



# Annual Report of the Independent Monitoring Board at HMP/YOI Chelmsford

**For reporting year  
1 September 2021 – 31 August 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 IMB is part of the United Kingdom's National Preventive Mechanism.

## **2. Description of the establishment**

There has been a prison on this site in Chelmsford since 1819. The original prison (A–D wings) was built on the traditional ‘spokes of a wheel’ design, with three storeys.

Two new residential units were added in 1996 (E and F wings), and a third (G wing) was opened in 2006. There are a variety of other facilities, including a 12-bed, 24-hour healthcare centre, educational facilities, a gym and artificial sports pitch, a multi-faith room, library, kitchen, laundry, recycling centre, visitors centre and a variety of offices housing prison and agency staff.

The segregation unit is on A wing, and vulnerable prisoners have separate accommodation on G wing. E wing provides the drug and alcohol treatment programme, and B wing is the first-night wing and induction unit.

HMP Chelmsford is a category B local prison serving local courts, and holds those who are sentenced, on remand, or on trial. It holds adults and young adults, and some foreign nationals.

At the end of our reporting year the prison’s operational capacity (OpCap) was 695.

Castle Rock Group (CRG) provided healthcare, PeoplePlus provided education. The government-owned facilities management company GFSL (Government Facility Services Limited) was responsible for the maintenance of the prison.

### **3. Executive summary**

#### **3.1 Background to the report**

As a category B local prison, HMP Chelmsford houses men that are sent directly from courts in the south Essex area (sentenced, on remand or on trial). Depending on the length of sentence and the individual prisoner's security category (established after initial assessment), it is possible a convicted prisoner may spend his entire sentence at Chelmsford. However, the majority will not. The prison population constantly changes, because of transfers to other establishments and releases, so stability is difficult to achieve. The situation has worsened through the year as the ratio of remand to sentenced prisoners changed. At the year-end around two-thirds of the population were on remand. In pre-Covid times it was closer to one-third.

Covid continued to impact the regime during the year, with new arrivals spending their first 14 days in isolation, and there were times when most men were spending up to 23 hours a day in a shared cell.

IMB applications were up 40% as compared with the previous year.

#### **NOTE**

*Due to lack of IMB resources, some sections are either incomplete or have less oversight. For most of the year the IMB at HMP Chelmsford has been operating with less than 50% of the optimum complement*

#### **3.2 Main judgements**

##### **How safe is the prison?**

In our judgement, most of the prisoners, for most of the time, are safe. The number of violent incidents has declined from the previous year and there were no self-inflicted deaths in custody.

##### **How fairly and humanely are prisoners treated?**

We witnessed many examples of good interaction between staff and prisoners, and good care and attention given to prisoners in need of support. Our most significant concerns are the processes for safeguarding prisoners' property, and overcrowding - 49% of prisoners sharing cells designed for one person.

##### **How well are prisoners' health and wellbeing needs met?**

Healthcare-related IMB applications are up 13% compared with the previous year. The most pressing problems are the number of missed appointments due to the shortage of officers, impacting the number of men waiting to see the dentist and other specific healthcare support, and the increasing number of prisoners with mobility issues ending up in the healthcare unit, which unfortunately has had a non-functioning lift for over four months of the year.

#### **3.3 Main areas for development**

Further improvement is needed to boost attendance at education, work and activities. It is acknowledged that staff shortages throughout the year have made this a particularly challenging problem.

To continue to improve the physical condition of the prison buildings.

To improve processes so that everyone can have confidence that prisoners' property does not get lost.

### **TO THE MINISTER**

*We urge the Minister:*

- To ensure adequate funding for the ongoing improvement of the prison's buildings and facilities.
- To exert influence to ensure provision of suitable permanent accommodation for prisoners upon release, so that no prisoner ends up on the street.
- To look at simplifying the process of recruiting IMB members. Currently this process is, at best, difficult, at worst, onerous. Too much is being demanded of people applying for a voluntary role and we urge the Minister to support efforts to find a better way.

### **TO THE PRISON SERVICE**

*We urge the Prison Service:*

- To continue to support the Governor and staff in making the changes and improvements highlighted by the HMIP inspection in August 2021, and those noted by us.
- We would welcome a decrease in the OpCap and additional staffing during the transitional period to ensure that 'business as usual' is not adversely affected by a concentration of effort on improvements.
- To make every effort to eliminate overcrowding, which is in conflict with the requirements of decency and respect and is in contravention of the United Nations standard minimum rules for the treatment of prisoners.

### **TO THE GOVERNOR**

*We urge the Governor:*

- To continue to reduce the levels of violence, self-harm, bullying, drug use and drug smuggling.
- To institute processes to encourage prisoners to attend purposeful activity, so that they get the maximum opportunity to make themselves employable upon release.
- To ensure that offender supervisors and key workers are given the time to perform their vital role, rather than being allocated to other duties at a moment's notice.

### **TO THE SECRETARIAT**

- To look at simplifying the process of recruiting IMB members. Currently this process is, at best, difficult, at worst, onerous. Too much is demanded of people applying for a voluntary role and we urge the Secretariat to discuss with BDOs and make recommendations to the Minister.

### **3.4 Progress since the last report**

We were pleased to witness good progress against most of the recommendations made by HMIP following its August 2021 inspection of the prison:

- Levels of violence were reduced;
- Drug supply was reduced by making increased use of the body scanner and increased drug-testing;
- Levels of self-harm reduced and there were no self-inflicted deaths;
- A more robust approach was taken at all levels of management to ensure that the basics of life in prison were met, e.g. constructive engagement with prisoners, and the promotion of safety, decency and rehabilitation.
- Decency checks became more frequent and effective, leading to a noticeably better environment.
- The prison is significantly cleaner and tidier, especially the external areas around both E and F wings and to a large extent C wing.

## Evidence sections 4 – 7

### 4. Safety

The work of the safer custody team covers many aspects of prison life, including efforts to reduce self-harm, initiatives for reducing violence, minimising the need for use of force, and the identification and safeguarding of vulnerable prisoners.

Safer custody has two prison officers dedicated to the department who focus on safety and violence reduction.

The safer custody team is utilising Essex Safeguarding Adults Board to provide training for members of the prison's safety and resettlement teams. This training will assist the 'safeguarding' of prisoners considered vulnerable by reason of an underlying condition – for example, disability, age, learning disability.

#### 4.1 Reception and induction

*The Board is concerned that:*

- New prisoners and particularly vulnerable prisoners (VPs) were sometimes unable to move off the first night wing into suitable locations as quickly as would have been desirable.

*However, the Board is pleased to note that:*

- HMP Chelmsford created a team of 13 officers to act as ACCT champions focused on ACCT training and improving the quality of ACCT documentation.
- On 1 August 2022 the prison relaunched on the induction programme, which had not been operational since the advent of Covid-19 restrictions. The prison plans to deliver the programme to the 200 prisoners who have not received a formal induction.

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

Assessment, care in custody and teamwork (ACCT) is the care planning process for prisoners identified as being at risk of suicide or self-harm. The ACCT process requires that certain actions are taken to ensure that the risk of suicide and self-harm is reduced.

*The Board is pleased to note that:*

- There were no deaths in custody during the reporting period, a considerable improvement on the prior period.
- HMP Chelmsford is one of six pilot prisons, across the prison estate, to take part in a razor pilot. This initiative is designed to stamp out razors as weapons and reduce self-harm impacts.
- Efforts were made to further improve the ACCT review processes and these improvements are identified and reported on to the senior management team.
- Chelmsford and mid-Essex Samaritans kept the Listener scheme running at HMP Chelmsford throughout the Covid pandemic and 40 new Listeners were trained.



*However, the Board is concerned that:*

- Whilst IMB recognises that the vast majority, 65%, of self-harming is superficial cutting and scratching, the actual number of self-harm incidents remained high, with 836 cases (to end July 2022). This was 13% higher than the previous year.
- The total number of self-harming incidents from repeat harmers, averaging 12 men in a month, accounted for over 70% of all incidents.
- The number of ACCTs opened each month remained high, averaging 74 per month.

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

	Recorded incidents current reporting year	Recorded incidents prior reporting year
Prisoner-to-prisoner violence	241	259
Prisoner-to-staff violence	177	246

*The Board is pleased to note that:*

- In the above table, compiled using the prison's statistics, the number of incidents of prisoner-to-prisoner violence declined by 7%.
- The number of prisoner-to-staff violent incidents showed a significant decline of 28%.
- The appointment of a safety intelligence analyst in safer custody has enabled data-driven understanding of the reasons for violence.

*However, the Board is concerned that:*

- Violence remains high and the prison had not yet offered as much time out of cell as the pre-Covid-19 era. As the prison opens up to increase prisoner social interaction but with reduced officer involvement, there is a risk that violence could increase again.
- The number of vulnerable prisoners (VPs) increased to a point where not all could be located in the designated 'VP' spur on G wing and some were held in B wing on a separate regime.

#### 4.4 Use of force

	Recorded incidents current reporting year	Recorded incidents prior reporting year
Use of force with C&R	335	460
Use of force without C&R	326	327
Total use of force	661	787

*The Board is pleased to note that:*

- In the above table, compiled using the prison's statistics, the number of use of force incidents declined by 16%, driven by the 27% reduction in the use of force with C&R.

#### 4.5 Preventing illicit items

- The prison has brought in 'airport style' security measures at the front gate. This is an attempt to stem the flow of illegal substances coming through the gate. Although a step in the right direction, contraband searches for much of the last 22 months have been intermittent due to staff shortages. One IMB member logged that they went through security checks less than 50% of the time they visited the prison.
- Although intelligence on contraband is gathered by the prison's security team, a lack of resources and the prison's Covid-19 restrictions meant the use of targeted or random cell searches was extremely limited.
- Men returning from a court appearance are being given full body scans. The prison has adopted this method to block what was seen as another route by which drugs were entering the prison.
- Although in-cell medication checks started in May, staff pressures meant that the number of checks has been very low.

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

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

#### ***Accommodation***

*The Board is pleased to note that:*

- Improvements have been made since the HMIP and our own reports in August 2021 which were critical of many aspects of the accommodation:
- A programme of continuous improvement was undertaken to replace showers, flooring, cell decoration and window grilles; decency and kit checks took place regularly; and prisoner work parties carried out minor maintenance tasks, such as fixing toilet seats and lids. As a result, cells and communal areas were in a better state of repair and are better equipped than at the start of our reporting year.
- Outside areas were clear of rubbish and the infestation of rats which we reported last year has been eradicated.

*However, the Board is concerned that:*

- Overcrowding is still a major issue: 49% of the prisoners live two to a cell in cells designed for single occupancy. This contravenes the United Nations standard minimum rules for the treatment of prisoners which state that: 'Where sleeping accommodation is in individual cells or rooms, each prisoner shall occupy by night a cell or room by himself or herself'. We have repeatedly brought this to the notice of the Ministry, but the situation has not improved.

#### ***Clothing***

*The Board is concerned that:*

- For most of the reporting year the delivery of kit has been unreliable. Many prisoners have been reluctant to surrender their kit on the understanding that they will receive a new supply and the situation was made worse by the on-site laundry being out of action for months and kit having to be taken off-site to be washed. The situation will not improve until gas infrastructure problems have been rectified.

#### ***Food***

*The Board is pleased to note that:*

- We receive very few complaints about the food. The kitchen provided three meals a day for prisoners, including those with particular dietary requirements for religious or other reasons, and made adjustments to timing to cater for Muslim prisoners during Ramadan.
- The prison was challenged by the effect of inflation during the year: by July 2022 the cost of food had gone up by 20% but the budget per prisoner had increased by only 8%. Cheaper food was sourced, and the prison started to bake bread and make desserts on-site instead of buying them in. These changes were discussed with and agreed by the prison council (comprising prisoner representatives from each wing). These prisoners have reported 'good progress in food quality and portions'. Additional assurance comes from the catering manager's weekly visits to the wings.

## 5.2 Segregation

The segregation unit accommodates prisoners held in cellular confinement as a punishment following adjudication, and those who are moved from the normal wings in order to maintain good order and/or discipline (GOoD), or for their own safety. Many of the prisoners who are held in the unit are violent and/or vulnerable, and present considerable challenges to the officers who care for them.

*The Board is pleased to note that:*

- Officers in the segregation unit showed a high standard of professionalism and dedication.
- There are appropriate safeguards in place to prevent arbitrary or unduly prolonged use of segregation. The GOoD reviews, ACCT reviews and adjudications that Board members attended were found to be sensitively and appropriately managed.

## 5.3 Staff-prisoner relationships, key workers

### ***Staff-prisoner relationships***

*The Board is pleased to note that:*

- Following a break due to Covid restrictions, the monthly prison council, attended by senior staff and prisoner representatives from each of the wings, started up again in September 2021. Prisoner representatives were asked to undertake research into any issues of concern, a task that they carried out thoroughly, raising issues to do with visits, healthcare, correspondence, PIN phones, clothing and complaints. It is good to see that issues raised are progressed from month to month.
- The prisoner representatives have said that staff-prisoner relationships are 'generally positive' but that there is a need for better relationships with newer staff.
- The prison implemented a staff culture review and created a 'standards coaching team' to make further improvements.

*The Board is also pleased to note that:*

- Complaints about staff and other prisoners declined from 11% of all IMB applications received last year to 9% this year.
- Following an inspection in August 2022, HMIP agreed with our own findings and opinions, in that:
  - There are positive and supportive interactions between staff and prisoners.
  - Prisoners say that most staff treated them with respect, and that the response to basic requests had improved over the course of the year and that they could mostly also identify somebody to turn to for help.
  - Accountability and managerial oversight and visibility had improved during the year, and negative staff behaviour had been appropriately challenged by leaders.
  - Violence towards staff has decreased by **28%** as compared to the previous reporting year.

## **Key workers**

*The Board is concerned that:*

- While applauding this initiative because it is intended to provide each prisoner with support from a specific officer, by the end of the reporting year, the compliance rate averaged only 3% during the year. This is due to low staffing levels.

## **5.4 Equality and diversity**

*That Board is pleased to note that:*

- The monthly meetings of the diversity and inclusion (D&I) board were attended by many senior members of the senior management team (SMT) and action points were recorded and picked up at the next meeting. In addition, the Governor personally reviewed all responses to discrimination incident reporting forms (DIRFs) and reports on DIRF investigations were included in the safety section of the daily SMT briefing meetings. Monthly forums were held, each one focusing on one of the nine protected characteristics.
- Photographs of the prisoner D&I reps are displayed on each wing so all prisoners know which of their peers they can turn to if necessary.

*However, the Board is concerned that:*

- A higher percentage of searches are being carried out on Black, Asian and minority ethnic prisoners than is justified by their percentage share of the population of the prison. We await further investigation of this sensitive issue.
- There is only one lift in the prison, situated in healthcare (which has been non-operational for over four months). The increasing numbers of prisoners who use wheelchairs still face difficulties in accessing certain areas of the prison

## **5.5 Faith and pastoral support**

*This support is provided by the chaplaincy team, who minister to the needs of prisoners of all faiths and none. That Board is pleased to note that:*

- The chaplaincy team responded to the circumstances imposed by Covid flexibly and constructively:
- Corporate worship restarted with Jummu'ah (Muslim) prayers, Saturday Mass and Sunday Christian services from Friday 24 September 2021. To begin with this was on a weekly wing rota with one wing each week over a six-week pattern; from March 2022, this was expanded to facilitate A to D and E to G wings on alternate weeks.
- From Friday 15 April 2022 a full-prison approach was adopted, which meant that all Christians could celebrate Easter together, and all Muslims could celebrate Eid together, which included a feast in the visits hall.
- There have been visits from Sikh, Hindu, Quaker, Pagan and Jehovah's Witness chaplains as required.
- Other initiatives have taken place such as study classes via in-cell work; groups for Living with Loss, Understanding Self and Others (a personal development course) and meditation space, a place for men working through 12-step recovery.

- The chaplaincy team sees every new induction; every prisoner on an ACCT; every prisoner in healthcare; and every prisoner in segregation every day.

## 5.6 Incentives schemes

The aim of the incentives policy is to encourage good behavior and to deter bad behavior in prisoners.

*The Board is concerned that:*

- At the November 2021 meeting of the diversity and inclusion forum it was stated that reviews of status are failing to be carried out because there is no supervising officer to lead the review, and because there is a lack of communication after wing moves and no clear record of when a review is needed. But, based on applications received, we have no reason to question whether the incentives policy is being administered fairly.

## 5.7 Complaints

Prisoners with a grievance can submit a complaint (COMP1) to the prison.

*The Board is pleased to note that*

- National policy has ruled that complaints should be answered within five working days and that prisoners should not be given an unsatisfactory answer that leads to another complaint. In pursuit of this, senior staff examine a random sample of 10% of COMP1s each month and assess for timeliness, fairness, and clarity of response. At the January meeting of the prison council, prisoner representatives stated that the responses they receive are better quality because the response explores the issue in more detail and is timelier.

*However, the Board is concerned that:*

- On average 20% of COMP1s were not answered on time in the months January – July 2022.

## 5.8 Property

A prisoner's property is the only connection with their private life and therefore of great emotional and psychological value.

*The Board is extremely concerned that:*

- It still received a significant number of applications about property, in total more than any other issue – some 21% of the total – and that our concerns voiced over many years have yielded few if any results.
- There is only one copy of the prisoner's property card – if this goes missing, there is no way to prove what property he is entitled to.
- Reception is often manned by staff with little knowledge of the system and who therefore are frequently dismissive or of little help.
- Serco, who transport prisoners to Chelmsford, impose a limit on the number of bags allowed in their vans per prisoner – this means that property frequently is left behind at the sending prison, leading to delays in delivery or non-delivery.
- When prisoners are transferred from one wing to another, property does not follow them straight away and can be delayed or lost.

*It is our conviction that because of the factors outlined above, the current system is not fit for purpose and needs fundamental reform.*

## **6. Health and wellbeing**

### **6.1 Healthcare general**

The general running of healthcare meets some requirements but there are areas where more improvement can be made.

*The Board is concerned that:*

- The men regularly complain that healthcare complaints sent to CRG are not responded to.
- Healthcare-related issues were the highest topic in IMB applications, although their relative share of all applications reduced to 14.5% from 17.9% last reporting year.
- The IMB is largely unable to contact CRG by email.

*However, the Board is pleased to note that:*

- Men can contact healthcare and pharmacy by phone from their cells, enabling faster communications.
- Prison staff in the healthcare inpatient wing continue to display to the IMB a high level of knowledge, understanding and interest in the men in their care.
- The new manager of healthcare (CRG) is willing to engage fully with the IMB when approached for discussions.

### **6.2 Physical healthcare**

*The Board is concerned to note that:*

- Appointments for dentistry, GPs, physiotherapy etc are frequently missed due to a shortage of escorting officers. This was a significant proportion of the verbal and written complaints to the IMB.
- Staff/agency shortages and turnover (dentistry, psychiatry, pharmacy, and nursing staff) are generally high and this, as well as Covid, has impacted service delivery. This affects prisoner welfare; for example, 13% of men are waiting to see a dentist for the first time and 11% are waiting for a follow-up appointment.
- The process by which men arriving in the prison have their medications reviewed and changed seems poorly understood by the men.

### **6.3 Mental health**

- *Due to a limited Board complement we have only been able to provide limited monitoring in this area.*
- Whilst efforts have been made to house medium-to-long-term prisoners with mental health issues at more appropriate institutions, at the same time men with mobility issues are increasingly sent long-term to healthcare as the prison has little provision for them.



## 6.4 Exercise

*The Board is pleased to note that:*

- Officers worked hard to deliver gym opportunities throughout 2022 despite Covid and the physical restrictions/barriers required e.g. limited availability of showers. When staffing resources were limited for other activities, the prison kept the gym open.
- The gym at Chelmsford HMP is one of the best in the region. The prison, under normal circumstances, offers a wide range of physical health options, from team sports (e.g. football, badminton, basketball, etc) to individual development (e.g. weights, running, etc). The prison made substantial efforts to offer men the opportunity to access the gym facility by regularly reviewing how capacity could be expanded.

*However, the Board is concerned that:*

- As the outside world opened more widely in early 2022, the constraints on the men being able to undertake exercise became more obvious, especially those who are younger and who need more opportunity to expend energy in a positive way.

## 6.5 Drug and alcohol rehabilitation

Forward Trust have been providing the clinical part of the substance misuse service at HMP Chelmsford since 1 April 2020.

*The Board is pleased to note that:*

- The prison is taking positive steps to help prisoners find rehabilitation services upon release. The announcement that Forward Trust would partner with Open Road to help train practitioners was a constructive step which should give more front-line assistance to released prisoners.
- The prison has stepped up its drug awareness poster and literature campaign. As well as information around the wings, new prisoners entering through reception are made aware of the drug services – and support – the prison provides.

*However, the Board is concerned that:*

- Whilst the prison has been successful in driving down the availability of illicit drugs, this led to prisoners focusing on hooch. During an IMB visit to E wing in August, one prison officer expressed concern about the effect of hooch.'

## **7. Progression and resettlement**

### **7.1 Education, vocational training and work**

Covid restrictions put a stop to classroom teaching and reduced the opportunities for vocational training and work at times during the year, but the prison was proactive in enabling in-cell education and getting back to business as usual as early as possible.

*The Board is concerned that:*

- There were places for only two-thirds of prisoners to participate in education, skills, and work, and too many were unfilled. Staff shortages and a consequential lack of escorting officers, small class sizes and refusals to attend all contributed to this. Visits to the library were often the first to suffer from staff shortages.
- An Ofsted inspection in August concluded that newly appointed staff had insufficient training or experience to deliver a fully effective service and that the information, advice, and guidance (IAG) offered to prisoners focused too much on learning and work options in HMP Chelmsford rather than long-term career goals and immediate realistic targets. Ofsted also noted that not all prisoners attended induction and therefore did not receive IAG; and that there was insufficient pre-release training and few links with industry. They did however say that the emphasis on English and maths was strong and beneficial.
- Only 29% of prisoners were allocated to full-time work and could spend up to seven hours a day out of their cell, and a further 30% were employed part-time and could expect 4.5 hours unlocked. But this still left more than 40% of the population unemployed and locked in their cells for up to 22 hours a day.

*However, the Board is pleased that:*

- Classroom teaching was carried out in an appropriately calm and professional manner, and there was good rapport between teachers and prisoners. The prisoners that we spoke to were engaged and the feedback we got from the graphics class was always very positive. Similarly, the prisoners we spoke to are very positive about the benefits of everything the library had to offer, including initiatives such as Storybook Dads which are designed to maintain contact with their children.
- Education extended to vocational training, with courses in carpentry, roofing and painting and decorating being led by skilled tradespeople. A popular new initiative introduced during the year was week-long barista training courses in a fully kitted coffee shop named Fletcher's, in a nod to *Porridge*, the TV series and film, part of which was filmed at HMP Chelmsford.
- There were various opportunities for work including cleaning, recycling, gardening, wire stripping, tea packing and acting as orderlies in the kitchen, healthcare and reception. In addition, there were prisoners who work as Listeners (trained by the Samaritans), Insiders (experienced prisoners) and PID (prison information desk) workers, who together were able to help their fellow inmates navigate their way through day-to-day life in the prison.

### **7.2 Offender management and progression**

It is the role of the offender management unit (OMU) to supervise a prisoner's stay at HMP Chelmsford. Of crucial importance in this process is the offender

supervisor, who works out the prisoner's sentence plan and liaises with the prisoner's community offender manager (previously known as probation officer) so that supervision can be seamless when the prisoner leaves prison. Within the context of the sentence plan, prisoners are then allocated a key worker, who is meant to meet with them regularly to support and mentor them and advise on any issues of concern.

*The Board is pleased to note that:*

- A substantial amount of effort and planning has been expended to produce a system designed to cover every aspect of a prisoner's journey from the day he arrives in prison until the day of release but the outcome is hampered by the low number of key work sessions.

### **7.3 Family contact**

The social video calls introduced during the first wave of Covid have continued, and physical visits have been reinstated and maintained whenever Covid restrictions allowed.

*The Board is pleased to note that:*

- We received few complaints about visits, although there were reports from visitors about the length of time it took them to make the booking. That problem appears to have been resolved.
- The visits hall was clean and tidy, the furniture well-spaced to allow a degree of privacy, and it was well managed. It was good to see the snack bar operated by the Ormiston charity open again towards the end of the year.
- There were reports of delays in getting PIN phone numbers allocated, but a change in personnel during the year has resulted in an overall improvement.

### **7.4 Resettlement planning**

*The Board is concerned that:*

- The August 2021 inspection by HMIP raised concerns about the management arrangements for the release of prisoners posing the highest risk, including those managed under multi-agency public protection arrangements (MAPPA). Monthly inter-departmental risk management meetings were introduced swiftly and provided an improved oversight of the risk and release planning arrangements for prisoners who were subject to MAPPA. A more robust approach to public protection monitoring arrangements was introduced, but there were still too many gaps. Delays in the listening of calls remained, and logs and reviews were not always sufficiently detailed, shared promptly or up to date.

## The work of the IMB

### Board statistics

Recommended complement of Board members	14
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	6
Total number of visits to the establishment	236
Total number of segregation (GOoD) reviews attended	14

## Applications (apps) to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	5	11
B	Discipline, including adjudications, incentives schemes, sanctions	6	12
C	Equality	5	6
D	Purposeful activity, including education, work, training, library, regime, time out of cell	2	17
E1	Letters, visits, telephones, public protection restrictions	17	20
E2	Finance, including pay, private monies, spends	5	7
F	Food and kitchens	6	6
G	Health, including physical, mental, social care	30	34
H1	Property within this establishment	36	31
H2	Property during transfer or in another establishment or location	13	17
H3	Canteen, facility list, catalogue(s)	6	15
I	Sentence management, including HDC, release on temporary licence, parole, release dates, re-categorisation	7	7
J	Staff/prisoner concerns, including bullying	19	21
K	Transfers	2	14
L	Miscellaneous, including complaints system	8	16
	<b>Total number of applications (apps)</b>	<b>167</b>	<b>234</b>



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