

Section
OnePrison Establishments England & Wales
1.1 Altcourse

**HIGHER LANE,
FAZAKERLEY,
LIVERPOOL L9 7LH**

Tel: 0151 522 2000.

**ALTCOURSE
PRISON**

Fax: 0151 522 2121

Opened: December 1997

CNA: 780; Op. Cap: 1288

Cat: Category B Core Local

Insig: AC.

BACKGROUND: In June 1995, under a joint venture arrangement, Group 4 and Tarmac were awarded a contract to design, construct, manage and finance (DCMF) a high security prison in Fazakerley, Merseyside. It was the first such project under the Government's Private Finance Initiative. Pupils from the Clifford Holroyd Special School chose the name following a competition held in the local community. The name 'Altcourse' was derived from the nearby River Alt and the neighbouring Aintree Racecourse. The theme has been continued in the naming of the prison's Residential Units: Melling, Bechers, Furlong, Canal, Reynoldstown, Valentines and The Paddock. In September 2007 a new houseblock has been opened housing another new 180 prisoners. This unit is called Foinavon. The prison population consists of Sentenced and Convicted Adult Male Prisoners and Adult Male Remands from the Cheshire and North Wales areas, Young Offender Male Remands from Cheshire, North Wales and Merseyside. The regime is based on purposeful activity including education and industrial work. The new house includes a purpose built facility to deliver vocational training. Incentives and Privileges linked to individual behaviour are implemented together with a range of vocational training schemes and specialist crime avoidance programmes, with currently 4 levels to the regime. The prison is situated 6 miles north of Liverpool City centre and set in an 80-acre site surrounded by woodlands and wetlands. The prison has been subject to inspection from the Chief Inspector of Prisons team three times. <http://www.hmpaltcourse.co.uk>

KEY OFFICIALS:

Area Manager: Jerry Petherick

Controller: Julie Hartless-Jones

Director: John McLaughlin

Senior Medical Officer: Phil Burling

Chaplain: Katy Canty

Senior Probation Officer: Jack Cunliffe

Education Co-ordinator: Ann Parker

I.M.B. Chair: John Schoffield

MP: Peter Kilfoyle.

STAFFING: There are 380 operational staff in the prison in addition to 65 managers at various grades. To support this there are another 90 non operational staff as well as sub contracted staff delivering healthcare, catering and education provision.

HOME OFFICE CONTROLLER: In private

prisons like Altcourse, Adjudications, Rule 45 segregations and Temporary Release/HDC approval authorisations are carried out by the Home Office Controller who is independent of the prison; in this case Julie Hartless-Jones and her Deputy, Geoff May who are both based full-time at HMP Altcourse. The Segregation Unit houses up to 22 prisoners and is also the location for Adjudications; The Controllers also monitor daily regimes and ensure that the prison fully meets the contract. There is at least one member of the IMB in attendance weekly who also monitors performance and deals with prisoners' complaints.

REGIME: Week Days: 0600 Early courts/kitchen workers unlock. 0615 Roll check. 0630 Early courts to Admissions, kitchen staff to work 0715 Unlock. 0725 - 0755 breakfast. 0730 - 0800 sick parade. 0755 - 1200 work. 0815 Doctor's clinic. 0825 - 1200 education, PE, programmes. 0830 - 1130 (visits, social, professional). 1215 Lock up, roll check. 1225 - 1300 lunch. 1300 - 1630 visits (social or professional). 1310 - 1705 work, programmes, PE, education. 1400 - 1630 library. 1715 Lock up, roll check. 1725 - 1800 evening meal. 1815 - 1915 nurse's triage/medication issue. 1815 - 2030 library, education, Phys Ed / Programmes 1830 - 2030 visits. 1815 - 2000 association. 2100 Lock up, roll check. Unit exercise areas may be used by prisoners at designated times specific to each houseblock.

Weekends: Regime is similar but with the cessation of industries, education/vocational training and the addition of Church Services between 0930-1100. **Time out of cell:** 13/24hrs per day, weekdays and weekends.

ACCOMMODATION & FACILITIES: Seven Residential Units each house up to 180 prisoners in both single, double and treble cells all with private integral sanitation. Each residential unit has 2 floors and comprises of 2 wings separated by the central management office. A number of private interview and medical rooms are located on the upper level of the management area and there are 2 activity rooms to deliver programmes. The new houseblock is of a different lay out, incorporating the most up to date advances in prison accommodation design. It comprises three separate two storey wings each housing 60 prisoners in cells designed for single occupancy. Including ancillary buildings this houseblock provides five vocational workshops 10 classrooms and a gymnasium. Available on each Wing are laundry facilities, telephones, communal TV areas, Table Tennis, Pool Table, a full size Snooker Table, in-cell TV and each wing has its own outdoor exercise area. The Residential Healthcare Unit can accommodate up to 13 prisoners and offers a full range of hospital services. Full-time teams of Drugs Workers, Social Workers, Probation Officers and Counsellors are part of the staffing complement thus offering prisoners the opportunity to

undertake Resettlement and rehabilitative work. Other facilities include a Gymnasium and Sports Hall, two outdoor Football areas (one astroturf), an Education Department, Library and Chapel. In addition to this: Ministers of World Faiths, Prison Visitors, Prisoner Advisory Services, CAB, Samaritans and AA. All prisoners can wear their own clothes. A Personal Officer Scheme is seen as central.

PRISON SHOP: Prisoners have the facility, twice a week, to place orders for confectionery, drinks, tobacco, newspapers and toiletries etc. through the Aramark shop on site. They may also place orders for more personal items from the Argos catalogue depending upon incentive level and private account funds. Goods are usually delivered within 48hrs.

VISITS: How To Get There. By train: Arrive Liverpool Lime Street Station (city centre), then take Northern Line—Kirkby train (local service) to Fazakerley station. Turn left out of station onto main road, Longmoor Lane and at traffic lights turn right onto Lower Lane (sign-posted Fazakerley Hospital), pass hospital on your right and turn right at next traffic lights into Higher Lane. HMP Altcourse is approximately a quarter of a mile on your right. **By road:** Exit M57 at J4, join A5809 (East Lanes Rd), sign-posted Liverpool. Past Showcase Cinema on your left. At next traffic lights turn right, sign-posted Fazakerley Hospital, into Lower Lane. Past Police Station on left, and turn left at next traffic lights into Higher Lane. HMP Altcourse is approximately a quarter of a mile on your right. **Please park in the Visitors Car Park. By local bus:** From city centre to Kirkby 1, 20, F2, F3 stops on Longmoor Lane. From City Centre to Kirkby 19, 19b stops East Lanes Road. From City Centre to Fazakerley 17c, 17d, 17 stops Lower Lane. From Aintree Station, 121 stops outside prison. For information/map contact Visitors Centre.

Visiting Times: Legal Week Days: 0830-1130, 1300-1630, 1800-2030. **Domestic Week Days:** 0900-1200, 1300-1630, 1830-2030. **Weekend:** Saturday 0900-1200, 1300-1630, 1830-2030. Sunday 1300-1630, 1830-2030.

Notes: The Visitors Centre is open every day and there is a visitors' car park. All visits must be prebooked through this centre at least a day in advance. To book a visit telephone: 0151 522 2196 or 0151 522 2042. Lines are manned 0830-1800 Mon-Fri. If the person being visited is sentenced, please quote your VO number. Identification is required on arrival, e.g. birth certificate, passport, rent book or a bill with name and address on it. Visitors are advised that CCTV monitors the whole of the visiting areas and drug detection procedures operate. Facilities in the Visitors Centre include: ladies, gents and disabled toilets, baby changing room, lockers, 2 public payphones, wheelchair access ramps. Drinks and refreshments are available inside the Visits Hall. Cash can be handed in at the Visitors

Centre for crediting to prisoners' accounts. Cheques made payable to 'GSL' will be accepted but will need 10 working days for clearance. Newspapers and magazines for prisoners must be ordered through the designated newsagent: The Cabin, 3 Martinhall Road, L9; telephone 0151 284 5996.

LEARNING & SKILLS: City College Manchester deliver the educational services at Altcourse which include: Basic Literacy and Numeracy Skills, IT Studies, Business Studies, English, Mathematics, Social and Healthy Lifestyle Options, Parentcraft, Music, Languages, Creative Writing, Drama, Arts and Crafts, E.C.D.L. and call centre training. As well as day-time classes, a wide range of evening classes run throughout the week. Prisoners are encouraged to take advantage of the educational facilities and gain nationally recognised qualifications. Education staff in the new houseblock complex are directly employed by GSL in order to compliment vocational training delivery.

WORK: There are several industrial workshops employing both sentenced and remand prisoners. The prison Catering, Horticultural and Facilities Maintenance sections provide further employment for prisoners. We have introduced accredited learning opportunities in the following areas:- Engineering (ASET), Office Assembly (NVQ). There are plans to introduce accredited qualifications for the Laundry and a warehousing NVQ for Book Processing. The new houseblock offers vocational training in bricklaying, plastering, carpentry and painting and decorating to City and Guilds standards.

KIT CAR: This project has been developed in tandem with GSL Technicians and we offer a range of qualifications to Young Offenders in this venture. We develop Key Skills and are moving on to IT Key skills and Communications qualifications in the near future. In this project we offer maths, English, improving own learning, working with others and CIEH Health & Safety. We provide the Mentoring Level 3 course. Currently there is a new ASET accredited award that has been written by one of our members of staff – Level 2 Light Motor Vehicle Maintenance. This project is now part of the new houseblock complex.

COMMUNITY DEVELOPMENT PROJECT: We currently have up to 4 prisoners working in the community on various projects. This team of prisoners is led by PCO. Below is a list of some of the projects they have been and some they are still involved in:

- Lower Moss Wood Animal Sanctuary – general repairs to existing structures and fencing and building new animal pens.
- Buckley Parish Church – preparing ground for a new path.
- T.S. Starling – Extensive work to bring a unit up to the required standard for use. This has now been passed fit for use.

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- Marie Curie Centre, Woolton – General maintenance to the grounds and providing additional security for the sheds.
- St. Joseph's Hospice – Continual ongoing maintenance of the gardens.
- Woodlands Hospice, Fazakerley – clearing away small trees and shrubs to give the container more security.
- St. Oswald's Primary School, Netherton – made and installed shelving in the classrooms.
- St. Mathews Church, Buckley – laying drainage pipes and re-pathing.
- Worcester Road Youth Centre, Bootle – Redecorated the centre.
- Merchant Taylors Youth Centre, Seaforth – Improved the facilities and appearance of the centre.

These are just a few of the many projects that they have been involved in and continue to be involved in.

GYMNASIUM & SPORTS: The main gymnasium has 3 areas: Sports Hall, a Weights Room and the Aerobic Fitness Room. A wide range of activities take place in the Sports Hall including: Five-a-Side Football, Badminton (4 courts), Short-Tennis, Basketball, Indoor Hockey, Indoor Rugby, Volleyball, Circuit Training and Step Aerobics. Staff are also assigned to a Residential Wing to organize PE on the units. The Sports Centre currently run a yearly program of accredited courses including:- NVQ Sport & Recreation Level 1, Community Sports Leader Award (CSLA) Level 1, BWLA Leaders Award Level 1, FA Referee Course Level 1 and Focus Gym Instructor Award Level 2. The new houseblock contains a separate gymnasium offering similar facilities.

HEALTHCARE: There is a hospital building operated by Veritas Medical Services. A team of 34 staff provides both long-term and short-term care for sick prisoners. Services provided include: Dentist, Optician, Minor Ops, Physiotherapist, Psychologist, Well-Man Clinic and Smoking Cessation Clinic Mental Health Inreach and Counselling Team.

FOOD: Aramark caterers are contracted to provide food at Altcourse – the service has at times been criticised by the IMB – see sect 6.2.4. The quality of meals provided can vary from being very good to rather poor on occasions. As far as practicable, religious and cultural preferences of prisoners from different ethnic groups are catered for. Vegetarian, Vegan, Halal and Kosher foods are available. Food is delivered to living units by trolley and served at unit level.

PROBATION TEAM: There is a permanent fulltime team of 5 who deal with Convicted prisoners. Priority is given to Sentence Planning, Parole Reports, Release on Temporary Licence, Lifer Reports, Child Protection Issues, Induction and Pre-release Groups and the team is also involved with applications relating to Release

Plans, accommodation issues, liaison with home Probation Officers, and liaison with Social Services.

SOCIAL WORK TEAM: A permanent full-time team of 2 social workers deal with Remand prisoners. Advice and information is provided on: domestic or personal problems; housing; rent; mortgage; accommodation; and issues similar to those dealt with by the Probation staff.

MULTI FAITH CENTRE: Chapel is named 'Chapel of the Resurrection'. There is a f/t Chaplaincy team of 2, along with a number of p/t members of varying denominations who are available to listen, learn and help prisoners and staff alike. The Chaplains welcome contact with those who do not have a faith and will deal all matters in a non-judgmental way and in confidence. World Faith Ministers include: Muslim, Hindu, Sikh, Buddhist, Jewish, Welsh Speaking, Quaker, Jehovah's Witness and Mormon. Church Services and Groups are held on Sundays: 0930 CE and Free Church, Morning Worship & Holy Communion; 1100 Roman Catholic Holy Mass. Confessions by application to Chaplaincy. Mondays 1900 Bible Study Group. Confirmation Classes and Baptism are available.

ESTABLISHMENT REPORTS: Standards Audit Rating 90% November 2004 and Security audit rating of 89% in February 2005.

HMCIP last inspected Altcourse 7-11 February 2005. This inspection confirmed that Altcourse is indeed a very good local prison. Indeed, at some points inspectors had to remind themselves that it was not in fact a training prison. Most prisoners had access to meaningful activity. It was also largely a safe prison, even though prisoners were out of their cells for a considerable amount of time, with low staffing levels. The environment and the quality of staff-prisoner interaction were extremely good. And the prison provided high quality resettlement services that identified and tried to meet prisoners' needs. This was also confirmed by prisoners: on almost all the key indicators in our prisoners' survey, responses were significantly better than the benchmark for local prisons. There were some areas that needed attention. Our survey recorded relatively high claims of victimisation by prisoners on prisoners, reflected in relatively high assault levels within the prison; suggesting a need to develop preventative as well as responsive anti-bullying measures. First night procedures needed to be strengthened; there should be more opportunity to acquire vocational qualifications; and the prison needed to pay more attention to establishing good links with agencies outside – particularly in healthcare and resettlement. There were also weaknesses in policies and procedures on race and foreign nationals. Managers and staff, during the inspection, responded very positively to these findings and indeed were already aware of some of them. One of the

features of Altcourse, and in our view a principal factor in its success, is that it operates as a whole prison. It had had sustained and strong management. Managers were a visible presence on the living units. Residential staff took a pride in their role and were actively involved in many of the processes taking place in the prison.

IMB Report: See section 6.2.4 of this Handbook.
DIRECTOR'S COMMENTS: We are now in the tenth year of operation. Staff and prisoner relationships underpin all of the success at Altcourse with purposeful activity levels remain high averaging 40 hours per week for sentenced prisoners. Access to IT and education facilities have been significantly increased over the last two years allowing prisoners to gain a variety of qualifications. The new houseblock has opened and offers vocational training and education for up to 180 prisoners.

 ASHFIELD PRISON & YOI	SHORTWOOD ROAD PUCKLECHURCH BRISTOL, BS16 9QJ Tel: 0117 303 8000 Fax: 0117 303 8001 Opened: Nov, 1999 CNA: 400. Cat: CLOSED MALE YOI Insig: AS. Area: SouthWest
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BACKGROUND: HMP & YOI Ashfield opened in November 1999. It is operated by Serco and situated in the village of Pucklechurch on the outskirts of Bristol. Ashfield has the capacity to hold 400 Juveniles. Mixtures of remanded and sentenced young people are held at Ashfield serving Wales, Midlands and M4 corridor. Ashfield was the first (and so far only) private prison at which the Prison Service chose to implement its emergency powers to remove the then Director following a damning report by the Chief Inspector. Following the subsequent inspection of Ashfield in September 2003 HMCIP said: 'I called the last inspection report on Ashfield 'the most depressing report I had issued', since then Ashfield as an establishment has made so much progress that it bore comparison with some of the best performing young offenders institutions we have inspected'. Her latest report (2006) suggested that Ashfield ought to be "congratulated on the progress... and good practice that has become embedded into the way the establishment is run. The amount and quality of activity is a model of what ought to be expected and available to all 15 to 18 year olds". The establishment won the prestigious CBI/Orange Award for Excellence in Public Service 2007. – see below.

KEY OFFICIALS:

Area Manager: Michelle Jarman-Howe
 Director: Vicky O'Dea
 Deputy Director: Norman Abusin
 Head of Central Services: Lee Withers

Head of Young Peoples Services: Gary Willding
 Finance & Commercial Manager: Tony Walsh
 Head of Residential: Perry Chambers
 Head of Security & Operations: Clare Wallace
 Human Resources & Dev. Manager:
 Paul Richardson
 Head of Learning & Skills: Elaine Pope
 Assistant Clinical Manager: Bob Jones
 Chaplain: Nick Hay
 IMB Chair: Arthur Williams
 MP: Steve Webb, Lib Dem.

REGIME: A varied regime is offered at Ashfield with all young people attending Education. The regime is designed to help young people change, in a safe, secure and calm environment. The HMCIP Report from September 2004 praises many aspects of the regime at Ashfield including Reception, First Night and Induction procedures stating that they are some of the best seen and included examples of good practice that should be emulated across the juvenile estate. New arrivals are placed on the Induction Wing where they remain for the duration of the Induction Programme and sometimes longer if necessary. The report also talks about a great majority of the young people at Ashfield having never felt or very rarely feeling unsafe. Most young people are purposefully occupied for most of the day and the quality of education provision had improved significantly.

ACCOMMODATION & FACILITIES: Single and double cells (which are significantly larger than a single cell) all with integral sanitation, wash hand basin, electricity and TV aerial socket. There are two accommodation blocks, each with four units holding between 40 and 60 young people. One of these wings is a dedicated drug-free wing. Access to in-cell TV is linked to the incentives scheme. Each wing has three static PIN phones with the capacity of extra ten cordless phones, TV, Video, Pool Table, Table Tennis, Table Football and electronic games.

VISITS: How to get there. By Road: Situated on the B4465 in the village of Pucklechurch (adjacent to the Trading Estate). **By Rail:** Train to Bristol Parkway or Bristol Temple Meads (approximately 8 miles).

Visiting times: Legal Weekdays: 0900-1200 and 1400-1630. **Domestic Weekdays:** 1400-1630.

Weekends: 1400-1700.

Notes: Unconvicted young people can apply to have a 'double' length visit on alternate days. Visits booking telephone number is 0117 303 8111. The Family Liaison Officer provides a link between visitors and the establishment. There is disabled access to the Visits Hall. There is a Staffed Visits Centre and various vending machines in the Visits Hall.

LEARNING & SKILLS: 68 F/T Teachers. Courses follow the YJB's National Specifications for Learning & Skills and are taught for 25 hours per week. They include Maths and English daily, Arts, IT, Science, PE, Life & Social Skills and a

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