workers.

All incentives scheme review decisions are discussed with the prisoner, and they receive a written explanation for the decision and guidance on the process for appealing, should they wish to challenge their level. This is done by following the prison complaints policy (COMP1).

The IMB frequently monitors the outcome of these reviews.

**Table 4: Prisoner incentives scheme levels**

| Level    | Percentage of Prisoners |
|----------|-------------------------|
| Basic    | 1.9%                    |
| Standard | 27.6                    |
| Enhanced | 70.5                    |

### **5.7 Complaints**

There were 3628 complaints over the reporting year. The Board monitors a small number of these.

## **5.8 Property**

Frequently, applications are submitted to the board following prison-to-prison transfers. Unfortunately, despite the best efforts of the staff, many resort to independent prisoner complaint investigations (IPCI) for resolution, which is unnecessary in the IMB's opinion. One example during the reporting period was the loss of prisoner's passport at his previous private prison, with the prisoner having written confirmation of the loss and an agreement for compensation. Repeated attempts were made by the prisoner and HMP Frankland staff to resolve the issue, but there has been no contact with the previous prison since this application was raised in March 2024. We advised the prisoner to contact the IPCI, but they would not progress his complaint as he did not have the supporting paperwork from his previous prison. This is not a satisfactory outcome.



## 6. Health and wellbeing

### 6.1 Healthcare general

This reporting year has seen many positive changes in comparison with previous years, and the management and staff should be commended for the improvements to the services provided. Spectrum Community CIC (a not-for-profit healthcare provider) and County Durham and Darlington NHS Foundation Trust have been nominated for a *Health Service Journal* (HSJ) award in two categories. HSJ awards healthcare service excellence in sharing best practice, improving patient outcomes and innovating drivers of better service.

Over the reporting period, 'virtual wards' were set up, in conjunction with University Hospital of North Durham (UHOND), to avoid any wait in A&E. Prisoners now go directly to a clinic, with nursing staff at Frankland completing the observations clinically. During our monitoring, we consulted with a prisoner who was admitted to UNOHD via this innovation, and he reported a positive experience.

Other general healthcare observations include:

- Non-English speaking prisoners are now flagged on healthcare computer systems to arrange interpreting services to enhance treatment.
- A pharmacy shop has been established and feedback is encouraging.
- Dementia pathway has been set up.
- Waiting rooms again remain a problem with facilities.
- Wheelchair assessments are currently being reviewed to ensure prisoners who need wheelchairs have the correct one.
- Assistive technology has been agreed to be piloted for prisoners who need issuing of fall, epilepsy, bed sensors and pendants.
- Libra machines are now in use for diabetic prisoners to remotely monitor blood glucose.
- Reflective Fridays have been adopted for staff to be able to reflect on any issues to ensure best practice.
- Staff promote patient-focused choice of care.
- Reduction in pain medication continues.
- Covid-19 and flu vaccines were completed.
- Complex case and senior management meetings are now taking place on a regular basis.
- Healthcare staff attendance at the monthly prisoner consultation meeting remains to have a positive impact on patient engagement. Dementia and elderly frail prisoners remain a problem throughout the prison; facilities remain quite poor and there are number of prisoners with dementia still in normal accommodation.
- At the end of the reporting period, there were 36 prisoners on the complex care register who are reviewed monthly.
- A total of 272 complaints regarding healthcare were received during the reporting period.

## 6.2 Physical healthcare

There are nine single cells available for in-patient care, and the unit is visited by a Board member every week. The facility also includes a palliative care suite, and reports from the Prisons and Probation Ombudsman (PPO) continue to highlight the high quality of palliative care provided. The waiting rooms, as reported in previous annual reports, remain a concern, due to lack of ventilation, and the toilets are not fit for use for prisoners with mobility issues.

Monitoring of waiting times remains a key focus, with efforts to align them more closely with community waiting times.

**Table 5: Healthcare waiting times**

| Clinic        | Number of days longest wait (routine) | Number of days longest wait (urgent) | Number of patients on waiting list |
|---------------|---------------------------------------|--------------------------------------|------------------------------------|
| GP Clinic     | 21                                    | 2                                    | 27                                 |
| Dental        | 77                                    | 2                                    | 92                                 |
| Sexual Health | 13                                    | 13                                   | 0                                  |
| Podiatry      | 63                                    | 9                                    | 19                                 |
| Physio        | 15                                    | 6                                    | 6                                  |
| Optician      | 28                                    | 28                                   | 4                                  |

There is an oral health education programme, in conjunction with routine appointments, where dental staff discuss the patients' diet and oral hygiene, give brushing and flossing demonstrations, and apply fluoride varnish as a prevention. These appointments are tailored to the individual patient, depending on treatment plans.

## 6.3 Mental health

The prison mental health team appears to provide timely and accessible mental health assessment and treatment to meet the needs of prisoners. The team offers pharmacological and psychological interventions, based on a 'stepped care' model (a person-centred approach, offering a range of services).

Access to psychological interventions is available as per the stepped care model, through a registered applied psychologist. This ensures patients receive dialectical behaviour therapy and at least one other treatment modality, with all treatment being delivered on one-to-one and group basis.

There is dedicated sessional psychiatry service, with a lead psychiatrist, as well as Access to regional speech and language therapists (SALT) and occupational therapists (OT).

The mental health team is a visible presence in the management and progression units (MPU), where some of the prison's most challenging and vulnerable individuals reside. A tripartite approach is delivered between MPU officers, psychology and the mental health team.

A veterans in custody support group has been set up, with support from Combat Stress, a veteran's mental health charity

During the reporting period, three prisoners required secure hospital transfers. This should take place within 28-days from the point of referral for assessment under section 47, as set out in NHS England's good practice guidance published in June 2021. Of these, individuals, one transfer was completed after 146 days, while the other two were on the waiting list, respectively at 44 days and two days.

#### **6.4 Social care**

The ageing population of Frankland is increasing, along with the associated conditions. The prison is seeking solutions to alleviate the challenges of managing an elderly and frail population, in addition to younger disabled prisoners. The Board welcomes that mobility and social care are at the forefront of focus. Wheelchair users have been reviewed and reassessed and prison staff use technology to monitor prisoners at risk of falling or seizure. However, much of the prison is not designed for an elderly population and presents challenges for anyone with limited physical mobility. During the reporting period, there were 21 wheelchair users, but only 14 adapted cells available. At the end of the reporting period, five prisoners attend the healthcare centre daily to shower. There are two prisoners who require full social care needs and have qualified healthcare staff providing care. There are a number of prisoners on the wings who receive care from a 'buddy', who is risk-assessed by staff to help with day-to-day assistance, but they have no training to provide personal care.

#### **6.5 Time out of cell, regime**

Over the reporting year, the prison has had to close landings to minimise the disruption attributed to staff shortages due to sickness or training. During random checks on Rule 45, prisoners in both the MPU or on CSIPs on the wing all have confirmed they had access to their daily regime of exercise, showers and time to use the phone. As in previous years, failure of the heating system in the workshops has curtailed the daily working period and prisoners have been confined to their cell. Prisoners who have reached retirement age are unlocked throughout the day.

#### **6.6 Drug and alcohol rehabilitation**

The drug and alcohol recovery team (DART) has a caseload of 112, with 55 receiving opioid substitute therapy. They offer support to prisoners, with group initiatives, including health & fitness, Breaking Free Online (a recovery programme for alcohol and drugs), a computer-assisted therapy program and the SMART (self-management and recovery training programme for problematic behaviour). This is a four-point programme covering building and maintaining motivation, coping with urges, managing thoughts, feelings and behaviours and living a balanced life. In addition to the traditional one-to-one work inside the establishment, they also provide a family support programme, which has a caseload of six.

Every prisoner is engaged during the induction process, and referrals are made by the mental health team, prison offender managers and key workers. All new referrals engaging after 21 days in Frankland have their motivation reasons recorded as best practice. The team provides ongoing support to prisoners at various stages of recovery, with additional assistance from trained peer mentors. At the end of the reporting period, the peer mentoring programme had 10 mentors providing support, covering all wings within the establishment.

Over the reporting period, 12 prisoners have been prescribed injections of Buvidal to replace the traditional forms of opioid substitution therapy of methadone or oral buprenorphine. This aims to reduce the abuse of tradeable prescribed medication among prisoners. Positive feedback continues for the introduction of Buvidal and all are responding well.

Naloxone training (on how to recognise the signs of opioid overdosing and how to respond) for HM Prison and Probation (HMPPS) staff is in the preliminary stages and this will be delivered by drug and alcohol recovery team (DART) trained staff, both clinical and non-clinical, to address any and all queries during the training.

Staffing shortages have affected the small team, and the lack of male staff exacerbated the issue, due to the remaining female staff having to double up for appointments, particularly for those identified as 'risk to females' or when lone working is not possible.

However, the issue of availability of illicit drugs remains a significant concern.

### **6.7 Soft skills**

In the Koestler Awards (for arts in criminal justice), prisoners won 25 awards: one Gold; three Silver; six Bronze; three Outstanding Debut Awards; seven Highly Commended; and five Commended.

In June, an Eid celebration was held for staff and prisoners, which was well received.

The equality team provide support for transgender and LGBTQ+ prisoners and held a Pride celebration in June, which was a huge success, with an additional event held at Christmas. A positive outcome from this was the decision to combine the group's bimonthly meeting. The combined sessions are more informal and social and may include a game of bingo, quizzes and tea and coffee. Staff engagement is encouraged and, as a result, has enabled the prisoners to have a larger support and social group, improving their mind sets and relationships with both their peers and staff. Black History Month was celebrated through several events in October.

DART held a recovery month celebration in October. This was to highlight good progress, with stalls for good food choices and crafts, and gym sessions were held. In addition to three Christmas family day events, there were three Christmas creativity events, which were focused on crafts in a recovery café style approach, with discussion around coping strategies for the festive period within custody, looking at coping with changes to regime, prisoners with no contact and prisoners struggling with the loneliness of not having any contact. Although sessions were structured around this topic, the DART team organisers left it as an open forum on what was suitable to attendees and their needs.

## **7. Progression and resettlement**

### **7.1 Education, library**

The education department has 20.5 staff, with 1.5 vacancies. The contract year is from April to the end of March. However, to move into the new prisoner education framework contract, this has been extended to the end of October 2025. The provider is Milton Keynes College, which is in its seventh year and with whom there is a good working relationship, as it is supportive and very learner focused. The renewal of the contract is due in October 2025. A total of 435 learners have enrolled on various education courses throughout the contract year.

There are a wide variety of courses available, from entry level 1 to level 3 with the education provider, and prisoners can progress further if they study Open University courses.

Overall, the achievement rate is 94% and retention for the current year is 100%.

Mentor training is provided up to Level 3 in education and Shannon Trust mentors are paired with new learners, spending time on wings and in workshops to support learners identified as requiring reading support.

Distance learning, including the Open University, continues to attract learners, with some 23 participating.

This is the second year that GCSE English has been offered, and this year GCSE mathematics was added to the curriculum. There was a 100% pass rate in both.

In the Milton Keynes College awards, out of 30 participating prisons, two Highly Commended awards were given to HMP Frankland.

During the reporting year, Ofsted carried out the first inspection in four years and HMP Frankland was awarded an overall Grade 2 - 'Good' - with leadership and management being awarded 'Good' with outstanding features. It noted that senior leaders made sure that a prison-wide approach was adopted by all partners to deliver good-quality provision. The team was ambitious for learners, encouraging them to build a 'career in custody', which was helped by the broad and varied curriculum and range of work, where they could develop high-level skills in industry workshops.

There is an established reading strategy in place. All prisoners have an initial screening at induction and any learner identified as requiring reading support received a reading assessment. Reasonable adjustments can then be put in place on wings, in classrooms and work areas, and extra time can be allocated for exams if required.

A lot of work has been done to integrate education into prison life. This includes reading corners in industry workshops, with seating and a choice of reading materials, which prisoners can read during their break. There is also the opportunity to do part-time industry and part-time education.

The education department is working in partnership with the gym, where half the session is spent on English and maths; the second half of the session is putting into practice in the gym what has been learnt, e.g. weights.

To improve sequencing, work is underway to explore how healthcare appointments can be facilitated around education, to reduce the impact of disruptions and improve attendance in education classes. This is proving to be logistically problematic, but there is goodwill on all sides to make it work.

There are three libraries on site and each wing has a library representative. The libraries are well stocked with a good turnover of books, as they are run by Durham County Council. If a book is listed anywhere within the County Durham library resources, it can be requested (provided it falls within the allowed category of books). This is particularly useful for prisoners for whom English is not their first language and/or for those who have a particular interest. There are also CDs and a good selection of board games, as well as games to be used with consoles.

The library staff are proactive in encouraging attendance at the library. Regular events include coffee mornings, an over 50s club and input from Durham University for a reading group, as well as occasional sessions called the 'think tank'.

The library is involved in Storybook Dads, where sound effects are added to the dad's reading. It is popular but is being overtaken by the introduction of the 'Raising Readers' initiative, where both the father and the child are given the same book on a family day, which they can then read to each other over the phone. This has had excellent feedback from those participating. 'Reading Ahead Diaries' have been discontinued due to lack of interest and cost.

## **7.2 Vocational training, work**

Work is popular, with all the workshops fully staffed and prisoners involved in meaningful work. Prison industries and vocational training at HMP Frankland have nine workshops operating during the reporting period, detailed below:

- **Woodmill** - 3 instructors and holds up to 24 prisoners in single session.
- **Assembly 1** - 2 instructors and holds up to 28 prisoners in single session.
- **Assembly 2** - 2 instructors and holds up to 30 prisoners in single session.
- **Brick laying shop** - 1 instructor and holds up to 12 prisoners in single session.
- **Assembly 4** - 1 instructor and holds up to 8 prisoners in single session.
- **Spray paint shop** - 1 instructor and holds up to 15 prisoners in single session.
- **Sandbag shop** - 2 instructors and holds up to 30 prisoners in single session.
- **Cut and sew** - 1 instructor and holds up to 15 prisoners in single session.
- **Recycling** - 1 instructor and holds up to 15 prisoners in single session.

**Total number of prisoners attending in one session: 177 (excluding education)**

**Total number of instructors attending in one session: 14 (excluding education)**

A second woodmill is planned, to enhance the production facilities and reduce the amount of time prisoners spend in their cell by providing more opportunities to engage in purposeful activities. It will have two instructors and hold up to 16 prisoners per single session.

There are 19 full-time instructors, with an additional two recruited in 2024 to support the smooth running of the service, staff sickness and training and development.

Frankland Industries make, spray, assemble and pack various items (see below). All groups who assisted in making the white goods and chairs to sell to Government agencies fulfilled orders totalling £1.5 million during the reporting period.

**Table 6: Prison industries white goods production items**

|                    |             |
|--------------------|-------------|
| 3-drawer locker    | Table desk  |
| 2-drawer wardrobes | Plinth      |
| Bedside locker     | Single desk |
| Fire locker        | Bunk beds   |
| Single Bed         | Bunk ladder |

The Ministry of Defence (MoD) sandbag shop, located in the prison, started producing sandbags for the MoD in March 2024. It has made over 161,000 bags for the MoD in a 10-month period, which is an average of 16,100 per month.

**Table 7: Prison industries MoD sandbag production**

|              |         |
|--------------|---------|
| MoD sandbags | Average |
| Annual       | 193,200 |
| Month        | 16,100  |
| Working week | 3,715   |
| Working day  | 767     |

The Cut and Sew shop continue to take orders and has open days for staff within HMP Frankland. All money made from selling the products goes back into Frankland Cut and Sew workshop budget so the workshop is self-funding.

**Table 8: Prison industries Cut and Sew production**

|                        |         |
|------------------------|---------|
| Cut and Sew            | Average |
| Annual                 | 1,200   |
| Month                  | 100     |
| Total income generated | £1,730  |

The recycling plant continues to perform well and continues to provide new and innovating way in recycling or repurposing waste produced. Recently, the recycling centre has invested in a sterilising machine that sterilises health and safety boots, so they can be reused.

**Table 9: Prison industries recycling plant production**

|                  |                          |
|------------------|--------------------------|
| <b>Materials</b> | <b>Recycling weights</b> |
| Cardboard        | 27 ton                   |
| Plastic bottles  | 3.25 ton                 |

|                  |           |
|------------------|-----------|
| Mattresses       | 784 units |
| Toner cartridges | 516 units |
| Aluminium        | 934 kg    |
| Paper            | 5.25 ton  |
| Tin              | 4.25 ton  |
| Polypropylene    | 2 ton     |
| electrical       | 1 ton     |
| Batteries        | 86 kg     |
| Polyethylene     | 2 ton     |
| Chair frames     | 21 units  |
| Medication       | 2 kg      |
| Clothing         | 42 kg     |

During the reporting period, the recycling plant has been awarded a certificate of zero waste for recovering 55% to reuse and 45% for recycling. This is just from the internal part of the prison.

The brick shop was opened in February 2024. This has been a popular option and has increased from eight to 12 prisoners per session.

For prisoners working in the kitchens or serveries, food safety and handling qualifications are mandatory.

The new barbershop is generating interest. Currently, it is an unaccredited course, but the aim is to pursue a City & Guilds certification when both the Milton Keynes and prison partners deem that learners have reached a satisfactory level of competence. There is a dedicated barbering workshop, and sessions are a blend of theory and practical training.

There has been some unrest about the closure of the furniture craft workshop from some prisoners who worked there, but the activity hub struggled to fully allocate to this activity for several years. Therefore, the decision was made by the establishment to remove this activity and replace with a new woodmill workshop, which will have several benefits for the establishment.

### **7.3 Offender management, progression**

At the end of the reporting period, the offender management unit (OMU) at Frankland consisted of 14 probation officers and three prison offender managers (POMs). During the reporting year, two of the probation officers were on statutory leave. Over the reporting year, the uniformed grade POMs were frequently redeployed to wing duties to minimise disruption to the daily regime. Despite these challenges, the backlog of offender assessment system (OASys) reviews fell from 36 in December 2023, to 12 by November 2024, which is a commendable position, as each review can take up to 10 hours. A plan is in place in relation to all overdue assessments, as a number of prisoners do transfer in without OASys being in date.

The prison is adhering to national standards, allowing POMs to use professional judgment in determining how frequently prisoners are seen and the duration of sessions. The department places a strong emphasis on quality, with rigorous measures for parole, multi-agency public protection arrangements (MAPPA), a



system to ensure the successful management of violent and sexual offenders, and OASys, all overseen by a senior probation officer.

All prisoners are assigned a POM within 48 hours of arrival at Frankland, and an initial contact/induction meeting is held within 10 working days. By applying the national standards, POMs are guided on supervision expectations during the custodial phase of a prisoner's sentence. This approach enhances the management of prisoners' supervision, focusing on key touchpoints, such as the period before parole, after parole refusal, when delivering targeted interventions for risk of harm or offending behaviour, during handover preparations for community release, and when concerns about mental health or wellbeing arise.

There are 43 imprisonment for public protection (IPP) prisoners at Frankland. A full action plan was developed and has been implemented, which includes detailed progression planning. Quarterly reviews of these plans take place locally, with oversight in place nationally.

An action plan is also in place, coordinated and led by a dedicated Governor, for the 39 young adult prisoners. 'Choices and changes', a specifically developed intervention, is being delivered by keyworkers and dedicated prison offender managers for these prisoners.

A total of 683 prisoners have been screened and triaged for the personality disorder pathway. Consultations with the psychology service have taken place to develop appropriate pathways. This has been a significant piece of work within the previous 12 months.

The OMU has built strong relationships with education, library services, DART, safer custody and NEPACs (a charity that supports people affected by criminal justice or care systems in the northeast of England), with a desk in the OMU office. While release or removal preparations may not be a priority for many prisoners at Frankland, the OMU continues to offer advice and guidance throughout the sentence and works closely with psychology services to deliver accredited programmes. The department also leads on training uniformed wing staff to develop and enhance key worker sessions.

#### **7.4 Family contact**

HMP Frankland is quite far north for some visitors, but there are regular family days, which allow for more time to be spent with the prisoners. These are popular, with input from the chaplaincy, kitchens and library. The library organises activity packages and 'Raising Readers' (prison reading groups). A good variety of food is provided by the kitchens, and the chaplaincy arranges games and activities. Accumulated visits, where prisoners are transferred to a prison in their local area, has generated a large number of applications over the year. Population management, which arranges the visits, has struggled to accommodate these requests, due to the wider prison estate being at capacity, as there needs to be a free cell at the reception prison.

#### **7.5 Resettlement planning**

There are very few prisoners who are discharged from HMP Frankland, due to it being part of the dispersal estate (which includes convicted prisoners serving

sentences over four years and category A remand prisoners; the majority of prisoners would be reduced in category and progress to Category B or Category C prisons for a defined period before progressing to Category D open prisons prior to release). However, there is an ID and banking program available for those who are being released. Prisoners are contacted within six months of their release date, to see if they would like to open a bank account and/or obtain a birth certificate. This has worked well, with only one bank account being refused.

## 8. The work of the IMB

### Board statistics

|  |     |
|--|-----|
| Recommended complement of Board members                      | 18  |
| Number of Board members at the start of the reporting period | 8   |
| Number of Board members at the end of the reporting period   | 9   |
| Total number of visits to the establishment                  | 311 |

### Applications to the IMB

| Code | Subject   | Previous reporting year | Current reporting year |
|------|---|-------------------------|------------------------|
| A    | Accommodation, including laundry, clothing, ablutions   | 21                      | 3                      |
| B    | Discipline, including adjudications, incentives scheme, sanctions   | 7                       | 11                     |
| C    | Equality  | 7                       | 1                      |
| D    | Purposeful activity, including education, work, training, time out of cell  | 11                      | 8                      |
| E1   | Letters, visits, telephones, public protection, restrictions  | 13                      | 20                     |
| E2   | Finance, including pay, private monies, spends  | 7                       | 4                      |
| F    | Food and kitchens   | 10                      | 8                      |
| G    | Health, including physical, mental, social care   | 17                      | 24                     |
| H1   | Property within the establishment   | 11                      | 13                     |
| H2   | Property during transfer or in another facility   | 4                       | 6                      |
| H3   | Canteen, facility list, catalogues  | 4                       | 1                      |
| I    | Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, re-categorisation | 2                       | 11                     |
| J    | Staff/prisoner concerns, including bullying   | 26                      | 27                     |
| K    | Transfers   | 11                      | 21                     |
| L    | Miscellaneous   | 54                      | 41                     |
|      | <b>Total number of applications</b>   | <b>205</b>              | <b>199</b>             |

## **Annex A**

### **Service providers**

- Physical health provider: Spectrum Community Health CIC
- Mental health provider: Tees, Esk and Wear Valleys NHS Foundation Trust
- Substance misuse treatment provider: Spectrum Community Health CIC (clinical treatment); Humankind (psychosocial interventions)
- Dental health provider: Burgess & Hyder Dental Group
- Age UK: Older prisoner support
- Durham County Council: Adult social care
- Prison education framework provider: Milton Keynes College
- Escort contractor: GeoAmey (category B/C prisoners only)
- Facilities management: Amey (small works & cleaning services)
- Security support & policing: Durham Constabulary provide two dedicated police liaison officers

### **Volunteer Service Providers**

North East Prisons After Care Society (NEPACS) work alongside prison staff to assist in the day-to-day running of the visitors' centre and provide support to families who are visiting the prison.

Samaritans (Sunderland branch) provides training for the Listener scheme, which is a peer-support scheme within prisons; its aims are to reduce suicide and self-harm. Listeners are prisoners who provide confidential emotional support to their peers who are struggling to cope or feeling suicidal.

Mind provides counselling support to prisoners with mental health issues.

Combat Stress provide support for veterans in custody.



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