

# THE INDEPENDENT MONITORING BOARD



## HMP STOCKEN

# ANNUAL REPORT

1<sup>ST</sup> MAY 2012  
to  
30<sup>TH</sup> APRIL 2013

## **Section 1**

### **STATUTORY ROLE OF THE IMB**

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC 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:

1. Satisfy itself as to the humane and just treatment of those held in custody within its prison or centre and to the range and adequacy of the programmes preparing prisoners for release.
2. Inform promptly the Secretary of State, or any official to whom s/he has delegated authority as it judges appropriate, any concern it has.
3. Report annually to the Secretary of State on how well the prison has met the standards and requirements placed upon 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.

## **Section 2**

### **CONTENTS**

Section 3	<b>EXECUTIVE SUMMARY</b>	
3:1	Issues requiring a response	4
3:2	Issues not requiring a response	4
3:3	Overall assessment	5
Section 4	<b>DESCRIPTION OF HMP STOCKEN</b>	
4:1	Category, purpose, population	6
4:2	Contractors and Agencies	7
Section 5	<b>COMPULSORY REPORTING AREAS</b>	
5:1	Diversity	9
5:2	Learning and Skills	10
5:3	Healthcare and Mental Health	13
5:4	Safer Custody	14
5:5	Segregation	16
Section 6	<b>OTHER REGIME AREAS THE BOARD WISHES TO HIGHLIGHT</b>	
6:1	Resettlement	17
6:2	OMU	17
6:3	Kainos	18
6:4	Our Concerns	18
6:5	Examples of Excellence	19
Section 7	<b>THE WORK OF HMP STOCKEN'S IMB</b>	
7:1	Board Statistics	20
7:2	Rota Visits	20
7:3	Application Statistics	20
7:4	Segregation Reviews	21
7:5	Attendances at Prison Committees	21
7:6	Induction talks to new Staff and Prisoners	22
7:7	Board Training	22
	<b>ACKNOWLEDGEMENTS</b>	22
	<b>GLOSSARY</b>	23

## **Section 3**

### **EXECUTIVE SUMMARY**

#### **Introduction**

The IMB considers that HMP Stocken continues to be an efficient prison, operating effectively. We particularly commend the effective manner in which all staff continue to cope with the changes and concerns generated by the implementation of both Fair and Sustainable and subsequent Benchmarking initiatives. Nevertheless some concerns remain as summarised below, cross referenced to more detail in the main body of this report.

#### **3:1 ISSUES REQUIRING A RESPONSE:**

##### Staff morale

*Various, throughout.*

##### College

*See section 5:2.*

##### The lack of Healthcare cover after 1830 on weekends and Bank Holidays.

*See section 5:3.*

##### The length of time taken by appeals against Adjudications

*See section 5:5.*

##### The continued lack of a clearly defined business plan for the delivery of Resettlement, a major component of any Reducing Reoffending strategy.

*See section 6:1*

##### The continuing difficulty over access by the IMB to contracts and Service Level Agreements with sub-contractors eg College, Healthcare.

*See section 6:4:1 and 6:4:3.*

##### The inability of Reception to receive prisoners during the prescribed lunch hour.

*See section 6:4:2.*

#### **3:2 ISSUES NOT REQUIRING A RESPONSE:**

##### Death in Custody

*See section 5:4.*

##### Issues arising from a Serious Incident

*See section 5:4.*

### Safer Custody

*See section 5:4*

### OASYS (the Offender Assessment System)

*See section 6:2*

### Repeated problems with accurate counting for the Roll

During the reporting period the Roll was counted incorrectly 89 times causing considerable delay in the working day, and frustration to staff, volunteers and prisoners alike.

### Fair and Sustainable, and Benchmarking – (now Mobilisation, Transition & Transformation – MTT)

Members of the Board have kept closely in touch with the developments in these areas and we are particularly grateful to the Governor for his invitation to attend many of the discussions. Whilst the reasons for the later introduction of Benchmarking are well understood, in an ideal world the two initiatives, Fair & Sustainable and Benchmarking would have been introduced contemporaneously. We would like to commend the efforts of everyone at Stocken, Governor, Management, POA and Staff for their positive approach to dealing with these major programmes of change, often when individual staff members have been worried for their personal futures. Communication on these important issues has been frequent and detailed. That view is exemplified by a particularly noteworthy achievement, namely, that in the midst of this period the prison was able to meet the standard for retaining its Investors in People accreditation – in which communication is a significant aspect. Most points of issue with the National Benchmarking Team have now been resolved and implementation is moving forward. Overall Stocken has lost 30.44 posts as a result of this exercise.

In last year's Annual Report the Board expressed concern at the then staffing profiles, which, we concluded from our monitoring, left the staff with too little time for effective interaction with the prisoners. In particular we were concerned that time constraints meant that the role of the Personal Officer could not always be fulfilled to the desired extent. This was a view expressed to us both by staff and by prisoners and borne out by our own independent observations. The advent of Benchmarking will, despite the new ways of working, do little to mitigate this concern and may further exacerbate the issue. The Board will continue to monitor this closely with especial regard to morale and the implications for the running of the establishment generated by the rate of 'churn'. On a positive note the creation of the role of Custodial Manager has resulted in a number of appointments and promotion of experienced staff. They are now able to use their skills and experience more effectively and 'make things happen' in a managerial rather than just a supervisory context.

### 3:3 OVERALL ASSESSMENT

The assessment of the IMB is that HMP Stocken continues to be a well run prison operated by a staff which works hard to care for prisoners effectively, safely and humanely. The new Governor, appointed September 2012, has a firm hand which he tempers with humour and enthusiasm and he is working hard and proactively to restructure his SMT. At the close of

the period covered by this report, the prison still has an acting Deputy Governor, although we understand this is being addressed.

## Section 4

### DESCRIPTION OF HMP STOCKEN

#### 4:1 CATEGORY, PURPOSE, POPULATION

HMP Stocken is a male Category C training prison adjacent to the A1 in Rutland: access by public transport is limited. Opened in 1985 with 300 medium/long term prisoners the prison has expanded over the years: in March 2010 the certified normal accommodation was increased to 842 with 790 single cells and potentially 52 double cells housed in 11 residential units.

In our last Annual Report we stated that the extensive programme of expansion and refurbishment begun in 2011 was due to be completed during the 2012/2013 reporting year, and that the increased capacity (to 1,056) was intended to be temporary and would be reviewed in August 2012. As a result of that review, the operational capacity was reduced to 843 and wings A, B, C, D and E were all closed. G and J wings were closed during November and December 2012 following problems with the boiler and therefore the heating system, and have remained shut.

The majority of the extensive rebuilding and refurbishment works outlined in our last Annual Report, including the installation of a new boiler, is now complete and the purpose of some of the wings has changed during the reporting year:

#### 2011-2012

A	Generic	B	Generic
C	Workshop	D	Generic
E	Kainos	F	Kainos (after refurbishment)
G	Resettlement	H	Lifers + IPPs (after refurbishment)
I	Generic	K	IDTS, now SMART
L	Generic/induction	M	Generic

#### 2012-2013

A	Closed	B	Closed
C	Closed	D	Closed
E	Closed	F	Kainos
G	Closed	H	Lifer and IPP
I	Drug & Alcohol Recovery	J	Closed
K	IDT	L	Generic/induction
M	Generic		

A cell on I wing has been prepared for prisoners with dementia. When not required by a dementia sufferer, the cell will be used for a prisoner who would benefit from an adapted environment such as epilepsy sufferers or anyone recovering from surgery.

The Workshops and Gardens Department provides scope for constructive employment and are used to encourage prisoners to achieve vocational qualifications, and enable them to

enhance their income over and above minimal levels. Unfortunately the Travis Perkins (TP) contract came to an end during 2011-2012 when TP withdrew because of incompatibility between their working practices and security considerations. Steps are actively continuing to find new business partners.

During the reporting year HMP Stocken's Investors in People accreditation was subject to review and the prison retained the award, despite the many and onerous challenges presented to staff by Fair and Sustainable, and Benchmarking.

In 2012 HMP Stocken was rated a Performance Level Three prison, down from a Level Four. The Governor sees this as an opportunity for consolidation and reinforcement of the practices and ethos that led to the awarding of Level Four, and as a chance to improve and regain the level held in 2011/2012.

#### 4:2 CONTRACTORS AND AGENCIES

**SMART**                      The CARAT (Counselling Assessment Referral Advice and Throughcare) team and subsequently DART (Drugs and Alcohol Recovery Team) were replaced in August 2012 by SMART (Substance Misuse Recovery Team), which helps offenders with drug-related problems to break the cycle of addiction and offending. The five elements of this process involve assessing the individual's needs; accurately informing them about drugs and the harmful consequences of using them; helping them access services and rehabilitation programmes; contributing to their case management; and helping them implement a care plan tailored to the individual.

**Chaplaincy**                      Spiritual care and guidance is provided by a multi-faith team of thirteen led by the Managing Chaplain.

- |                              |                                |
|------------------------------|--------------------------------|
| 1 Muslim Imam                | part time                      |
| 2 Anglican Chaplains         | one part time, one full time   |
| 2 Roman Catholic Chaplains   | one 25 hours pw, one part time |
| 1 Free Church Chaplain       | part time                      |
| 1 Salvation Army Chaplain    | part time                      |
| 1 Jewish Rabbi               | part time                      |
| 1 Hindu Chaplain             | part time                      |
| 1 Sikh Chaplain              | part time                      |
| 1 Buddhist Chaplain          | part time                      |
| 1 Jehovah's Witness Chaplain | part time                      |
| 1 Pagan Chaplain             | part time                      |

In addition both the Mormon Chaplain and the Hindu Chaplain (both part time) are awaiting Security clearance.

**Education**                      Since August 2009 contracted educational provision has been the responsibility of the Milton Keynes College.

**External**                      Well over 100 volunteers work in a variety of roles, including

Volunteers	staffing the Visitors' Centre refreshments, helping the Chaplaincy Team to run the Alpha courses, and assisting in the Library.
Healthcare	This is provided under contract by the Leicester County and Rutland Primary Healthcare Trust. The Centre is run by Nottinghamshire Community Healthcare and medical staff is provided by a GP practice in the local town of Oakham, 8 miles away.
Kainos	An accredited offending behaviour programme consisting of five modules designed to be delivered over six months in a community setting within the prison. Nationally 87% of Kainos graduates do not attract a further custodial sentence within two years: HMP Stocken's figure is presently 86%.
Library	Both books and staff are provided by Rutland County Library.
Play Leaders	HMP Stocken currently benefits from two Play Leaders in the Visitors Centre: one salaried, one volunteer.
Prison Fellowship	Runs Victim Awareness courses.
Prison Me! No Way	Although the prison does not formally engage with this scheme, we particularly wish to commend those members of staff who voluntarily give of their time to support this effective initiative. It is especially noteworthy that the officer who currently works here on a voluntary basis will continue to do so after his retirement early in the next reporting year.
Prison Visitor	Two approved and appointed.
Samaritans	Based in Grantham, the Samaritans are responsible for training Listeners, of whom there are at the time of writing 13 in the prison.
Shannon Trust	Previously known as 'Toe by Toe', this is a 'buddy-led' reading improvement system
Toys on the Table	Local businesses donate surplus or bankrupt stock, details of which is given to the scheme and allocated to participating prisoners. The goods are delivered to the prisoners as they enter the Visits Hall so children receive them direct from their family member.
Vision Trust	Provides help with Lifer Days of which there were two in 2012/2013. Each involved twenty prisoners who averaged three guests.

## Section 5

### COMPULSORY REPORTING AREAS

#### 5:1 DIVERSITY

Prisoners and staff both report reluctance on the part of new arrivals at the prison to declare any form of disability on the Induction Disability Questionnaire: work is in hand to address this.

HMP Stocken has two cells suitable for wheelchair users, each on the ground floor of a modern wing. Wheelchairs are now available for Visitors' use on request. The cell on I wing is now prepared for prisoners with dementia: HMP Stocken currently has one such. Dementia friendly signs and paint colours are now in use throughout the prison. NOMS has produced a guide for Prison Officers to help in the recognition and understanding of dementia, and copies both of the guide and of other useful information are kept on I and H wings.

Given the increasing number of Veterans in the prison system (Stocken has 26 at the time of writing) it is heartening to report a visit by the Royal British Legion (RBL), Regional Outreach Lead Midlands to HMP Stocken, to see how the Veterans in Custody Support role and the RBL Prison In-Reach Casework operate within the establishment. A new Veterans notice board in the main corridor highlights freephone numbers for the Combat Stress 24 hour Helpline, and contact cards are distributed according to need.

We feel that the Chaplaincy accurately reflects the religious demographics of the prisoners at HMP Stocken and is well and proactively led by the Managing Chaplain. He sees his role in a refreshingly wide context, actively linking faith to acceptance of responsibility, acknowledgement of past behaviour and preparation for release. We see the links between the Chaplaincy and reducing the potential for reoffending as particularly noteworthy.

Although numbers obviously fluctuate, it is true to say that more prisoners on average declare themselves to be from the Church of England than any other faith. In addition, in decreasing order of magnitude, prisoners are Roman Catholic, Muslim, Christian 'Free Church', Buddhist, Mormon, Pagan, or not specified. A spot check during the reporting period also revealed three each Jehovah's Witnesses, Sikhs, Hindus, Atheists and Rastafarians; two each Methodists and Church of Scotland; and one each Baptist, Russian Orthodox, United Reform Church, 'Other', Agnostic, and Atheist. Providing care for such a wide range of beliefs however comes at a cost, especially when travelling to and from a rural prison. This is causing a strain on the sessional budget of £55,000 which the Managing Chaplain is trying to alleviate by innovatively managing his resources and moving to employing some Chaplains directly rather than on a sessional basis.

HMP Stocken is currently home to 19 Foreign Nationals. H wing contains a Translation Room which translates into either Braille or, through a Microsoft software package, any language. The use of this facility is free. There is also access to 'Big Word', a 24 hour telephone translation service.

## 5:2 LEARNING AND SKILLS

Education and training at HMP Stocken is provided not only within an academic classroom situation, but in the twelve workshops, the kitchen and the gardens. Students can work to achieve qualifications in a wide range of skills from English Language to a City & Guilds diploma in ‘Introduction to Hospitality – for the Catering Industry’ via wallpapering, vehicle repair, business studies, IT and many others. For the purposes of this report we will define academic studies as ‘Learning’ and vocational training as ‘Skills’.

### **Learning**

Academic learning is provided by Milton Keynes College, and this has been the case since 2009. The IMB obtained agreement from NOMS to access contracts for services provided to the prison by external contractors. However attempts to obtain either the contract, suitably redacted to remove commercial-in-confidence information, or, as a minimum, a copy of a service level agreement have so far proved unsuccessful. The Board and the Governor continue to press for this important information, vital to fully effective monitoring.

At the start of the reporting year a new College Manager was appointed. This was very shortly after an OFSTED/HMIP Report considered the performance of the College to be ‘satisfactory’. A further unannounced inspection was to be expected and this is thought to be imminent. The manager has been on extended sick leave since January 2013, and temporary replacements have filled the gap since then and continue to do so. Also, during the reporting year several experienced teachers have left, either on retirement or to take up other posts.

The IMB feels that the morale of College staff is not high and has suffered due to the several changes in management over recent years. There is, we believe, a pressing need for a clear focus and direction coupled with continuity of leadership. The impetus from Milton Keynes College reflects, we understand, the pressure of funding issues with, for example, Functional Skills Courses now allocated only 45 Guided Learning Hours. Clearly, 45 hours is insufficient for most prisoners, and the current manager has allowed teachers to exceed that number if necessary, but this limited allocation can mean that prisoners may not always reach exam readiness despite the flexibility the manager seeks to apply. We are told that Milton Keynes College is aware of the manager’s flexibility but does not necessarily approve, because of contract constraints. The Board wishes to assess the College situation more fully, but until such time as the contract or service standards are made available to us we are not able to monitor this area effectively. The Board is grateful to the Governing Governor for his efforts in support of our request.

There are three elements to the Functional Skills English Examination: reading, writing and speaking/listening. Stocken presently has Direct Claim (DC) status for only the reading and writing elements: the current manager is hoping that DC status for the speaking/listening part will be awarded in November, when the External Verifier next visits. Stocken already holds DC status for the Maths element of Functional Skills.

The Board has also been told by a member of the College staff, but has been unable to independently confirm, that some examination results have been ‘lost’ by Milton Keynes College and attempts to recover the situation have involved teachers carrying out a database

check against prisoners' numbers to establish whether or not they undertook particular courses. We have also been led to believe that there have been other administrative errors.

More generally there is scope for better liaison between prison and teaching staff so that there can be improved course attendance. At present prisoners fail to attend College because they are required to attend courses, such as CALM (Crisis, Aggression Limitation and Management), or ETS (Enhanced Thinking Skills) which are specified requirements as part of an individuals' sentence plan. There is a clear and pressing need for all parties to work together in a much more cohesive manner to minimise absence and to enable prisoners to address both educational and sentence plan requirements in an ordered and appropriate sequential manner. Not only would this be a better use of resources, but it would give prisoners a clearer route path and perhaps help to improve morale amongst College staff.

Whilst the prison itself and the College staff have much to do to improve liaison the IMB considers that there is sufficient scope for Milton Keynes College itself to be taking a more participatory and directive role to support the local manager – especially so whilst temporary incumbents are in post.

Prisoners arriving at HMP Stocken at below the expected levels of numeracy and literacy attainment levels for 5-9 year olds are required to attend College. Once they have achieved levels expected of 11-14 year olds they can progress to other courses. New courses introduced this year include Business Enterprise, Fathers Inside, and Personal, Social and Employment Skills.

Quality of provision is a specified priority. To deliver this objective lesson observations have been introduced and measures have been developed aimed at tracking learners and highlighting under performers. Certificates of achievement by students are highly prized and we are pleased that exam successes are now listed on departmental notice boards. A financial bonus is awarded to those prisoners who successfully complete learning courses. During the period covered by this report 17 prisoners enrolled on degree courses with the Open University.

The IMB believes that the College has considerable potential for achievement but that potential is not presently being fully utilised or applied to best effect. The Board will be undertaking enhanced in-depth monitoring in this area over the next reporting period to ensure that the best possible service is provided. To assist the Board in this most important aim we would ask the Ministry of Justice to take action to ensure that both the Governor and the IMB have access to the service standards and contractual obligations of Milton Keynes College and that the college itself actively guides and supports local managers and staff in their work.

### Skills

1 – Currently empty			
2 – Tyres & Exhaust	1 Staff	8 – 12 Prisoners	£12 pw
3 – Being converted to tiling/plumbing			
4 – Waste Management	2 Staff	12-20 Prisoners	£12 pw
5 – Catering Training	2 Staff	12-20 Prisoners	£12 pw
6 – CD Recycling *	2 Staff	40 Prisoners	£12 pw

7 – Ad hoc Industries	2 Staff	36 Prisoners part time	£12 pw
8 – DHL **	11 Staff	42-60 Prisoners	£25 pw
9 – Bricklaying	1 Staff	12 Prisoners	£12 pw
10 – Paintshop	1 Staff	10 Prisoners	£12 pw
11 – Cycle Maintenance	2 Staff	24 Prisoners	£12 pw
12 – Laundry	3 Staff	15 Prisoners	£12 pw
Kitchen	11 Staff	44 Prisoners in shifts	£15 pw
Gardens	3 Staff	20 Prisoners	£12 pw

Prisoners employed in these workshops are not able to attain qualifications as the work is repetitive and non-challenging. The workshops however are valuable as a starting point for employment enabling the ethic of regular work and timeliness to be developed.

\*\* DHL are contracted to provide ‘canteen’ services to prisons. This encompasses the provision of toiletries, tobacco, sweets and other items on which prisoners can spend their money. The DHL facility at Stocken provides canteen services to 7 prisons in the Midlands area. Employment here attracts higher wages due to the responsibilities, and appointment to positions in DHL is much prized.

Qualifications can be achieved in all the Workshops except CD Recycling, and the atmosphere in all the vocational workshops is good, with – in the main – motivated, cheerful Prisoners working hard to achieve good results. Clearly part of their motivation is the pay they receive, but in general there is an intent to do well, qualify, and improve their chances of gainful employment when released. Acceptance into a workshop is not automatic and consequently carries kudos: the six month Body Repair Shop and Tyres and Exhaust courses require maths, English, literacy and numeracy; the twelve week Catering Training for a C&G diploma requires a student to pass health and security checks and a Board interview before beginning. Participants are proud of what they do and what have achieved, in order even to be accepted on a course.

In order to earn the rates outlined above, Prisoners must work 10 sessions pw. Wing cleaners are paid £0.90 per session, and Served operatives £1.00. Prisoners who do not work receive £2.50pw unless they have been sent to back their Wing due to over manning for the work available. Other financial incentives exist and vary between workshops but in general are awarded according to attendance, productivity or successful completion of a course.

Since the end of the contract with Travis Perkins Engineering various employment opportunities have been under consideration, including offering qualifications similar to those offered by TPE. The Board has been advised that this opportunity was lost due to 1-3-1’s inability to complete contract negotiations in a timely fashion. Investigations are ongoing into expanding the cycle maintenance workshops; making and repairing furniture; repair work for the DHL depot; making craft aprons as well as badges; PAT testing to certification level and extending the current Waste Management and Recycling work. The BICS (cleaning training) course that used to be housed in Workshop 3 will return, hopefully within the next reporting period.

In our last Report we were able to say that the Gardens department at HMP Stocken produced about 20-30,000 plants annually, of which about 16,000 went into borders within the prison. Much of the vegetable produce was used in the kitchens, including all the salad crops grown, and all such planting was carried out as Instruction towards examination and qualification. Beyond the practical help the Gardens provided to the prison we pointed out the therapeutic effect working outside can have on prisoners. It is unfortunate to say the least that we have now to report that the Gardens department can no longer offer a certificated course. As funds are short, seeds cannot be bought and the department has to rely on donated plants. It is sad to see the decline of what was until recently an outstanding example of constructive activity within the prison.

### 5:3 HEALTHCARE AND MENTAL HEALTH

It is with great sadness that the Board records the sudden and untimely death of the Head of Healthcare, Alison Hunter, in March 2013. An energetic and inspiring member of the team at HMP Stocken she will be missed by all who either worked with her, or who benefited from any of the improvements she oversaw within the healthcare provision at the prison. Her successor, Emma Sly, was appointed without delay and is in place, and the rest of the staff has coped well.

It is the opinion of the IMB that, after an extended period of confusion, the Healthcare provision within HMP Stocken is continuing to improve under Nottinghamshire Healthcare. The prison had one GP until March 2013, which led to more consistent prescribing and an end to the practice of playing one doctor off against the other. The one dentist operates a system of dental triage for urgent cases and this is working well: all such cases are seen within seven days. In addition an optician, sub-contracted from Leicestershire Primary Healthcare Trust, visits twice a month. Chronic disease management is now well embedded at Stocken and all waiting lists and times have been reduced. Urgent requirements are now dealt with by confidential healthcare forms posted in boxes on the wings: prisoners are usually seen within 72 hours. All new arrivals are offered cardiovascular risk assessment, and all older residents have now been processed. If a risk is assessed at 30% or more, the matter is pursued. Clinics specifically designed for older prisoners are now held at regular intervals.

Problems continue however with inter-prisoner trading of medication. Due to the size of HMP Stocken some thought has been given to improving efficiency by fulfilling prescriptions for K, L and M wings, those furthest from the Pharmacy, on the wing. Not only is this more efficient, but it lessens the chances of trading in the corridors on the way to and from Healthcare. The removal of IDTS to K wing should also help in this regard: extra IDTS staff have been appointed by Nottinghamshire Healthcare to help provide for the 70 plus prisoners on the programme

Nottinghamshire Healthcare NHS Trust has been arranging urgent mandatory training for the team who had not had much training with Nottinghamshire Community Health. This has been well received by the team, which has also been attending training in minor illness diagnosis and treatment, which it is hoped will take better care of patients and help staffing by reducing the need for escorts out to A&E.

The funds received from the NHS Kings Fund for an improved Healthcare waiting room, and signage works have been put to use and the waiting area now has new furniture, flooring, lighting and TV. Dementia friendly signs are now in place around the prison leading in particular to Healthcare, the Library, the Gym, the Multi Faith Room and I wing, the location of the dementia cell.

The Healthcare Forum, chaired by the Head of Healthcare, is held every two months and is a fruitful opportunity for an exchange of views with representatives from each wing, mental health care and IDTS.

As the footprint of the prison continues to change, the physical needs of the Healthcare team also develop. The defibrillators on L and M wings (12 minutes walk from Healthcare) have been supplemented with new Prescribing Pods on these and K wing, improving efficiency and time spent, and cutting down on the opportunities for medication trading. Health screening continues on L (Induction) Wing.

Mental Health is provided by Nottinghamshire Commissioning Group and consists of three staff. It is a concern that this cannot be enough with a population of more than 1,000 prisoners. It is, however, considered to be 'fully staffed'. It remains the Board's view that pressure of work due to such increased number of prisoners is the reason that a representative from Healthcare is not always present at Segregation Reviews. As before, this is always noted on the paperwork.

The new protocol of putting prisoners' Healthcare appointment slips directly under their cell doors has led to a significant improvement in clinic attendance. In the last reporting period the very high number of DNAs was a significant cause of concern to the Board. With the Governor's backing the Board is continuing to audit and monitor the situation.

Despite the improvements the Board remains concerned that having raised this issue last year, there is still no Healthcare cover after 1830 on Saturdays, Sundays and Bank Holidays. Should any injuries or episodes take place within these times the advice is for the prisoner to be taken to A&E. We repeat: would an on-call Nurse Practitioner not be a better use of resources?

#### 5:4 SAFER CUSTODY

While statistics across the Board continue to improve at HMP Stocken, bullying for medication remains a problem. This is not helped by the fact that cell sharers on L wing have no secure place to store their medication. The prison now operates a zero tolerance policy on this as on all other forms of intimidation. Stage 3 bullying no longer exists: prisoners are instead removed to the Segregation Unit under Rule 45 (Good Order or Discipline) and when returned to their wings are placed on Violence Reduction (VR) 2 and Basic Regime.

We are disappointed that the vigorous attitude which used to prevail towards verbal abuse appears to no longer have the same high priority as previously. Not only does this perhaps demonstrate a lessening of respect between individuals across the prison, it also suggests a lowering of standards: the policy was initially motivated by a desire to stop rudeness and bad behaviour before it began. The Board sees no reason why this appears to be no longer an

important aim and believes that bad language and verbal abuse should be regarded as unacceptable and action taken to reduce the incidences.

The Board noted the following important points in relation to the Serious Incident (hostage taking and barricading) that occurred on 1 April 2012. There was a requirement to call in staff from Healthcare in order to access the medical records of those involved: this contributed to an avoidable delay in finalising the 'surrender' and separately 'intervention' plans for possible use as details of any relevant medical conditions were not immediately available. The IMB Chairman drew the attention of the Prison Service Representative at the de-briefing to the lack of full 24 hour Healthcare cover and the Board strongly contends that such cover should be available in the establishment. Separately, a need was identified to improve the medium for communication between Prison Service Headquarters and the local incident commander. During the incident, time was lost with ineffective fax machines. The installation of a computer link with a skype facility would ensure better and largely continuous effective communications.

The Offender Management Unit is kept informed of each individual's behaviour in case it reflects the crime for which a prisoner has been convicted and should therefore be considered as part of their sentence management.

#### **ACCTs**

A comparison of the whole year to date against the same period in 2011/2012 now shows fewer ACCT documents being opened.

#### **Listeners/Samaritans**

During the reporting period there were two months during which there were no qualified Listeners practising. A recent recruitment drive however now means that the prison has 13 Listeners, all of whom have been trained by The Samaritans. Even this, at a ratio of 1:65 (approx) Listener:prisoner, is well above the ideal of 1:50. The problem is partly finding suitable candidates who want to do the job, and partly that the local (Grantham) branch of the Samaritans cannot spare personnel to select and instruct candidates.

#### **Group Dynamics**

In contrast to the 2011-2012 Report, there were no significant issues during this reporting period concerning either Travellers or Postcode Gangs, although there were a few instances of prisoners not wanting to be located on certain wings due to ongoing feuds with others on the wing. Very often these are of a 'tribal' nature, as reported last year, and do not relate to any specific recent incident.

#### **Deaths in Custody**

Sadly during the year Stocken had a death of a prisoner in custody. This occurred on Sunday 17 March 2013. The Independent Monitoring Board was informed promptly and two Members attended the prison. They were satisfied that the procedures attendant upon such an incident were correctly and sympathetically followed, from the standpoints of staff, other prisoners on the same wing and particularly the notification to the family of the deceased. The matter is currently in the hands of the Prisons Ombudsman and it would not be appropriate for the Board to comment further.

## 5.5 SEGREGATION

The Board's opinion is that the Segregation Unit at HMP Stocken is run well, dealing with prisoners humanely and reasonably, despite increasing incidents of some very challenging behaviour – 7 smashed cells in the course of one evening; followed a few days later by 5 more. There have been more Dirty Protests this year too.

Occupancy fluctuates but has seldom been below 8 in the reporting period – an average of 54 per month. The percentage from ethnic minorities is very similar to that for the prison as a whole – 20%.

Cursory written entries on history sheets highlighted by HMCIP are now much improved. Rule 45 reviews are generally conducted well and always held in the allotted time span. It is now very rare that no representative from Healthcare or the Mental Health team is present due to increased staffing levels. A member of the IMB is almost always present.

The possibility of purposeful activity has been considered but it is deemed almost impossible unless it is one to one. When it was agreed that a prisoner could finish his VT Catering Course although he was in the Unit, he was found with tobacco and a lighter on his return! Smoking is not allowed in the Segregation Unit. However the recently appointed Custody Manager is to continue to pursue the idea of some form of work with Activities. Gym is available for half an hour a week – the PEI comes to the Unit – but there is not much take up for this.

Staff would welcome more information as to why prisoners are on the Unit, especially those with alleged offences by Security. Staff are regularly asked by prisoners for more information than they are currently able to give, causing frustration on both sides. The IMB considers that prisoners in the Unit should, wherever possible, be given more information pertaining to the reasons for their removal.

During the year the Board wrote to the Head of the Prison Service, Mr Michael Spurr, expressing concern regarding the timescale for handling appeals against the outcome of Adjudications. In circumstances where a prisoner is sentenced to a term of cellular confinement and there is an appeal, that appeal is 'fast tracked' and the decision reviewed, usually within 48 hours. Where the sanction imposed is non-cellular confinement related the appeal can take many weeks. If a review in these circumstances should determine that the sanction should be overturned or modified, it is not always possible to provide an adequate remedy.

The Board very much welcomed Mr Spurr's response in which he indicates that a trial will take place to assess whether the timescales can be reduced to circa six weeks. We await the promised further response as a result of that trial, but would hope that the turnaround can be yet further reduced in the interests of equitable justice.

The Board will monitor the effect of Benchmarking on staffing levels at weekends.

## **Section 6**

### **OTHER REGIME AREAS THE BOARD WISHES TO HIGHLIGHT**

#### **6.1 RESETTLEMENT**

It is the opinion of the Board that Resettlement remains understaffed, and that there is a communication issue between management and staff, with little indication of how Resettlement will be run in the future. Whether or not this is a fair assessment of the situation, members of staff certainly do feel unengaged by management and work needs to be done to remedy this perception. Within the department there is apparent concern that their proposed move to M wing is ill advised however managers have said that significant consultation took place. HMP Stocken's partnership with Job Centre Plus (JCP) helps offenders find employment on release and the JCP team is based on M wing: while the move is clearly not welcomed it does satisfy the JCP's stringent requirements with regard to their security. Broadband connections need to be much improved if the work essential to maximising the partnership with JCP is to be progressed effectively and beneficially. Further, the wing's isolated position means that officers escorting prisoners around the rest of the jail are likely to be absent from the wing for longer than would otherwise be the case.

Serving offenders are not classed as homeless while in prison. Consequently an ever increasing number of accommodation providers will not add prisoners to their waiting lists until they are released. Further, changes in the welfare system in April 2013 saw some under 25's lose their housing benefit: the effect this might have on re-offending rates remains to be seen.

It is disappointing to note that participation in the 'Managing Personal Finance' course has been very low: the Board believes it should be compulsory, and is pleased to note that prisoners applying for the Halifax Easycash Account (recently ten per month) are automatically recommended by the department to participate.

Although the staff involved in Resettlement are dedicated to their roles, this is a time of major change under the Fair and Sustainable model here, as elsewhere in the prison. The Board feels that a reactive culture exists here and again we look for the department to produce a robust and cohesive Business plan to move the areas forward as highlighted in the recent HMCIP report, and previous reports from the IMB.

#### **6.2 OMU**

A recent OMU Management reshuffle has left the department in capable and experienced hands, as demonstrated by the improvements being made on the unit. OASYS reports are still behind where they should be, but the backlog has lessened as a result of more effective working within the department. With an average of 100 prisoners per OMU Offender Supervisors however, against the perceived ideal of 60-70, the department is still stretched. Furthermore, at the time of writing there is no cap on IPP prisoners who are known to present a wider range of more intractable problems than average prisoners. The refurbishment of Workshop 11 during the reporting period, and the employment ratios, are both examples the good work the unit continues to do.

### 6.3 KAINOS

180 prisoners at HMP Stocken have started the Kainos in the Community (Mentor on Release) pilot since it was first offered in the prison in 2010. Under this scheme, participants who had successfully completed a C2C (Challenge to Change) programme and who were released into the East Midlands area were offered the support of a mentor. The Mentor, drawn from a national network of such, will engage with the ex-prisoner on release and work with them for up to two years, in partnership with local probation and third sector organisations.

C2C is a fully accredited Offending Behaviour Programme. In summary it is a structured programme of learning and activity set inside a residential therapeutic unit aimed at providing social learning opportunities to practice skills taught, in the belief that given the right circumstances, surroundings and time, it is possible for any offender to change.

### 6.4 OUR CONCERNS

#### 6.4.1 Contracts for outsourced services

The Board believes that for our monitoring to be in-depth and comprehensive it is fundamental and necessary for us to understand fully the service obligations and performance standards that external contractors are committed to provide. The Board also needs to be able to identify perceived gaps in the service provision and to understand where services that are being provided do not meet the terms or standards specified in the contracts.

To this end the Board approached the Ministry of Justice (National Offender Management Service) and obtained agreement that Boards should have access to service contracts, with any 'commercial-in-confidence' information redacted. Subsequently we approached the providers of Healthcare and, separately, Educational services to HMP Stocken requesting copies of the contracts. It is disappointing to note that as yet, after some six months of pressing, the Board still does not have access to these documents. More positively discussions are scheduled for the near future with the Nottinghamshire Director of Offender Healthcare and it is anticipated that the required documents will thereafter be provided. Regrettably there has as yet been no substantive response from the Education provider Milton Keynes College. The Governor is also pressing the issue and the Board will continue to pursue this matter as monitoring performance of these areas solely against Service Delivery Requirements (SDRs) does not adequately meet our monitoring remit. [Subsequent to the end of the reporting period the Board has received a copy of the Service Level Agreement with Nottinghamshire Healthcare NHS Trust.]

#### 6.4.2 Prisoner Reception

The Board remains concerned at the continued inability of Reception to receive prisoners during the prescribed lunch hour. This means arrivals are left waiting outside in the van in cramped and uncomfortable conditions for up to 60 minutes. The new Governor agrees that the situation is unacceptable and is investigating the matter to see what can be done. We will continue to monitor this.

#### 6.4.3 Reducing Reoffending – a business plan

The Board is very disappointed that although it has been asking for either a business plan or an action plan for Reducing Reoffending for two years, neither has yet been forthcoming. However, the new Governor now heading this vitally important department, and the No1 Governor, have both assured us that there will be a functioning business plan in place by 31 July 2013. We will report back on the extent and effectiveness of this in the Annual Report for 2013/2014.

#### 6.4.4 Equality/Disability Liaison Officer role

Under Fair and Sustainable the role of HMP Stocken's Equality/Disability Liaison Officer (full time) no longer exists, with the various duties involved being performed by four different officers in tandem with their regular duties. It is to be hoped that under Benchmarking these staffing levels may be redressed as it is the Board's view that this is a valuable and significant post that should be maintained.

### 6.5 EXAMPLES OF EXCELLENCE

#### 6.5.1 Music on H Wing

One officer, working hard on his own initiative and often in his own time, has established and continues to mentor a rock band of prisoners. Based on H wing he has developed a team of 10, three of them Lifers, who have recorded two albums of their own work and are about to start on a third. Some are musicians; others are talented artists who are decorating the walls with murals depicting artwork from album covers. Zakk Wylde, Ozzy Osbourne's bass guitarist, came to the prison and gave a master class, followed by a lengthy discussion session, all of which was covered at length in Kerrang! magazine. The officer is now asking Deep Purple's drummer to do the same. Thanks to a direct approach from the same individual, the band uses speakers and guitars donated by Marshall's, and the drum kit recently vandalised by an aggrieved prisoner was restored by the artists and band members. There is a waiting list of prisoners keen to join the team, and it is the opinion of the IMB that the officer in question is to be commended for his commitment and leadership.

#### 6.5.2. The Bicycle Repair Workshop

Workshop 11 at HMP Stocken is an exemplar of constructive, positive employment. Well run and orderly, the atmosphere is one of hard work and a team spirit that can sometimes be hard to find elsewhere in the prison. The bicycles come in for repair from local leisure facilities and charitable organisations and can be stripped down to bare component parts before being expertly restored and reassembled by prisoners working towards marketable qualifications. Places here are highly valued and sought after, and with good reason.

6.5.3 The relationship between the IMB and the Governing Governor is excellent. A mutual respect engenders good cooperation but from respective standpoints, with both parties recognising the value of frank and open discussion. An effective IMB with adequate support from the establishment is a requirement of the Minister, but the Governing Governor understands that as a 'critical friend', such a Board has benefits for him and his team. It is a demonstration of the extent to which he values the Board's input into the running of the prison that he now regularly uses the Weekly Rota Report in his SMT meetings.

6.5.4 During the reporting year Board members have noted a number of instances where Managers, Officers and others have demonstrated effort, initiative or commitment which extends beyond anything that they may be expected to undertake as part of their duties. Clearly it is inappropriate to refer those concerned by name in this Report. The Board

Chairman has written to the Governor giving details of those the Board wish especially to commend.

## Section 7

### THE WORK OF HMP STOCKEN'S IMB

#### 7:1 BOARD STATISTICS

Recommended Complement of Board Members	17
Number of Members at the start of the reporting period	14
Number of Members at the end of the reporting period	17
Number of new Members joining within the reporting period	6
Number of Members leaving within the reporting period	0
Total number of Board meetings during the reporting period	12
Average number of attendances at Board meetings during the reporting period	10
Number of attendances at meetings other than Board meetings	0
Total number of visits to the prison – including all meetings	753
Total number of applications received	241

A successful recruitment campaign resulted in six new Members being appointed during the reporting period: three in October 2012 and three more in April 2013. This brings the Board to a complement of 17, appropriate for an establishment the size of HMP Stocken.

#### 7:2 ROTA VISITS

The Board continually assesses its' monitoring. Rota Visits are conducted to ensure that every part of the prison is visited once every eight weeks by members, usually in pairs. Written reports are produced and sent first in their 'raw' form to all Members and then to the Governor, who is encouraged to comment on matters raised both in writing and at the next Monthly meeting. As a result of the increased computerisation of the Board, Members now have more opportunity to read and assimilate information in advance of the opportunity to discuss content with the Governor. Further, the Board is pleased to note that the newly revised Weekly Rota sheets are now used by the Governing Governor in his SMT meetings as a means of identifying areas of concern, and of improvement, within the prison. This is a clear example of the prison and the IMB working collectively from their separate standpoints.

The ASI innovation mentioned in our Annual Report for 2011/12 continues to provide useful material both for the Board and for the SMT at HMP Stocken.

In addition to this, another Member visits those on Rule 45 (Own Interest) every week. Segregation Reviews are held three times a week: whenever possible a Member is present.

#### 7:3 APPLICATION STATISTICS

CODE	SUBJECT	2009/2010	2011/2012	2012/2013
A	Accommodation	8	1	4
B	Adjudications/IEP	18	6	13
C	Diversity related	11	2	7
D	Education/employment/training	19	13	18
E	Family/visits	16	13	15
F	Food/kitchen related	3	2	7
G	Health related	32	39	34
H	Property	35	51	36

I	Sentence related	29	34	28
J	Staff/Prisoners/detainee related	13	19	22
K	Transfers	25	25	17
L	Miscellaneous	18	29	17
	<b>TOTAL</b>	<b>227</b>	<b>234</b>	<b>218</b>

In fact the number of Applications received during the reporting period was 241, but a higher than normal number of Did Not Attends (DNAs) resulted in the anomaly recorded above. On investigation a large number of these failures to attend were caused by incorrect counting leaving Prisoners unable to make their appointments: frustrating both for them, and for the IMB.

During the year the Chairman received 64 Confidential Access complaints, all of which were pursued and resolved.

#### 7:4 SEGREGATION REVIEWS

IMB members attend the Rule 45 Segregation reviews each week and the 72 hour reviews whenever possible.

#### 7:5 ATTENDANCES AT PRISON COMMITTEES

Members have attended committees within the Prison as observers. Any matters of interest or concern are related to other members at the monthly Board Meetings. Each Member is allocated an area of special interest and is required to produce a written biannual report which is then presented to the Board.

Committees attended included:

The Quality Improvement Group QIG	CARATS
Diversity, Race Equality and Action Team	Kainos
Violence Reduction	Prisoners' Forum
Healthcare	Suicide Prevention
Safer Custody	Rewards and Recognition
Chaplaincy	Lifer Meetings
Use of Force	Security
SMARG (Segregation Monitoring and Review Group)	

Areas of Special Interest:

Segregation and Security (SMARG)  
 Communications and Reception  
 Diversity/Equality: DEAT including disability and needs of older prisoners  
 Resettlement & Reducing Offending: Violence Reduction; OMU/OASYS  
 Healthcare and Mental Health; DART and all drug related matters  
 Learning and Skills; Regimes  
 QIG (Quality Improvement Group)

## 7:6 INDUCTION TALKS TO PRISONERS AND NEW STAFF

The DVD mentioned in our last Annual Report is to be shown on the intranet playing on a loop on various screens throughout the prison and the Visits Centre, and on a daily basis to new arrivals in Reception.

Members continue to participate in Staff Induction in person.

## 7:7 BOARD TRAINING

Planned training and information sessions for Board members on topical subjects have been held as a prelude to each monthly Board Meeting. These sessions are in addition to the training which the Secretariat arranges for members, or instruction from prison staff on matters such as personal safety, security and fire safety together with, periodically, a regular re-examination of the Board's own approach to its duties. These important exercises enable the Board to examine and assess, on a continuing basis, its work as an effective and cohesive unit in an ever-changing environment.

## ACKNOWLEDGEMENTS

The Board wishes to place on record its appreciation of the cooperation of staff at all levels as we undertake our monitoring role. A number have given freely of their time to help resolve issues or provide briefing to members on specific issues. The Chairman and Vice-Chair meet each week with the Governing Governor and we are pleased to note that whilst the Board remains entirely independent, it is now able to operate in parallel with prison management as it continues to run the prison in an efficient and humane manner.

## **GLOSSARY**

ACCT	Assessment Care in Custody Teamwork
CAIS	Careers Advisory Information Service
CALM	Crisis Aggression Limitation and Management
CARATS	Counselling Assessment, Referral Advice and Throughcare (now superseded – see SMART)
DART	Drugs Alcohol Recovery Team (now superseded – see SMART)
DC	Direct Claim
DEAT	Diversity Equality Action Team
DNA	Did Not Attend
ETS	Enhanced Thinking Skills (incorporates TSP – Thinking Skills Programme)
IDTS	Integrated Drug Treatment Services
IEP	Incentives and Earned Privileges
IPP	Indeterminate Sentenced Prisoner
JCP	Job Centre Plus
OASYS	Offender Assessment System
QIG	Quality Improvement Group
SMARG	Segregation Monitoring and Review Group
SMART	Substance Misuse and Recovery Team
TPE	Travis Perkins Engineering