



The Independent Monitoring Board

HMP Dartmoor

ANNUAL REPORT

2010

October 1st 2009 – September 30th 2010

SECTION 1

STATUTORY ROLE OF THE IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and Immigration Removal Centre to be monitored by an independent board appointed by the Home Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged 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 he has delegated authority as it judges appropriate, any concerns 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, every part of the prison, and to the prison's records.

IMB HMP Dartmoor Diversity Statement

The Independent Monitoring Board of HMP Dartmoor has a commitment to an inclusive approach to diversity. This aims to encompass and promote interaction and understanding between people of different backgrounds and cultures.

The Board acknowledges that diversity includes any aspect of an individual that makes him or her unique. This will include differences in race, religion, colour, gender, nationality, sexual orientation, marital status, disability, age, mental health, literacy, drug addiction, etc.

All members of the IMB at HMP Dartmoor are required to be accessible to everyone within the prison regardless of his or her background, employment status or social situation. The Board will undertake its monitoring duties independently to establish that interaction between staff, prisoners and visitors is fair, reasonable and without prejudice. Where it finds this not to be the case, it will alert the appropriate authorities and individuals including the Governor, senior management, Regional Custodial Manager and the Prisons' Minister.

The Board works to educate its membership about diversity issues and to foster an environment that acknowledges the contribution of all its members. When undertaking recruitment, it is committed to reaching out to as diverse a range of potential members as possible. It is recognised that the Board member who has lead responsibility for diversity matters should be trained in the subject.

SECTION 2

CONTENTS

Page

Section 1	Statutory role of the IMB Diversity Statement	2
Section 3	Description of the prison	4
Section 4	Executive summary	7
	Overall judgement	10
Section 5	Areas that must be reported on	
	5.1 Diversity	12
	5.2 Learning and Skills	15
	5.3 Healthcare	17
	5.4 Care and Separation Unit (Segregation)	19
	5.5 Safer Custody	20
	Areas considered important for a Category C establishment	
	5.6 Offender Management Unit (OMU)	22
	5.7 Reducing Re offending	24
	5.8 Resettlement	25
Section 6	Other Areas reported on	
	6.1 Canteen	26
	6.2 Catering	26
	6.3 Drugs Management	26
	6.4 Environment and recycling	27
	6.5 Induction	27
	6.6 Laundry	27
	6.7 Main Stores	27
	6.8 Personal officers and CNOMIS	28
	6.9 Physical exercise	28
	6.10 Prisoner Council	28
	6.11 Reception	28
	6.12 Regime	28
	6.13 Security and Visits	29

SECTION 3 DESCRIPTION OF THE PRISON

3.1 HMP Dartmoor is a Category C Training prison for adult male prisoners.

The prison is situated in Princetown on the western edge of Dartmoor National Park and is a major employer in this rural area.

Due to the closure of B Wing, the Operational Capacity has decreased during this reporting year from of 614 and a Certified Normal Accommodation of 634, to an Operational Capacity 493 of and a CNA of 514.

3.2 Facilities

At present, five out of the seven residential Wings are fit for use. Major repairs on B Wing are due for completion by the end of the year. The cells on C Wing remain mothballed; the ground floor of this wing has a barber's room and a seating area. The 'Main' consists of A Wing that can house 136 prisoners and D Wing that accommodates 132 prisoners, some of whom are on Induction and many of the others are Foreign National prisoners. Sex offenders and vulnerable prisoners are held on Wings F and G. This vulnerable prisoner' unit (VPU) can take 197 prisoners. A Resettlement Unit (RSU) houses 49 prisoners. The Segregation Unit is in good condition and can hold eight prisoners.

The Healthcare suite is well decorated and equipped. The Integrated Drug Treatment Suite (IDTS) is positioned in a dark corridor through which other prisoners and staff pass. The waiting room for the prisoners is small and rather barren. The Offender Management Unit (OMU), in the same building as Healthcare, has good office space. The Psychology unit has limited office space and the classrooms are in separate buildings within the prison complex.

Many of the education classrooms are in portacabins and these vary in condition as do the training workshops most of which are in converted Victorian buildings.

The library is small, rather isolated and cold in winter. It has no toilet facilities. A ramp and rails have been added this year so access is possible for those in a wheelchair, if they are prepared to brave the elements. The gym is well equipped with exercise and body building machines. There are limited facilities for indoor team games but this area is converted into a fun space for children and their parents to use on family days. This year, a new room was built nearby and acts as an extra class and group work room. There are still no facilities for outside sports.

The Chapel is large and used for music, drama groups and staff meetings as well as Christian services. The acoustic is poor and this is especially noticeable at staff meetings. The Multi-faith room is small and rather dark.

The Visitors' centre, run by Choices, is near the entrance of the prison and the facilities and welcome it offers are much appreciated by prisoners' families.

Food is prepared in a well-equipped kitchen and served on the Wings. Prisoners eat their meals in their cells. The old chapel and kitchen, both of which are listed buildings, remain derelict.

There are well-tended gardens in both the communal areas and attached to the VPU and RSU. HMP Dartmoor came 4th in the Windlesham Trophy this year which, given

the harsh growing climate, was a considerable achievement. Outside the perimeter wall there is a farm of just under 50 acres with a small standing of 50 sheep and about 8 Highland cattle. The outlying buildings are used to run machinery-handling courses. There is a Museum, which sells articles made in the prison. It has good displays that show not only the history of the prison but also what life is like for a prisoner today.

3.3 EXTERNAL PROVIDERS AND COMMISSIONERS OF SERVICES

Healthcare

Commissioners: Devon Primary Care Trust:
 Providers: Devon Health
 Devon Partnership Trust
 The Terence Higgins Trust

Learning and Skills

Providers: Tribal (assessments),
 Strode College (education and training)
 Cornwall College (training), BICS (training)
 N'Ergy, Forestry Commission and Bicton college (Training)
 Library Devon County Council Services
Transport GSL
Canteen: DHL (transport), Booker (goods)

3.4 VOLUNTARY SERVICE AND OTHER SERVICE PROVIDERS

VIPA (Veterans in Prison Association), Exeter YMCA, Prince's Trust, CAB – Tavistock Branch, CLINKS and Job Centre Plus offer services in all the categories listed below.

Accommodation	Fata He BME developments, PATH, St Giles Trust,
Attitudes	Torbay Care Trust, Fairwinds development centre – work with a Visiting Adult learning disability group.
Children and Families	PACT (Prisoner Advice & Care Trust) run 6 child centred family visits per year, SHARP (Support, Help, & Advice for Relatives & friends of Prisoners) Storybook Dads, Barnado's, Choices – support for families visiting and for prisoners on induction, EDP
Drugs and Alcohol	Alcoholics Anonymous, EDP, P-ASRO (Prisoners Addressing Substance Abuse Offences), EDP, CARATS (Counselling, Advice, Referral, and Treatment Service), Narcotics Anonymous
Education	A4E, IAG – Information and Guidance
Employment	Working Links, CONNEXIONS, IAG, Strode College, Tribal, ReZolve
Finance and Debt	Shelter

Immigration	UKBA – UK Boarder Agency
Mental/ Physical health	Chaplaincy Team, Listeners – prisoners trained by Samaritans, Live Music Now, SAMARITANS, Intercom Trust – Lesbian Gay Bisexual Transgender (LGBT) issues
Resettlement	ACCOOP (Age Concern Older Offenders Project) SSAFA (Sailors Soldiers Airmen and Families Association) NAOPV (National Association of Prison Visitors)

3.5 STATE OF THE BUILDINGS

Although the original prison was built in 1809, the majority of the buildings are Victorian and showing their age. The design of the prison, whilst it offers good security, is not ideal for a Category C establishment where prisoners expect to be able to move around with minimum supervision.

The prison service has the responsibility for the upkeep of the buildings at HMP Dartmoor but does not own them; they are leased from the Duchy. The IMB has pointed out before the implications of this fact. The reparation work will be expensive to the public purse when the prison is handed back to the Duchy, so regular investment in repair work is essential to spread this cost. It is the view of the Board that over the years this necessary investment has not been made.

The climate of Dartmoor is not benign and the high rainfall and cold winters have caused the external granite on B Wing to become more permeable as a result many of the cells became uninhabitable.

At the beginning of this year, the Board was pleased to see the start of repair work to make B Wing watertight. The stripping of the cells and relining with Newlath meant very unpleasant dusty conditions for the staff and prisoners on the Wing. The temperatures were often cold due to the coming and going by the contractors. The decision to close the Wing was taken as the prison population fell slightly and it became financially viable to do so. At the time this decision was taken about two thirds of the work had been completed.

Extra security needs meant that Officer Support Grades (OSGs) were deployed from other tasks. The repair work has gone more or less to schedule and been well managed by the prison. However, there are still problems with damp entering via a disused chimneystack. Dartmoor National Park has refused permission for this to be taken down. No solution has been found to enable the restoration of the listed, ruined chapel or kitchen.

4. EXECUTIVE SUMMARY

This report has been written prior to the comprehensive spending review in October when further cuts to the budgets for prisons are expected. The Board has grave concerns that, if additional cuts have to be made to prisons' budgets, then the core day for prisoners will be further reduced; programmes to address re-offending will be cut; officer numbers will be reduced; the present freeze on recruitment of crucial administrative staff will be continued and the maintenance and repair of old buildings will be delayed. The overall effect will be that, whilst prisoners maybe held securely, the opportunities for them to engage in work and courses to challenge and change their behaviour will be diminished, resulting in the failure of the National Offender Management Service (NOMS) to reduce re-offending.

Overcrowding within the prison service has become 'normal' but the negative effect of holding too many prisoners in a system not designed to manage these numbers remains. The impact of overcrowding means that prisoners, often located over a 100 miles from their homes, have difficulty maintaining family ties. They are held in prison away from the areas into which they will be released. Because prisons are full, they may not be able to move to an establishment where they can access the necessary programmes to enable them to satisfy the Parole Board. None of these problems has been resolved by NOMS. An additional factor is that there is no clearly independent body to assess the research that describes what works in reducing re-offending or reduces risk, so investment in programmes and interventions is not based on an impartial judgement of the evidence.

The prison service has been running on crisis management as the prison population has grown and there is little evidence of any strategic planning for improvement. The NOMS Strategic Commissioning Plan 2010 –2013, states that *'the south west is a net importer of prisoners'*. It goes on to point out that if resettlement is to be effective, then prisoners who are dispersed to other regions need to be relocated in the region and the consequence of this will be *'a reduction in prison capacity in the south west'*. The statement *'if resettlement is to be effective'* implies that unless this movement of prisoners is carried out then resettlement is unlikely to be effective.

If HMP Dartmoor is to remain open then the points made in 3.5, together with the impact of closing a prison in such a rural location, should be considered carefully. There would need to be a more flexible approach from all the interested parties to enable alterations to be made to improve and enhance the facilities. This would require considerable capital expenditure to answer the question posed by the decency agenda. Is it acceptable in the 21st century for prisoners, for example, to share cells, eat, and sleep in a lavatory?

Particular issues raised in the report for which the Board seeks a response

1. Policy matters, on which a reply is sought from the Minister.

There is a need for:

- A clear demonstration that any proposed budget cuts will not alter the regime in prisons or disadvantage further those in prison who need to access programmes, training and education in order to complete their sentence plans. (4, 5.2,5.61-5.65)
- An explanation of how those prisoners who have an Indeterminate Sentence for Public Protection will be given a date for release after they have served their tariff (5.12, 5.64)
- A reassurance that the new arrangements for the commissioning of Healthcare services will not impact adversely on prisoners (5.13,5.31,5.35)
- An explanation of how services for those prisoners with learning disabilities and/or difficulties are to be funded (5.13)
- An explanation of the audit processes for the private contracts awarded by NOMS (6.1,6.2,,6.7,6.8)
- An explanation of the failure of the Coroner to hold a Pre-Inquest meeting (5.51)
- An explanation of why there is no independent body, similar to NICE, to assess the effectiveness of interventions for reducing re-offending. (4)

2. Operational matters requiring a response from National Offender Management Services (NOMS)

There is a need for:

- The provision of a stable, strategic plan for HMP Dartmoor within the South West prison estate. (4, 5.12, 5.38, 5.61, 5.81, 5.82)
- A clear guarantee of access to all programmes prisoners are required to complete for their sentence plan. (5.13, 5.63, 5.64)
- A clear commitment that all prisoners with alcohol addiction will have support whilst at HMP Dartmoor. (5.73)
- A commitment to fund the translation of prison rules for prisoners whose first language is not English. (5.12)
- An end to the practice of moving prisoners within their parole window. (5.62)
- A clear protocol to prevent prisoners arriving without completed Oasys documentation. (5.62)

- An assurance that an Area policy will be developed to ensure a consistent approach by all prisons who carry out assessments for prisoners who pose a risk to children. (5.65)
- A commitment to provide outdoor exercise facilities for prisoners at HMP Dartmoor without further delay (6.9)
- A clear statement as to whether members of the POA are/are not expected to push prisoners in wheelchairs.(5.14)

OTHER ISSUES RAISED IN THE REPORT THAT HAVE BEEN DRAWN TO THE ATTENTION OF THE GOVERNOR DURING THIS REPORTING YEAR AND ABOUT WHICH THE BOARD HAS CONCERNS

- To use all available resources to ensure a full regime for prisoners operates at all times and that there is staff trained to cover for absences.
- To continue to challenge unacceptable workplace practice and to support good practice with further targeted training.
- To ensure that all those who should attend or report to meetings, do so.
- To ensure that Works subscribe to the decency agenda in the planning of their work.
- To ensure that the governance of healthcare is robust.
- To address the problems of safety associated with the Integrated Drug Treatment Service.
- To maximise Learning and Skills opportunities for all prisoners that address the under-usage of Learning and Skills, and ensure that the prison does not create barriers to prisoner attendance.
- To increase staff feelings of safety by ensuring that the alarm system works properly at all times throughout the prison and that alarm bells are situated in the proper places.
- To revisit the ideas in the Appreciative enquiry in order to improve communication at all levels so that there is increased participation in decision-making.

AREAS THE BOARD WOULD CITE AS EXAMPLES OF GOOD OR IMPROVING PRACTICE DURING THIS REPORTING YEAR.

- The work of Security in the prevention of drugs entering the prison.
- The work of the Diversity Manager and the Foreign Nationals, Social Inclusion and Safer Custody officers in developing their areas and in challenging negative attitudes
- The work of the Voluntary Sector Co- Ordinator to increase third sector partnership involvement within the prison.

- The management of the Prisoner Council
- The changes to the Induction programme and the work of the Induction officers
- The improvement in the use of force statistics and the professionalism of the Control and Restraint teams
- The input of healthcare at the safer custody meetings and GOOD reviews.
- The professional work demonstrated by the Care and Separation Team (Segregation) in dealing with difficult prisoners
- The continuing example of good teamwork by the RSU and the Gym.
- The decision to base Governors on the Wings to increase accountability.
- The willingness of the Governor and the Dartmoor management team to carry out frontline duties during staff shortages

4.2 OVERALL JUDGEMENT

Over the years, the IMB have reported on what the HMCIP term, ‘the negative culture at HMP Dartmoor’ but have found that unless the Governing Governor is willing to listen and act, no change is forthcoming. Throughout this reporting year, the IMB has witnessed the present Governor and his senior management team demonstrate an unequivocal approach to tackling poor or unprofessional behaviour by any member of staff. Extra impetus to carry out this long overdue challenge was given greater urgency following the poor HMCIP report earlier this year, which stressed again the need for a change in culture.

In the Board’s view, when the prison changed to a Category C establishment, there was insufficient recognition by NOMS of the need to retrain staff and to put in place a strong and stable management team to drive and sustain change. This led to the continuation of a culture dominated by those who remained unchallenged and therefore unchanged in their working practices. It is possible to argue that NOMS itself has cultural issues at the highest level that it needs to tackle. One example is the language used by the service to describe prisoners and what is done to them - *inmates, refusniks, banged up, warehoused, importer, dispatched*. This demonstrates an underlying attitude viewing prisoners as objects or commodities rather than as people.

At the start of this reporting year, some steady progress was being made at HMP Dartmoor to improve and establish a senior management team that would work together effectively. The Board noticed improvements in the work of safer custody, diversity, the OMU and the partnership work with the voluntary sector. The work of the security department remained focussed in reducing the number of drugs coming into the prison.

During the snow in the New Year, when getting to the prison was difficult, it became evident that some officers who could get there were not willing to support their colleagues who had made considerable efforts to get to work to ensure that the

prisoners had a reasonable regime. This behaviour ran counter to the myth that all the officers at Dartmoor prison are a 'band of brothers' – the 'band of brothers' on this occasion turned out to be rather small.

The poor HMCIP report was not well received by many staff who did not recognise the comments made about the culture and the perceptions some prisoners had about their safety. The IMB is aware that there are many officers who work professionally and are intensely loyal to HMP Dartmoor. There is another group who would like to work in this way and, most of the time succeed in doing so, but who can be unduly influenced by a much smaller group who are simply wrong and outdated in their thinking about what constitutes modern professional working practices. The disengagement of some officers during the ongoing investigation into the misuse of IT in the workplace clearly illustrates this point. The conclusion must be that this small group have become institutionalised and so find change difficult. This group needs challenge from their peers as well as from management.

At present, largely because of the ongoing IT investigations, the prison is not able to run a full regime for prisoners on a sufficiently regular basis because of the sickness levels and suspensions. The consequent pressures on staff that are working mean that they are at full stretch, often covering the work of others. The Board has raised this with both the Governor and the Regional Custodial Manager. A contingency plan is in place, but it has not solved the present problems. It is not clear for how long the current situation will continue, possibly until March next year. The Board will continue to monitor this closely and raise any continuing concerns at a higher level, if needed.

In spite of the difficulties that the prison is currently undergoing, there are signs that the improvements, begun last year, are continuing. Teamwork is developing and some attitudes are gradually changing. An example of this is the less defensive and more open attitude to the IMB throughout the prison; this undoubtedly represents a change in culture. The challenge will be to sustain these improvements through the present difficult period.

The IMB have brought 50 or so visitors into the prison this year and would like to express the Board's thanks to the Governor and his staff for making this a positive experience for everyone. If the attitudes and working practices displayed during these visits could be reproduced next time the prison is inspected, then much good, but often overlooked work might then be noticed. Given the dedication of many of the staff, there is considerable potential for the prison to function effectively, but only if the outdated practices are challenged by everyone who wants the prison to survive and thrive.

SECTION 5 AREAS THAT MUST BE REPORTED ON

5.1 DIVERSITY

Following the HMCIP report which out of some 270 recommendations identified 27 covering Diversity, the Diversity Race and Equal Opportunities Team meetings (DREAT) which the IMB regularly observe, have been held monthly instead of bi-monthly. This has instigated a greater focus and emphasis on the work. Both a Foreign Nationals Policy document and a Prisoners Diversity Policy document have been produced. However, the relevant staffs from the Wings do not always attend these meetings on a regular basis. The appointment of a Senior Officer (SO) to be the Diversity Manager, incorporating the role of Diversity Race Equality Officer (DREO), has produced a significant improvement in the support for both officers and prisoners. His work has also provided more challenge to unacceptable views and behaviours in both groups. Racial incidents are being investigated thoroughly and with more openness, and prisoners have commented positively on this. The 'drop in centre' set up by the Diversity Manager is beginning to be well used and offers a place where mediation can be held. Using an outside agency, there are plans to identify and train four prisoners who will act as Diversity representatives at the Diversity meetings. It is hoped that they will gain a nationally recognised qualification for this training.

Challenge it Change it Training

Extra courses are being run to ensure that all staff has this training to enable them to understand the issues involved in recognising and challenging incorrect behaviour and attitudes associated with Diversity issues. There is some way to go before unacceptable staff behaviour is effectively challenged and a more professional attitude to diversity issues fostered, as the ongoing IT investigation highlights.

5.12 Foreign national Prisoners (FNPs)

At the time of writing, HMP Dartmoor holds 59 Foreign National Prisoners of whom 6 are currently detainees. This represents about half the number originally planned to come to HMP Dartmoor and this fact has both financial and management implications for the prison. The closure of B Wing has affected the number of FNPs coming into the prison. If the number of FNPs continues to fall, then these prisoners are likely to experience feelings of isolation. The policy determining which prisons in the South West should hold FNPs would need revision if numbers continue to decline, with the Government repatriation programme being taken up by more prisoners throughout the estate.

The Board has noted an improvement in nearly all the issues raised regarding foreign national prisoners. Largely, this has been brought about by the energy and commitment of the Foreign National Co-Ordinator who works closely with both the Foreign Nationals Offender Supervisor and the DREO. Forums have been set up for the prisoners and the concerns raised have been responded to. Wing staff still need to have a greater understanding of this group of prisoners through training. This is now in place but needs to be ongoing. Through some good work by the officer on D Wing with responsibility for Foreign Nationals during their induction period, these prisoners have felt more supported.

The use of Big Word, the translation service, has increased. It was used 16 times before the HMCIP and over 100 times since. There is less reliance on using prisoners to translate, and conference phones have been set up in Healthcare and Reception. The

translation of written information is costly and ways are being investigated to make it available in the five most commonly spoken languages spoken by FNPs. The library has a greater range of books in a variety of languages, but it was disappointing to learn that many of the Embassies contacted had not responded to a request for newspapers and magazines.

The Board has concerns that a Somalian prisoner, who has an IPP sentence, is unable to understand that he has a sentence with no clear end-date for release. He cannot be deported, as he would like to be, because he has to have a release date before UKBA will action deportation. To do this, he must satisfy the Parole Board and this is unlikely. It seems ironic that a prisoner from Somalia views the UK sentence he has been given as unjust.

Transport for Foreign National Prisoners

There have been a number of incidents when G4S failed to provide transport, booked by the UK Borders Agency (UKBA), for individual FNPs to attend court for bail or asylum hearings. There was no advance warning from G4S to say they were unable to do this. The sudden failure of transport causes stress to the prisoners and their families and in addition is wasteful of public money in terms of legal and court costs. The Board raised this matter last April and then met with local UKBA officials who said this would not happen again and the matter would be investigated. In July, the IMB wrote to the Chief Executive officer of UKBA asking what action was being taken, but had to wait until September for a reply. There have been no further unexplained cancellations of transport to date.

5.13 Prisoners with Learning disabilities/difficulties

It has long been known that a large number of prisoners fall into this category. Until the Bradley report, there had been reluctance for any decision to be made at Ministerial level about who should assume responsibility for the provision of services for these prisoners. The responsibility for developing services has been handed to the Primary Care Trusts (PCTs) but with inadequate resources to provide what is required.

On discharge, these prisoners may fall between the Social Services, Community Health and Probation. As many offenders with learning difficulties have longstanding and complex needs, the continued lack of funding to provide the required level of support both in and out of prison is short sighted; re-offending rates are high in this group.

It is noticeable that at the numerous meetings held in the prison, there is seldom any discussion of whether a prisoner has learning disabilities or difficulties. Often there is an assumption that the challenging behaviour which many of these prisoners display is not due to a possible lack of understanding, but is simply ascribed to them as "being difficult". This prevents any progress on developing the support required. In spite of the hard work of the Social Inclusion Officer, progress has been slow either to identify this group of prisoners or to establish adequate support. There is still no satisfactory reception tool available for use by Healthcare to identify prisoners who do not declare that they have learning difficulties. This means an accurate needs assessment cannot be done and targeted support developed. Whilst there is a Specialist Learning Disabilities nurse working in Healthcare, she has been asked to cover generic duties. Education, who also identify prisoners with learning difficulties, have problems entering data onto C Nomis and seem to have no system, or perhaps inclination, to share information with Omu, Healthcare or of feed into the Safer Custody meetings.

Toe by Toe (A reading/literacy programme run through the Shannon Trust)

HMP Dartmoor used to be a model practice prison some 6 years ago for Toe by Toe. However, when the co-ordinator took on other duties the project stopped. The present Governor recognises the value of this programme but it was some time before communication was established with the Trust Area representative and even longer before an officer was able to become the co -ordinator. When these communication difficultities were resolved, the scheme began to flourish again. However, with the closure of B wing, the officer who coordinated the programme on the Main was moved to detached duties. 14 mentors have therefore been left with no one to oversee them. The IMB informed the governor that this would mean the project was in danger of lapsing – again. The post has recently been advertised internally but no officer has applied.

5.14 Prisoners with Physical Disabilities and / Impaired Mobility

The Governor agreed to the purchase of a stair-climbing chair and this has improved access to many parts of the prison. There appears to be a lack of understanding and, at times, a poor attitude by the Works department towards making alterations in a timely manner for prisoners who have physical disabilities. This was illustrated by the refusal of Works to install a suitable alteration to the showers on A Wing for disabled prisoners. In a previous Annual report, two years ago, the Board highlighted a similar attitude displayed by Works over the installation of equipment for a disabled prisoner.

Prisoners in wheelchairs Three years ago, the Board raised at Area level concerns about officers who were members of the Prison Officers Association (POA) refusing to push prisoners in wheelchairs and were told it would be solved. The Board understands that this issue has not yet been resolved and that the POA position remains that their members should not push prisoners who are in wheelchairs. They believe that prisoners who need such assistance should be located in specialist units.

5.15 Older prisoners. The over 50's group

Currently 59 prisoners on both the Main and the VPU have joined this group. The setting up and ongoing development of the group is a success story and demonstrates what effective work can be achieved thorough partnership working with the Voluntary sector, ACOOP and, more recently, with the Red Cross. The Red Cross have proposed setting up work-based activities with this group of prisoners. Prisoners have been encouraged and supported to set up a weight-loss group, to take an active part in forums where they can discuss their concerns and develop programmes and events for themselves. All this work has been well run and supported by the Social Inclusion Officer.

5.16 Black and Minority Ethnic (BME) prisoners

The HMCIP report noted that this group of prisoners felt less safe and less able to establish supportive relationships with the officers at HMP Dartmoor. It is perhaps worth pointing out that any group where the number of prisoners and staff from an ethnic group are low, are likely to feel more exposed and therefore less secure. The BME forum has enabled the prisoners to have a voice and their need for specific canteen items has been actioned. There is additional support from Fata He for the Black and Ethnic Minority (BME) prisoners. Increased training for staff and prisoners has been introduced and delivered by Fata He from Exeter, to improve the need for greater cultural understanding amongst both groups.

5.16 Prisoners who are Ex-Servicemen

The officers working in the prison who are ex-servicemen are motivated to work with these prisoners. Effective partnership working has been developed with the Veterans in Prison Association (VIPA) and Soldiers, Sailors, Airmen and Families Association (SSAFA). The new classroom near the gym provides a place for group and individual work. A senior nurse in Healthcare is trained to help with Post Traumatic Stress Disorder.

5.18 Chaplaincy

The Chaplaincy team makes a major contribution in offering support to prisoners who find it hard to cope in prison. In spite of having no specific training, they frequently help prisoners cope with bereavement. They also support staff. Their contribution to the well-being of those in a prison is hard to quantify, but their presence is certainly valued. Prolonged delays in both the security clearance and recruitment, by the Shared Service Centre (SSC), meant that there was a long period with no full time Roman Catholic Chaplaincy. This meant more work for an already over-stretched team and when finally clearance came, funding had been reduced and a part-time contract was offered. There were also setbacks in appointing a Sikh Chaplain. When finally one was recruited, the Governor was unable to fund his travel by taxi from Plymouth to the prison, due to financial restraints; so once again, Sikh prisoners are without a chaplain.

Ramadan

This was well organised and daily communication by the REO with the prisoners meant any problems were dealt with quickly. The food was prepared and served by the kitchen with the help of a Muslim prisoner. Last year the number of Racial Incident Reporting Forms (RIRFs) during Ramadan was 30; this year, there were none.

After a prisoner complaint about confusing labelling, the Board identified that there was a need for the kitchen to make sure that the labelling of Halal food was clearer so that prisoners could identify food that was 100% Halal.

5.19 Integrated Drug Treatment Scheme (IDTS)

Prisoners on this scheme can be abusive and may present security problems, which have to be managed. The Board has reported to both the Governor and to the Manager of CARATS a concern that some officers display a negative and unprofessional attitude towards prisoners on this programme.

5.2 LEARNING AND SKILLS

5.21 Serious reductions in teaching hours took place during Autumn 2009 as over-provision had taken place earlier in the year due to an over-ordering of hours by the Head of Learning and Skills (HOLS). In addition, continuing unhappiness about their poor relationship with prison management was expressed by both Learning and Skills' providers. The IMB drew this to the attention of the Governor and certain changes were made, but the relationship continues to cause concern. Both providers continue to express unhappiness about their working relationship with prison management, a criticism also noted in IMB reports and by HMIP.

5.22 HOLS has improved her visibility to prisoners and teaching staff, by moving her office into the Education block. Although HOLS has the services of an Administrative Officer (AO), there has been no support from a Learning and Skills Coordinator (LSC) for

several months, due to a hold-up in appointments. Funding for this post has therefore been wasted in the interim, as well as necessitating the diversion of HOLS from more strategic tasks. For example, the HOLS maintains that there has been insufficient time to liaise between sentence planning and offender management due to the lack of a LSC (a criticism in the HMIP report). The imminent departure of the AO, towards the end of the reporting year, is causing yet more uncertainty.

5.23 There is a continuing gap in communication between HOLS and conditions on the ground in Learning and Skills, again highlighted previously by IMB reports, such that the recent HMIP report comment 'senior management do not receive sufficient information to inform strategic decision-making' still obtains. There is still dissatisfaction amongst providers with the operation of the Quality Improvement Group meetings. Limited IMB observations of QIG meetings have shown them to be ineffective in many ways, one participant reporting that of 8 action points from the previous meeting, none had been achieved.

5.24 Learning and Skills is still not a popular option with prisoners at HMP Dartmoor, a serious indictment of a Category C Training Prison. Management rescinded its earlier rigid Options choices for prisoners and there is now a more flexible options system operating which, it is hoped, will prove more attractive to prisoners. It is not possible to judge yet if this is the case. The HMIP report stated that '*Education provision was generally just satisfactory, but only about 20% of the population participated and attendance was poor.*' At the start of the new timetable year, August 1st 2010, prisoner attendance in class had improved slightly; however, it is not yet clear if the re-introduction of the 'roll-on roll-off' timetable, stopped by the prison management last year, has improved take-up. There have also been problems with the allocation of teaching time between the Main and the VPU in Painting/Decorating/Dry-Lining. This meant that Main prisoners found themselves having courses terminated before they had been completed, or in the case of the Painting and Decorating tutor several weeks without any clients. Further monitoring of the effectiveness and equal opportunity aspects of the provision of these practical courses for all prisoners needs to take place.

5.25 Some improvement has been made in avoiding holding prisoners back unnecessarily from attending Learning and Skills when, for example, they need to be seen by Healthcare or some other agency. But further monitoring needs to be undertaken to ensure prisoners are able to attend Learning and Skills sessions as much as possible. Actual attendance figures have not been available, but the main provider describes attendance as "variable" and in the main "not very good", and the HOLS as "improving". The HOLS felt 'progress was being made' to improve attendance but that the provider could do more to promote themselves. Contractually, though, it would appear that the provider is not obliged to go on to wings to promote their courses. From IMB snapshot observations in both workshops and classes, attendance is variable. For example there was a very full and busy textiles workshop, but a Domestic Electric workshop with only one prisoner attending, and classes with low numbers elsewhere. Conversations with the main provider, Strode College, suggested that the prison was not doing enough to improve attendance by using IEPs, for example, or encouraging the wings themselves to promote learning and skills options. This was yet another effect of not having a Learning and Skills Coordinator who normally would be charged with maximising attendance.

5.26 In the interests of balance, however, it should be recorded that *opportunities*

for learning and skills seem to be adequately resourced. Although the quality of accommodation is patchy, it is mostly adequate. However, classrooms for the VPU do not appear to have been improved since the adverse comments in the recent HMIP Report; but, despite the less than conducive /attractive surroundings, lively, interested learning was taking place there during a recent IMB visit. Useful writing tasks were being accomplished in a Main journalism class but with no more than 6 prisoners out of a possible 10. Impressive, productive work was observed in the Braille unit and in textiles. It is clear there is *the potential* for satisfactory provision, if only attendance could be maximised. It is noticeable that activities run by the Prison Service Instructors are much better attended than those run by the outside providers. After endless delays, an NVQ qualification will be possible for prisoners working in the kitchen.

5.27 HOLS expressed frustration that other organisations were offering similar provision elsewhere in the prison; for example, family-focused work, which clashed with Learning and Skills opportunities. Apparently, Gym sessions also still clash with some Learning and Skills' sessions. For a number of years there has been a clear need for an over- arching whole prison approach. This remains to be implemented.

5.28 Library There has been serious under-use of the Library caused by too many closures throughout most of the present reporting period. This was partly due to Librarians exercising a Health and Safety practice of insisting that the prison provide OSG cover, and partly due to management decisions. Closures in one random week in February, for example, amounted to 5.5 days out of 7, and this was not an unusual occurrence. The appointment of another Librarian was due in April but further delays occurred.

The IMB continued to make representation to prison management about the poor opening hours of the Library throughout the year but it was not until 1st August 2010 that weekend opening was restored. Criticism was also made of the proposal by Prison management to close the Library at evenings and weekends by HMIP. The Library was opened during the weekend, but because no OSG was available, opening relied on an accompanying officers from the sending wing. This resulted in the following attendance figures for Sundays during September :

September 5 th	A wing -10 prisoner	D Wing- 6
September 12 th	RSU – 8 prisoners	A and D - none
September 19 th	A wing -21 prisoners	D wing -none
September 26 th	7 prisoners from D wing only.	

The Librarian, employed for a full working day, therefore felt under-utilised.

On a more positive note, the library has been accessed more during the week by prisoners with the workshops releasing them to attend. There is a greater range of reading material for the FNPs but, disappointingly, only a handful of embassies had sent newspapers when contacted.

5.3 HEALTHCARE

5.31 The Board has continued to observe at the Devon Prison Healthcare Partnership Board (DPHPB) meetings and will become the cluster representative for the IMB in October. The Board has concerns that the proposed changes by the Government to the commissioning arrangements will have a negative impact on the services currently delivered. The Governing Governor (or his representative) has raised the views of HMP Dartmoor to the meeting on a regular basis. Concern about governance and audit

arrangements and the wish to improve scrutiny have resulted in a recent review of the terms of reference of the Health Partnership Board by the PCT and a refocus of the DPHPB's activity. The IMB were pleased to see this take place.

5.32 After some misunderstandings earlier this year, the IMB has worked with Healthcare to foster sound professional relationships and increase a mutual understanding of each other's roles. The Board is pleased with the progress made and has welcomed the invitation to observe the Sub Clinical Governance meetings and when in place, the Patients' Forum. The Board has access to Stage 1 Complaints and both the medical and nursing staffs make themselves available to answer any IMB queries. It is hoped that the introduction of the IT system in Healthcare will provide more statistical information to the IMB.

5.33 There have been problems with the dental services for the whole of this year but the wait is now reduced to around 9 weeks. A recent prisoner application has highlighted the need for Healthcare to make clear to prisoners how prisoners should register themselves on the dental waiting list. Hospital appointments have been managed better with fewer prisoners missing their appointments due to operational problems.

5.34 For the majority of this reporting year, a shortage of nursing staff, sometimes a severe shortage has been a major problem for Healthcare to manage. This has only slowly been addressed by the PCT with more agency nurses being used. The delays in recruitment continue to undermine the development of services for patients, and have led to the need for specialist nurses to spend more time working generically.

5.35 Mental Health

The Board continues to be concerned that the primary and secondary mental health needs of the prisoners are not met as fully as they should be. Although the appointment of a part time Consultant Psychiatrist is welcomed, there is still no Inreach team and there has been no development of the talking therapy services. Four officers received basic training in mental health awareness at HMP Channings Wood prison but this has not yet been used to develop further training in the prison. There is a pressing need for more mental health and learning disability awareness training to be offered to all staff.

5.36 There is good teamwork in the Healthcare department and a growing confidence among those who have had to transfer from a prison service healthcare to a NHS approach. The Board has observed that some staff found it easier than others to adjust to this culture change. Prisoners' expectations of the attitudes and assumptions that are acceptable from healthcare staff have risen. The Board has, both formally and informally, had approaches from prisoners on the Wings who wish to make a complaint without using the prisons' own complaints system but are not sure how to do this. The IMB has raised this with healthcare and been told that literature about PALS is on the Wings; however, there seems to be a poor understanding amongst officers that this service exists and little evidence of posters being widely displayed. The IMB thinks that more could be done to raise awareness of both PALS and ICAS for prisoners and staff

5.37 Safety and Clinical Governance

It has been encouraging to see healthcare staff play a significant role in the multidisciplinary team approach to the management of problematic prisoners. The

expertise of Healthcare staff is invaluable. However, their contributions to ACCT reviews are not consistent.

The IMB has expressed concerns over the safety of both staff and prisoners when the appropriate sharing of healthcare information has not taken place. There are protocols in place but these are not always understood or followed. There have been worrying incidents in the dispensing of medication to prisoners both on the Wings, at the healthcare hatch and in IDTS. From a reading of some of the Clinical Governance meeting minutes for the cluster, it seems that decisions are slow to be actioned, and attendance at the meeting is not as complete as it should be. This is of concern.

5.38 Integrated Drug Treatment Service (IDTS)

This service was relocated earlier this year, to a more suitable area of the prison where there is a waiting room. However, the numbers attending have risen and there are now concerns that the size of the waiting room is no longer suitable. Prisoners report to the IDTS suite from different wings and the recent introduction of an appointment system has greatly eased what had been at times a chaotic and intimidating experience for those delivering and receiving the service. Prisoners can be abusive, some may try to trade their methadone, and friction may develop between prisoners who have the medication and those who would like it.

During the year, staff working in IDTS have shared with the IMB their concerns regarding the running of this service. They have reported feeling unsafe, and have found that the inconsistency of management of the unit has added to their own feelings of vulnerability and those of the prisoners. There have been concerns about the reliability of both the dispensing equipment and the iris scanner, which has been broken for over three months. Recently, the wrong prisoner was given incorrect medication and another prisoner was given too much. In addition, there have been delays in case reviews by the GP from Exeter who is in charge of the service. There have also been concerns expressed that the retoxification of prisoners has not met the National Treatment Agency (NTA) guidelines.

Good co-working with the support services such as CARATS to enable the psychosocial needs of the prisoners to be addressed both while in prison and, crucially, on discharge has not been developed as planned. This may be improved when the IDTS nurse moves to the CARATS suite, but this post is vacant at present.

The IMB have raised their concerns formally with both the Governor and the Manager of Healthcare and informally with the Offender Commissioning Manager. The IMB regard the service as one that will need close monitoring in the coming year.

5.4 SEGREGATION (Care and Separation Unit)

When the specially trained officers are on duty, this unit runs well; however, increasingly during this year, the Board has noticed that shortfalls in detailing meant there were insufficient officers on duty, or there have been untrained officers and in both instances the regime and smooth running of the unit suffers. The recent internal audit score of 70% was low by comparison with the previous year. The revised PSO 1700 requires segregation officers to have mental health awareness training. To date, this has not taken place. In compliance with the updated PSO1700; the regime offered to prisoners has improved. The IMB and Segregation have good communication links. The Board attends about 90% of reviews, although, in light of IMB budget constraints, this may change in the coming year.

5.41 There is now a published exit strategy which is meant to be implemented when problematic prisoners have been in Segregation for more than 30 days. This has been used successfully for several prisoners but recently the IMB drew to the Governor's attention a prisoner who had come from another prison's segregation unit and been in segregation for considerably longer than 30 days. This transfer from another prison segregation unit, presumably with the knowledge of the Regional Custodial Manager, appears to be in breach of PSO1700.

5.42 It is not normal practice at HMP Dartmoor for personal officers to maintain links with prisoners allocated to their care who then go to segregation. The IMB queried this lack of contact for a prisoner who was on an ACCT (Assessment Care in Custody and Teamwork). No explanation was given as to why personal officers were not automatically expected to maintain links with their prisoners and no changes have been made to this practice.

5.43 GOOD reviews are well attended. The knowledge the Duty Governor may have concerning a prisoner seems to vary and investigations by the Police can be protracted. The prison appears to have little influence on this delay, but the result is that prisoners may spend longer in Segregation than is desirable.

5.44 Internal Adjudications

The Adjudications Meetings are well chaired. A decision to consider whether the Judge should only hear the 'most serious cases' is being considered. The IMB will monitor any change carefully. The Board increased the monitoring of adjudications this year and has noted a variation in approach from different Governors; some are much more formal than others. How, or if, this affects awards that are given is difficult to assess.

External Adjudications

The visiting Judge always welcomes the IMB as observers. The number of added days has dropped dramatically from 3092 in 2009 to 1421 (to date) and the Judge has commented that if this reduction continued it might save approximately a million pounds of public money. The Judge has also complimented the work of the Adjudicating Liaison Officers (ALOs) comparing it favourably to the other establishments he visits.

The Board has also noted the professional working of the ALOs, who are vital to ensure the smooth running of the adjudication process and on the occasions where no ALOs have been detailed, the process runs less efficiently. There is a lack of consistency in the supply of pen and paper to prisoners. After a rather hesitant start, the Big Word conference phone is now used when needed, rather than asking a prisoner to interpret.

5.45 Use of Force

Earlier this year, the Board reported concerns to the Governor at the length of time that it was taking to constitute and ensure the professional running of this meeting. The meeting, now chaired by the Deputy Governor, has improved. The data collected is discussed and shared at both the security and safer custody meetings. Training of the control and restraint teams has been increased, and report writing has improved, as has the use of the video camera. The C&R equipment has been upgraded. Since January, this year, the number of incidents involving use of force is more than 50% less than the previous year. The IMB, when in the prison, is not always contacted when a prisoner is being removed to segregation, as should happen, however the Duty IMB member is usually informed when a prisoner has been located in segregation.

5.5 SAFER CUSTODY

5.51 Inquests

After a delay of more than four years, the inquest on a prisoner was opened in Exeter in August and then postponed until February 2011. This waste of time and public funds appeared to be due to the Coroner not having held a pre inquest meeting to establish who should be called. The IMB thinks this was deplorable and showed scant respect to the family.

There is an outstanding inquest for a prisoner who died in custody in 2009.

5.52 Safer Custody meetings

The IMB regularly attends these meetings and has noted this year that, although the collection and discussion of data has improved, the depth and detail of the discussions is dependent on who attends. As in the DREAT meetings, the enthusiasm and dedication of the Senior Officers who collect and analyse the data is crucial. The attendance of Healthcare has been an important addition to the meeting but, frequently, other representatives of OMU, Psychology or Education for example, do not attend or send reports. This reduces the ability of the Safer Custody team to develop a multidisciplinary approach to the management of the most vulnerable prisoners. The Samaritans and the Listener scheme run efficiently but concerns raised by Samaritans at the meetings often elicit only a slow response. A recent protocol has been introduced to ensure that the Listeners suites are kept clean and secure.

5.53 The HMCIP report highlighted prisoner, and to a lesser extent officer, concerns about safety, principally on the VPU. If evidence of the amount of drugs in the prison, the use of force, the segregation data, the number of opened ACCT documents, and the anti-bullying reports, are taken as a measure of prison safety, the figures for all of these being lower than last year, then against these measures the prison is performing well and is safe. In addition, a prisoner safety survey carried out in June by the Violence Reduction Officer, after the HMCIP report, suggested that prisoners' perception of their safety was higher than that expressed to the Inspectors. The IMB have received prisoner complaints and comments about the attitude and behaviour of some officers on the VPU Wing and have reported them. The findings of the HMCIP report have not been ignored, as has happened in the past. A governor now oversees the VPU and poor practice is challenged. In addition more training has been given to ensure officers can challenge the sex offenders who deny their offences and refuse to engage with treatment programmes.

5.54 ACCTs (Assessment, Care in Custody and Teamwork)

Some of the prisoners who have had an ACCT opened have been difficult to manage but they have been well cared for on the Wings. The quality of the comments on the documents, although variable, has improved. Of the reviews that the IMB has observed, some have been carried out well and others less so. There has been inconsistency in the attendance of relevant staff, such as Healthcare or personal officers. The documents are not always scrutinised in depth at Safer Custody meetings.

5.55 Health and Safety

These issues are discussed in this meeting and at a separate one chaired by the Governor. Ownership of H&S issues across the prison has improved but the collating of

the 213 forms appears to cause problems from time to time. The IMB are aware of two serious accidents involving prisoners; one was to a prisoner in one of the carpentry workshops and, more recently, one on the farm involved machinery. The Norovirus outbreak earlier in the year was well managed.

Staff safety During the year the Board informed the Governor that staff had told the IMB that they felt unsafe as they knew the alarm system did not work correctly. Some officers have also reported that requests to have alarm bells repositioned on the Wings have not been acted on quickly.

5.56 Incentive and Earned Privileges Scheme (IEPs)

Monitoring this scheme is difficult. Reviews take place at odd times and often with insufficient notice for the IMB to be present. Based on complaints and comments from prisoners, the Board makes the following observations:

- There is continual dissatisfaction at the lack of difference between the different levels of privilege. The difference between the privileges Dartmoor prison offers and those in other Category C establishments is frequently commented on.
- Prisoners feel they have been punished by the removal of a privilege, following adjudication. Either the system is unclear to them or they are right. Challenging decisions is seen as difficult.
- Some officers do not seem to understand how to operate the scheme fairly or, if they do, they do not take enough time to explain to a prisoner the reasons for a removal of a privilege in a way that makes sense to the prisoner.
- Some officers seem to relish the punitive element that can be exercised through this process.
- Few prisoners seem to view the scheme as a positive way of encouraging better behaviour or a more positive attitude to rehabilitation. Many express indifference or dissatisfaction with the scheme.

5.61 OFFENDER MANAGEMENT UNIT (OMU)

The team works hard to respond to and keep pace with the increasing demands on their time and skills. The steady increase in Foreign nationals and lifer and IPP sentenced prisoners coupled with the swift removal of prisoners from B Wing have all added to an already full workload. The current reduction in staff has meant that Administrative Officers are now carrying caseloads of 90 prisoners and Offender Supervisors of 150 prisoners; this is higher than at any other prison in the South West. The effect of this is that the prisoners who complain the most and demand more are the ones that are more likely to be dealt with. This is inherently unfair, if understandable.

5.62 Coping with the present situation has lowered staff morale, and sickness levels have risen. It is hard to see how this situation can continue; the chances of a mistake being made in risk management must be high. The non-attendance of OMU at important meetings means it is difficult to develop a cross-departmental approach. Prisoners continue to arrive at HMP Dartmoor without completed OASYs (an Offender Assessment system) as highlighted in both the IMB report last year and the HMCIP report this year.

Similarly, the transfer of prisoners during their Parole window continues. This increases prisoner anxiety and frustration in addition to bringing extra work to the OMU. Both of these concerns have been raised at Area level but NOMS appears unable to prevent this happening.

5.63 Communication with Psychology has improved this year and closer collaboration has meant that the psychology reports for parole dossiers are nearly all completed on time. There are still improvements to be made in communications from the personal officers whose contributions are required for these dossiers. The number of Lifers has risen to 33 out of which 30 are beyond their tariff date. These prisoners are scattered across the wings, making their management more difficult and the establishment of support and forums harder to achieve. Decisions about how they are to be more successfully managed have yet to be reached.

5.64 IPP prisoner numbers have risen to 58 of which 42 are beyond their tariff date. The effects of overcrowding in the prison service on the ability of these prisoners to satisfy the parole Board has been described. The progress in developing programmes for those with a low IQ to access is slow, and without some means of satisfying the parole Board, these prisoners in particular will languish in prison with no hope of release. The IMB deplores the present system in which, a prisoner cannot satisfy the Parole Board requirements. There have always been prisoners who choose not to engage to reduce their risk of re-offending but there are numbers of prisoners who want to engage but who cannot, and are trapped with no end of their sentence in sight. This is fundamentally unjust and needs to be addressed. The policy that covers the conditions for release of these prisoners should be urgently reviewed.

5.65 Safeguarding Children and Risk Management meetings

These meetings take place regularly and have a full agenda due to the large number of sex offenders and the continual transfer in and out of the prison. The meetings are well organised and minuted but representation from security and the Wings is erratic and leads to poor communication, slow decision making and lapses in policy and procedures. The Board has seen a clear commitment from some groups of staff to promote, facilitate and maintain family relationships, but the prison policy on access to personal photos for those prisoners who are parents, both on the VPU and the Main, appears in disarray. The failure in the implementation of the Safeguarding Policy on access to photos is continually raised as an area of concern at these meetings by staff from partner organisations. The Board has shared with the Governor these concerns. The governor from the VPU has now been asked to attend these meetings and look at these issues.

The OMU staff work hard to assess risk and prepare MAPPA prisoners for panel prior to release but are often frustrated in obtaining multi disciplinary co-operation from other teams in the prison including the secondary care mental health team. The development and implementation of data sharing protocols between agencies needs to improve if prisoners are to have their needs and risks correctly assessed. As in other areas of the prison, there is a reliance on a single member of administrative staff to collate and co-ordinate the paperwork and communicate with outside agencies; there is no back up and no other person who can take over at times of sickness. It is apparent that there is no Area policy that prisons have to subscribe to ensure a consistency of approach when considering the risk a prisoner may pose to children. This is of concern.

5.7 REDUCING RE-OFFENDING

For a number of years, this has been an area that has suffered from not having a Reducing Re-offending governor in post for any length of time to co-ordinate and oversee the seven pathways that are considered to reduce re-offending. The Board welcomes the fact that there is now a governor in post and hopes to see better co-ordination of the various departments that are meant to work together, particularly Healthcare and Learning and Skills. The Board will be monitoring this area of work more closely in the coming year.

5.71 Attitudes, thinking and behaviour

After a delay of more than two years, Area Psychology have yet to decide what Offender Behaviour Programmes (OBPs) will be run by psychology at HMP Dartmoor. This delay has been one of the contributing factors in increasing anxiety amongst staff who run CALM (Controlling Anger Learning to Manage), and TSP (Thinking Skills Programme) courses. A recently appointed Programmes Manager will link with the operational part of the prison to maximise prisoners' attendance at CALM and TSP courses during, for example, shutdowns. He will also have a resettlement role, co-ordinating the programme reviews and links with the OMU.

5.72 Healthcare

The IMB is not aware that there is any dedicated member of the healthcare team to liaise with the reducing re-offending team. There is a need, highlighted elsewhere, to share medical information appropriately with both the OMU staff and psychology programme facilitators to prevent assumptions being made about prisoners that may be inaccurate.

5.73 Drugs and Alcohol

The CARATS and P-ASRO programmes are both well run and P-ASRO is linking with the gym so that a team-building module can be included. CARATS have managed to acquire some £45,000 of funding to enable new office space to be created to enable the IDTS dedicated nurse, when appointed, to work from this area. There have been tensions this year in bringing together the medical model of IDTS with the psychosocial model used by CARATS. Partnership meetings, which have recently begun, should strengthen collaboration.

Prisoners with alcohol problems

After the withdrawal of both the 12 Step Programme for prisoners with drug and / alcohol addiction and the funding for a dedicated worker to help prisoners address their alcohol problem, there is now no provision for this group of prisoners except for very limited work by Alcoholics Anonymous. The worker who left had identified that over 20% of prisoners in the prison have a self-declared problem with alcohol abuse (but not drugs). The figure is likely to be higher if those that have not been willing to self declare are included. The GP lead in the prison considers that alcohol is more of a problem for the prisoner population at HMP Dartmoor than drugs and easier to treat successfully.

The February 2010 HMCIP Thematic report on prisoners with alcohol addiction reported that prisoners with alcohol problems *feel less safe in prison and are less likely to establish a good relationship with officers*. Although the findings of the HMCIP report on HMP Dartmoor regarding prisoner comments on safety, did not attempt to link these perceptions with prisoners' alcohol abuse, if a third of prisoners are expressing

concerns about safety and nearly a quarter declaring a problem with alcohol, it raises the possibility that there might be a link.

NOMS has, on paper, recognised the need to provide more offender programmes but a strong bid recently by the Head of Offender Behaviour Programmes to run an alcohol programme at HMP Dartmoor was unsuccessful. The present lack of any provision for treatment seems incomprehensible.

5.74 Children and families

Some excellent work with PACT, CHOICES and the gym staff has resulted in successful family days being run and appreciation of these days is expressed in the letters sent in to thank staff. The family days for the RSU also reinforce positive behavioural change. Storybook Dads continues to develop its invaluable service with videos now added to the tapes it can produce for families. CHOICES run the visitors centre outside the prison with professional kindness and visitors are grateful for the support they are offered.

5.75 Discharge Boards

Attendance at these from some of the staff involved with resettlement has been variable. The Board notes an increase in approaches to the IMB when this Board fails to meet, as do prisoner anxieties about accommodation and employment issues.

5.8 RESETTLEMENT

The many changes of governor with responsibility for resettlement over the last four years have hindered the development of this work. A governor is now in place and the IMB hopes to see improvements.

5.81 The resettlement unit (RSU) of 49 cells continues to impress the visitors that the IMB have shown round the prison this year. They have commented on the good decorative state of the accommodation, the exercise facilities and the well tended gardens, but most of all they have noticed the respectful and responsible relationship between officers and prisoners. Without exception, all visitors who chose to comment said, 'This was what they thought a prison should be offering'. The officers who run this unit have a clear purpose and a relaxed manner in carrying it out. The compact, which gives prisoners the boundaries they often lack, is strictly enforced. Prisoners are almost entirely positive about their time on the Unit and recognise that what is offered to them helps them increase their self respect and work ethic, and this enables them to recognise and express appreciation to the officers who help them. For a number of years the IMB have asked why the work of this Unit has not been extended and queried why, given the time, funding and effort put into developing this successful Unit no effort has been made to research its rehabilitative outcomes

5.82 As work outside the prison is the main purpose of the unit, it is of concern that Places have begun to be lost in the local community.

The Farm

The Board considers the potential for the development of courses in animal husbandry, traditional rural skills and horticulture, alongside the courses already run here, should be realised, in order to match, the needs of the prisoners who dislike the confinement of being indoors and are more motivated when working on practical tasks outside.

The Museum

This has been revitalised through investment by the Governor. It provides informative displays on both the history and present day conditions of 'life inside'. Prisoners enjoy working there, and they have the opportunity to interact with the public.

SECTION 6 OTHER AREAS WHICH THE BOARD WISHES TO REPORT ON

6.1 CANTEEN

DHL employs 17 VPU prisoners in a busy retail environment, and there is a good level of trust and communication between staff and prisoners. Due to the inadequate ventilation system, the conditions in which they all have to work are poor; too hot in summer and too cold in winter. The IMB has had few complaints from prisoners about the orders supplied, and the communication through the Prisoners Council is good. Suggested changes by the prisoners to the goods supplied are followed up promptly. Pricing, which is decided nationally, seems high on some goods; for example, packs of biscuits. Four types of canteen packs are made available to prisoners in reception. The charge of £1 for processing goods from the catalogues and the range and price on these causes many more complaints, and, again a central contract with one supplier reduces choice, competition, and the opportunity for prices to fall. Last Christmas, DHL did not deliver all the Christmas goods that had been ordered. The goods had 'run out' by the time the delivery van arrived. This was unacceptable. The IMB will monitor this closely this year.

6.2 CATERING

The kitchen is well run with good relationships evident between the staff and the prisoners. Due to staff shortages, the catering staff works considerable amounts of overtime. There has been disappointment that an understanding that a vacancy would be filled has not happened. The restrictions imposed on the catering manager to buy meat imported from Thailand and Brazil via national contractors, results not only in meat of inferior quality but, the IMB has been told, is more costly than meat that could be supplied locally. This centrally run contract contradicts the 'buy local' policy promoted by DEFRA.

6.2.1 The food comment books are not always clearly on display on the wings. Those prisoners who do write in them have a timely response. Prisoners have witnessed the IMB tasting their meals and always comment on this, wrongly thinking that a special meal has been prepared for tasting. They have mentioned the reduction in the quality and quantity of meat served and what they perceive as a reduction in portion size. It is the view of the Board that the quality of meat is poor and that the quantity of the **cooked meat** has reduced. The annual food survey had a low response from prisoners and when some were asked by the IMB why they had not responded, they indicated that they felt that the wrong questions had been asked.

6.3 DRUGS MANAGEMENT

Over the year there has been sustained and effective work done by Security to prevent drugs entering the prison. The prison is performing well on the KPT, which measures the random mandatory drug-testing rate, and is currently achieving about half the rate set by this target. The HMCIP considered this 'low for a category C establishment'. Since the Inspection, this success has been sustained. Senior Management is alert to the fact that these figures may not represent a true picture, however, given the disruption to the staffing levels recently.

The Board has noticed that no governor grade has been to the meetings it has observed, which may explain the reason that the HMIP commented that the service lacked leadership and co-ordination with CARATS (Counselling, Advice, Referral and Throughcare Services).

6.4 ENVIRONMENT AND RECYCLING

The recycling party can employ 12 prisoners, although a lack of volunteers and the need for security clearance, often reduces this number. The sorting of soft materials produces significant savings and the recycling of discarded clothes; for example, 56 pairs of jeans were retrieved in August alone, along with 100 towels. N'ergy provides Level 2 training in Performance Management Operations, and there are plans to widen this to include composting etc for a Level 2 in Environmental Studies. Dartmoor National Park recently gave an award to the prison in recognition of its work on environmental issues. There is good leadership in the Environment department and, through the Greening Committee, which acts as a catalyst for saving expense and waste on all the utilities throughout the prison. However, more could be achieved in savings in light and heat. The refurbishment unit for damaged furniture, which employed 4 prisoners, has been discontinued, but repair work in the Carpenters shop has increased.

6.5 INDUCTION

The governor on D Wing introduced a rolling video programme that has enhanced the Induction programme this year. This shows a practical and imaginative display of information about the prison for all prisoners, in a number of languages. The IMB was invited to supply information about the IMB application process so prisoners were clear about how they could contact the Board.

The IMB also talks to as many of the new prisoners as possible during their induction on both the Main and the VPU. The main issues that have emerged when doing this are:

- Dissatisfaction at being too far away for their families to visit.
- Annoyance and/anxiety at being moved so close to the end of their sentence. This can be as little as 2 – 8 weeks.
- Disorientation – some claim not to have been told where they were going. Some do not appear to know where they are in the UK.
- A dirty cell on arrival and/ broken toilet seat
- Canteen loss because of misinformation.
- Fear – because their previous prison has threatened them with stories of how badly treated they will be at HMP Dartmoor.

The Board has seen some good work with prisoners by the officers on the D wing Induction landing.

6.6 LAUNDRY

Efforts to provide NVQ training at different levels in this area seem to have foundered. One manager who could be an assessor and provide training has decided not to, and the other is still working towards his qualifications. No more than two prisoners are working towards their NVQ at Level 1. Since the closure of B Wing, the IMB has noted that there seem to be more prisoners employed in the laundry than are required. The collection and distribution of clothing and bedding seems to work well, and the IMB have had many fewer complaints this year about poorly fitting clothes and dirty sheets. Emergency lighting, as recommended by the Fire Officer, has still not been installed.

6.7 MAIN STORES

This area is well run. Economies have been achieved but there appears to be no system for comparing consumption rates between users. Centralised buying reduces or eliminates choice and means any rises in the price of items have to be absorbed by the prison.

6.8 PERSONAL OFFICERS and C-NOMIS

One of the major changes this year to affect personal officers has been the introduction of the IT programme, C- Nomis. This much-vaunted system was intended to revolutionise the way prisons handled information; it has been costly to develop, has had to be reduced in scope and has wasted public money. Many officers, administrative staff (and the IMB) have found coping with the programme a challenge. The system is slow, crashes, and has some major limitations. For example, the SIO cannot attach care plans to the information about prisoners. This change, coupled with increasing pressures on officers and the continual movement of staff around the establishment to ensure safe detailing, appears to have caused the personal officer scheme, (which was not well developed before these changes) to have deteriorated. The cell cards and the notice boards on the Wings are not being kept up to date. There are still some problems with the quality of reports from officers for Psychology and the OMU. Prisoners say they do not know their personal officer. However, the IMB has seen some good work being done by some personal officers and read some well-written comments.

6.9 PHYSICAL EXERCISE

The gym is a well run department with officers who demonstrate good teamwork and motivating skills with the prisoners. The ethos in the gym encourages personal responsibility and discipline and most prisoners respond to this approach. The lack of outside sports facilities reduces the development of team building skills especially for the younger prisoners.

6.10 PRISONER COUNCIL

This Council enables prisoners to have a 'voice' and the IMB regard it as an important factor in helping prisoners to feel safe. It is viewed, by the prisoner representatives who attend, as a valuable and successful meeting because it enables them to share prisoners' ideas and concerns with the management. Prisoners asked if the IMB would observe the meeting and the Board has done this whenever possible. It has been encouraging to see the relaxed, positive exchanges that take place and the efforts of the governor who facilitates the meeting to respond to them.

6.11 RECEPTION

The officers in reception, together with the Insiders, form an efficient, professional team and prisoners seldom make a complaint to the IMB about their transport or reception. Transfer of personal property when prisoners are moved at short notice or when they have come from a segregation unit causes the most difficulties. Damage to property in transit, or loss of property at the sending establishment are frequently difficult to evidence and complaints can be protracted. Prisoners also complain that property goes missing after their cells are searched, or if their cells are unlocked before they are back from activities, and evidencing the cause of these losses is difficult.

6.12 REGIME

Last year and during the first part of this year, the IMB commented on the disruption to the regime due to problems with the roll check in the middle of the day. When this roll check was stopped, the regime improved and complaints about time out of cell fell. The recent problems with the detail have caused a sharp rise in complaints about loss of association and times of unlock. As explained elsewhere in this report, this will remain a cause for concern. Although every effort is being made to make sure the loss of association is experienced fairly across the prison, the notable reduction in time that prisoners have to shower, make phone calls, etc means problems start to accumulate and become difficult to manage.

6.13 SECURITY and VISITS

The IMB observes at the majority of these meetings, and finds them to be well managed. The department shows good teamwork and is effective. Any queries the IMB has about prisoners and their security issues are dealt with openly. The HMCIP recommendations regarding closed visits have been implemented.

Staff sickness earlier in the year caused disruption to the processing of Visiting Orders (VOs). Currently, because of insufficient staff, the manning of the telephone is reduced to afternoons only. This disrupts the process and causes prisoners and their families to complain. In addition, further shortages of staff in the department are increasing the time that it takes to complete security checks.

Visitors without cars still have to use expensive taxis from the local railway station to get to the prison.

SECTION 7 THE WORK OF THE BOARD

The number of volunteers on the board decreased during the year from 13 to 9, due to resignations and illness and this meant an increase in work for the remaining members. In the spring, a very successful recruitment campaign resulted in the board showing over 50 prospective applicants around. All were impressed with the friendly atmosphere in the prison and commented on the professional and relaxed relationships they saw between officers and prisoners. After a lengthy delay, due to the freeze on public appointments this year, six new members have recently joined the board to start their probationary year. This is very welcome.

The board hosted a training day for the AMIMB and again had extremely positive comments about the prison from those who came. The National Council South West Area Regional Representative visited and attended a Board meeting. Four of the board visited HMP Bristol and three board members attended National Conference, one as a National Trainer. One board member attended a regional media training day and another a National training specialist study day on mental health. The board has a member of the National Council Care Team, and another who has been co-opted onto the National Council Support for Boards Group.

The open invitation the IMB has to attend in-service training days at the prison is appreciated and those who have done this feel it raises their awareness and understanding of the issues faced by staff. The board also appreciated being able to take part in the annual Contingency exercise. The IMB visited the prison at night on two occasions this year and hopes to repeat this more frequently in the coming year.

The board would like to express our thanks to our Clerk who will retire next year, for all his help. Although the Governor has honoured our informal SLA, the person who will take over does not work full time. There is a need for the National Council and the Director General of NOMS to agree formally what support the IMB should have from the prison they monitor.

BOARD STATISTICS	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period (1 Board member is off sick)	15
Number of new members joining within the reporting period	6
Number of members leaving within reporting period	4
Total number of Board meetings during reporting period	12
Average number of attendances at Board meetings during reporting period (1 Board member has been off sick for 12 months; another for 6 months)	8
Number of attendances at meetings other than Board meetings	82
Total number of visits to the prison (including all meetings)	533
Total number of segregation reviews attended	125
Total number of applications received	277

Code	Subject	2009/10	2008/09	2008/07	2007/06
A	Accommodation	12	7	2	20
B	Adjudications	5	5	12	17
C	Diversity related	2	2	8	30
D	Education/employment	30	29	22	16
E	Family/Visits	27	42	25	15
F	Food/Kitchen	8	1	7	5
G	Healthcare	38	20	10	14
H	Property	34	43	42	44
I	Sentence related	21	24	39	30
J	Staff/prisoner/detainee	32	25	20	9
K	Transfers	21	22	23	37
L	Miscellaneous	26	34	39	24
	Total	256	254	249	261