



**HM PRISON Dovegate
Independent Monitoring Board
Annual Report
For the period
1st October 2012 to 30th September 2013**

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 Minister of Justice from members of the community in which the prison 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 prisons and the range and adequacy of the programmes preparing them for release.
- 2) Inform promptly the Secretary of State, or any official to whom 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 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.

Diversity Statement

The Independent Monitoring Board of HMP Dovegate is committed to treating all with whom members interact with respect and fairness, regardless of race, colour, ethnicity, religion, belief, national origin, gender, age, marital status, sexual orientation or disability.

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1. Description of HMP Dovegate

- 1.1** HMP Dovegate is a private prison run by Serco Home Affairs and is situated on the Staffordshire/Derbyshire border. It is a Category B training prison, enlarged in 2009 to hold remand and convicted prisoners from local courts. Inside the single perimeter fence is the self-contained Therapeutic Community (TC). The combined Certified Normal Accommodation (CNA) of the Main and TP is 1060. Operational capacity at the start of the reporting year was 1135, reducing to 1107 in November 2012. In February 2013 the operational capacity was again reduced to 1060, making it the same as the CNA.
- 1.2** Cells in the two original house blocks, 1 and 2, (with the exception of some 20 cells which can accommodate two prisoners), were designed for single occupancy and have an in-cell washbasin and toilet. The cells are small with poor heating and poor ventilation. Approximately 60 of these cells have second bunk beds fitted, which have been used in the past for 'overcrowding'. The Board welcomes the reduction in operational capacity as it has always considered these cells unfit to house two prisoners.
- 1.3** Cells in the newer house block 3 are larger, complying with European standards, and have integral showers. Cells in the TP are single occupancy and have always had integral showers.
- 1.4** Telephones are installed in every cell in the residential areas.
- 1.5** ATMs (Automated Teller Machines) are installed in all residential areas, allowing prisoners to check their accounts, order their meals and access many other functions.
- 1.6** HMP Dovegate has its own kitchen and laundry.
- 1.7** Serco Health provides the healthcare at HMP Dovegate. The Healthcare Centre has an in-patient facility for 12 prisoners and the usual range of outpatient clinics. There is an Integrated Substance Misuse Treatment (ISMT) unit on a wing in house block 3.
- 1.8** HMP Dovegate has a large Education and Training facility, Dovegate College, which is run mostly by Serco, four workshops, a recycling centre, a gymnasium, and a multi-faith centre.
- 1.9** HMP Dovegate has well-maintained and attractive gardens and productive vegetable growing areas.

2. Executive Summary

2.1 Overall Judgement

2.1.1 This year has been one of significant change at HMP Dovegate. A large number of Category C prisoners have at last been moved on so that the prison could accommodate Category B prisoners, for which it is designed. Not surprisingly this change somewhat destabilised the prison and seemed to have an effect on staff morale and sickness rates.

2.1.2 There have been many instances where the number of staff present in a particular location have seemed to the Board insufficient. The Board is concerned therefore about the increased pressure on those staff who are on duty.

2.1.3 In the course of the year, a new Director and a new Deputy Director were appointed to join a stable senior management team. Despite the change in the prison's population, and the Board's concerns about the number of staff they see on duty, HMP Dovegate appears to remain overall a safe, calm and well-run establishment, where prisoners are treated with respect and decency.

2.1.4 A notable exception to the high standards which exist in HMP Dovegate is the Healthcare Centre. As a building it has been likened by one Board member to an old asylum, not conducive to the well-being of those within. The unit is commonly home to prisoners in very poor physical or mental condition, which places a huge burden on the dedicated prison custody officers. The Board's weekly rota visits record at least half the occupants being on ACCTs every week of the year and the Board receives more applications concerning healthcare than any other single subject (see Appendix C). The number of cancelled hospital appointments is alarming (see para. 3.3.3)

2.1.5 The Board wishes to commend HMP Dovegate for the following:

- The establishment of TC Venture, a facility for those of lesser ability to engage in the therapeutic process (see para. 4.1.3)
- The creation of first night cells (see para. 4.5.3)
- The proposed introduction of more vocational-type training (see para. 3.5.3)
- The introduction of more accredited programmes (see para. 3.2.6)

- The management of the removal of 18-rated DVDs and Sky TV, following ministerial ruling (see para. 4.6.1)
- The establishment of a prisoner-staffed Prisoners Advice Line (see para. 3.4.5)
- The introduction of a prisoner-staffed café in the Visits Hall (see para. 4.7.2)
- The creation of a Resettlement Suite, and Resettlement Reps in residential areas (see para. 3.5.6)
- The continued increase in links with the local communities to support prisoners on release (see para. 3.5.1)
- The introduction of CAPS (Collaborative Approach to Prisoner Safety) (see para. 4.8.1)

2.1.6 The Board congratulates HMP Dovegate for the following:

- the Commendation made to the Grounds' Manager by the Windlesham Awards Committee (see paras. 1.9, 3.8.7)

2.1.7 The Board has raised the following matters of concern with HMP Dovegate during the year:

- The number of staff on duty and low staff morale (see paras. 2.1.1, 2.1.2, 2.1.3, 2.4.1, 3.3.3, 3.7.4, 3.7.5, 3.8.2, 3.8.3, 4.1.4, 4.5.6, 4.5.8)
- The apparent lack of visits by healthcare staff to prisoners serving cellular confinement post adjudication on K wing (see para. 3.7.16)
- The high number of missed hospital appointments as a result of lack of escorts (see para. 3.3.3)
- The quality of food and the size of food portions (see para. 3.8.6)

2.1.8 The Board is grateful for the open and approachable style of management, which together with the courteous co-operation of staff, enables it effectively to carry out its monitoring role throughout the year. The Board is supported by a Clerk, provided by Serco.

2.2 Questions for the Minister

- 2.2.1 The Board has always felt that healthcare at HMP Dovegate is under-resourced. Given the impression that the prison population is ageing and that prisoners' physical and mental health needs appear to be increasing, can the Minister provide any reassurance that the requirement for healthcare will be adequately resourced in future?
- 2.2.2 Foreign national prisoners awaiting deportation after finishing their sentences remain incarcerated whilst the process takes place. The Board re-iterates its condemnation of this practice.

2.3 Questions for NOMS

- 2.3.1 There has been increased dialogue with IMB members in other establishments about property not being transferred with prisoners. Can NOMS please improve the system of transfer of property from one establishment to another.
- 2.3.2 Can the Board be assured that when a new healthcare provider is chosen, every effort will be made to improve the service?

2.4 Questions for HMP Dovegate

- 2.4.1 Is the number of staff on duty adequate to ensure the continuation of a safe prison?

2.5 Previous year's concerns

The Board is grateful for the full responses received from the Minister, NOMS and HMP Dovegate to concerns expressed in last year's reports.

- 2.5.1 The request that steps be taken to provide lunch at the workplace for all four workshops and so avoid discriminatory treatment of one group of prisoners was answered by no lunch being taken in workshops. (see para. 3.4.4)
- 2.5.2 The Board repeats its request for steps to be taken to increase the time out of cell for those prisoners who spend fewer than 10 hours per day out of cell (see para. 3.8.1)
- 2.5.3 The Board still wonders about the effectiveness of the Supply Reduction Meetings (see para.4.3.1)
- 2.5.4 The potential for overcrowding has been removed, with the operational capacity being reduced to the CNA (see para. 1.1)

- 2.5.5 The delays in inquests coming to court has been substantially reduced (see para. 4.2.1)
- 2.5.6 However, there is continued, even increased concern, about the transfer of prisoners' property when they move from one establishment to another (see para. 2.3.1 and Appendix C)
- 2.5.7 Prisoners with poor mental health, of whom there are many, need to be held in secure units and once assessed, need to be transferred without delay.
- 2.5.8 There has been no improvement in the speed of deportation of time-served foreign nationals, who therefore remain incarcerated.

3. Essential areas of prison regime

3.1 Equality and Inclusion

- 3.1.1 HMP Dovegate's attitude to diversity, fostered by the Directorate, is that equality is everybody's business to be practised all the time; it is not something to be considered in isolation. The board applauds this common sense approach.
- 3.1.2 That said, the needs of the different strands are addressed in a compassionate manner, although the organisation of meetings has been somewhat disrupted by staff changes. Further, it has become apparent that staff training needs to devote more than two hours on this subject so that officers can indeed 'live and breathe' equality and be mindful that no groups become marginalised. A determination to refresh HMP Dovegate's approach was evident in the Qualities Governance meeting held in July.
- 3.1.3 Foreign national prisoners held at HMP Dovegate make up about 10% of the population and come from 31 countries. Once more we must report that foreign nationals have been held beyond completion of their sentence awaiting deportation and the Board reiterates its condemnation of this practice.
- 3.1.4 The Breakthrough Forum has perhaps been the most active Equalities Forum meeting in the prison, meeting on a fairly regular basis.
 - 3.1.4.1 A number of prisoners have been actively involved in trying to raise the profile this support group and break down the barriers associated with gay/transgender issues in a male prison. The group has always welcomed anyone regardless of sexuality.

- 3.1.4.2 The group has created awareness posters for prison display; with the support of Partners of Prisoners and Family Support and a theatre group Creative Expressive, has helped to develop material for a dramatic presentation on equality issues; organised a successful 'Curry and Quiz' lunch, open to all, to breakdown prejudice and assumptions.
- 3.1.4.3 The sexual health (male) nurse usually attends meetings, which is appreciated. Discussion mainly focuses on day-to-day issues that arise from being gay in prison.

3.2 Education, Learning and Skills

- 3.2.1 As part of the induction process each prisoner completes a literacy and numeracy assessment to enable suitable educational courses to be arranged if necessary, and also to judge his suitability for work. It is vital that the prisoner has this procedure properly explained to him and that when it is completed it gives an accurate assessment of the prisoner's needs whilst at Dovegate.
- 3.2.2 This appears to be working satisfactorily, but as was stated in the last report, the Board still has some concern about the information being used as effectively as it could be.
- 3.2.3 The quality of teaching and learning, and the provision of employability training, and vocational courses is satisfactory and enables prisoners to progress.
- 3.2.4 The prison has 28 tutors with 2 vacancies. They also employ 4 part time tutors who are called in when required. They are supported by 33 Learning Support Assistants.
- 3.2.5 The prison has a provision of over 450 prisoners per day in education attendance, but the actual number attending does vary on a daily basis, due to illness, visits etc.
- 3.2.6 This year has seen a welcome increase in accredited programmes being delivered, as in the introduction of Resolve and Building Better Relationships. However, the prison has never, and still does not, run a Sex Offender Treatment Programme, despite holding a significant number of prisoners who would benefit from this course.
- 3.2.7 Waiting lists for courses have reduced this year.
- 3.2.8 It was reported last year that the prison had introduced an "Early Evening Education" session, in association time between 4pm – 5.20pm. Initially this was quite well supported but attendance at these sessions has since decreased.

3.2.9 There is a “Toe to Toe” one to one reading scheme run by the prison which helps 40 prisoners at the present time.

3.3 Healthcare & Mental Health

3.3.1 Over the last year there have been many staff changes in Healthcare including 4 different Managers, which cannot have helped with continuity and stability. A Contracts and Regional Manager and a Deputy Manager have now been appointed.

3.3.2 Since learning that Serco Health are giving up the contract for Dovegate next year, 9 staff have left. Healthcare are recruiting, but in the meantime are having to use Agency Nurses, which makes life difficult for them because the Agency Nurses are not always familiar with the routines and the geography of the prison and are not allowed to have keys. There are only 4 RMNs and 10 RGNs whereas a full complement of Nurses should be 28. All regular staff are up to date with mandatory training.

3.3.3 During the year it was discovered between January and August 81 hospital appointments had been cancelled due to lack of prison staff for escort duties. The Board wrote to the Serco Health Manager asking for an explanation as the prison has a duty of care towards the prisoners but no response or acknowledgement was received. However there has been a new directive that if no PCOs are available the Duty Director must be informed immediately and so far the Assistant Director (Security) has a 100 percent success rate for providing escort staff.

3.3.4 A new private dental practice has started at Dovegate, but there remains a problem with G.P services due to Dovegate not having a regular prison Doctor and a local practice is being used at present. It would seem that given the population of HMP Dovegate, and the complex health needs of the prisoners, one doctor is inadequate.

3.3.5 There is often a problem in the Healthcare waiting room with appointments: the PCOs escort the prisoners to Healthcare but once the waiting room is full the other prisoners are not able to attend until the original prisoners are returned to the wings. Because the doctor is only available for a limited time prisoners are missing their doctor’s appointment through no fault of their own.

3.3.6 As a Board we have been regularly monitoring the cleanliness and tidiness of the waiting room which is often unacceptable. There should be a healthcare orderly who is responsible for the room. It seems that at the beginning of the surgeries the room is clean and tidy but the

prisoners often leave the room in a bad state. We shall continue to monitor the situation.

- 3.3.7 It has been a difficult year in Healthcare and the Board intends to continue to be vigilant and observant.

3.4 Purposeful activity

- 3.4.1 Generally speaking, the four workshops at HMP Dovegate continue to provide genuine purposeful activity for the significant number of prisoners employed. The workshops, visited by the Board each week, are well run by enthusiastic and efficient staff, which results in a good quality product with few rejects.
- 3.4.2 Coopers Lighting and Whirlowdale (pallet makers) continue to provide the contracts for work, reinforcing the impression that the workshops are as efficient and productive as if they were in factories outside prison walls. There are occasional slack times when parts are not available, and occasional reports of prisoners not being brought to work in a timely fashion, but these are rare.
- 3.4.3 The contract for reclaiming plastic parts from window frames, reported on adversely last year, was finally terminated.
- 3.4.4 As reported last year, one group of prisoners remained in the workshop at lunchtime, and the intention was that this practice should be rolled out across all the workshops. This plan was abandoned, when it became obvious that the practice was unhygienic.
- 3.4.5 Established this year is a Prisoners Advice Line, staffed by prisoners.

3.5 Resettlement

- 3.5.1 HMP Dovegate continues to increase and improve links with the local community to help support prisoners on release and provide accommodation and opportunities for education and employment.
- 3.5.2 To date over 90% of those discharged from HMP Dovegate are found suitable accommodation. However, it has recently been reported that there was a marked increase in those sleeping rough in the neighbouring conurbation, whilst a number of social housing units with three bedrooms remain unoccupied. Severe cuts to the budget are expected in this location, and these combined factors are likely to have a profound impact on the vulnerable.
- 3.5.3 Proposed for 2014 is the introduction of more vocational training in the prison (bricklaying, plastering, horticulture, barbering, carpentry and

tiling). This, and the associated potential for industry-recognised qualifications to be gained, are welcome improvements.

- 3.5.4 Steps are underway for prisoners to be able to acquire a CSCS (Construction Skills Certificate Scheme) card on release, for employment on construction sites, and approaches have been made to Staffordshire Fire and Rescue for prisoners to train as retained fire-fighters.
- 3.5.5 Veolia and Timpsons have provided employment for prisoners discharged from HMP Dovegate.
- 3.5.6 Resettlement reps now work on the wings and a Resettlement Suite has been created. A family room for family visits is also now available and proving very popular. The Board welcomes these innovative and useful improvements.

3.6 Safer Custody

- 3.6.1 Safer Custody Meetings continue to be held every month. An IMB member is always in attendance. The meetings are usually well attended by prison senior managers and, in our opinion, do contribute to making Dovegate a safer prison. At every meeting there is a detailed review of all prisoners on Stage 1 or 2 bullying watch and victim watch. Each prisoner's behaviour and condition is discussed in detail by the whole meeting. Generally there seems to be few incidents of bullying and the prison continues to operate a zero tolerance policy.
- 3.6.2 Self-harming continues to be a problem. There has been no substantial increase or decrease in self-harm incidents but it appears that when more ACCT documents are opened there is a reduction in self-harming. A few prisoners are multiple self-harmers and their figures distort the overall statistics. Very few of the self-harm incidents have required hospital treatment.
- 3.6.3 The PSW scheme has worked well but has now been replaced by the Samaritans. We are watching this closely as the prison has three times previously had the Samaritans involved and each time the system has failed. Unfortunately one or two prisoners continue to cause problems by telephoning the Samaritans hundreds of times each month.
- 3.6.4 At the end of each meeting 3 or 4 random ACCT documents are checked in detail by those present. The process is very thorough and any points discovered are discussed in detail and lessons learnt.
- 3.6.5 Overall HMP Dovegate continues to be a relatively safe place for both staff and prisoners.

3.7 Segregation, Care and Separation, Close Supervision

- 3.7.1 The Care and Separation Unit (CSU) is a separate building away from the main prison and contains 20 cells: 17 normal cells, 1 special accommodation cell, 1 gated cell, and 1 cell which has been converted to a fitness suite.
- 3.7.2 The CSU team consists of a Manager and ten officers, who see that the prisoners in their care are well treated, in a well maintained department, with good facilities, and a good regime.
- 3.7.3 Staff always try to de-escalate any problems with awkward prisoners before taking action.
- 3.7.4 The unit has from time to time suffered from a lack of officers on duty. The Director's Rules state that the CSU should be staffed in the core day by three PCOs and the Unit Manager, but this is frequently not the case.
- 3.7.5 Two CSU staff have to accompany prisoners throughout adjudications and reviews, which take place most mornings and afternoons. Therefore, if there are only two PCOs on duty, there is no officer out on the unit. Officers have to prepare adjudication paperwork, complete the regime for all prisoners, and not unusually complete ACCT documents. The Board has seen Assistant Directors having to phone for extra staff on an *ad hoc* basis; these officers are not always CSU trained. CSU staff have to deal with the demands of challenging and needy prisoners and understaffing puts extra pressure on those on duty.
- 3.7.6 However, 9 staff have completed training in the recognised courses and one new PCO has been booked onto the relevant training courses.
- 3.7.7 The performance of the CSU is monitored by the Segregation and Review Board (SMARG) which is held quarterly, and is a well-run and well-attended committee.
- 3.7.8 Quality Control on all ISSS documents and Daily Occurrence Logs were checked, and checks on a random basis of Rule 45 Review Board write ups, and observation Logs were undertaken.
- 3.7.9 All the checks complied with PSO 1700.
- 3.7.10 The average length of stay in the CSU was 3.40 days this year, compared to 3.34 days last year.

- 3.7.11 The Board is notified within 24 hours of any prisoner being moved into the segregation area, and members can speak freely with these prisoners at any time. All prisoners are reviewed after 72 hours and Board Members attend these reviews. Further reviews can take place at intervals of up to 14 days which are also attended by Board Members.
- 3.7.12 The number of prisoners where Control and Restraint was used was 17 this year compared with 14 last year.
- 3.7.13 The Special Accommodation Cell was used once this year as against not at all last year.
- 3.7.14 There were no complaints during the year from prisoners on the regime whilst in the CSU.
- 3.7.15 Every day the Duty Director, a nurse, and a member of the Multi-faith chaplaincy are obliged to visit the unit, with the Director every third day. From its own observations, the Board cannot be sure that this is always the case.
- 3.7.16 Prisoners serving cellular confinement are housed on a part of a residential wing. Here it appears that healthcare staff frequently neglect to make the required daily visit.

3.8 Residential Services

- 3.8.1 The residential accommodation is visited on a regular basis throughout the year. The Board continues to be puzzled by the number of prisoners it finds locked up during the day, when they are stated as having 10 hours per day out of cell.
- 3.8.2 The Board has on several occasions observed fewer officers on wings than even the low staff to prisoner ratio allows for. This is especially the case on the two wings (M, the ISMT wing, and N) which house the first night cells. During late afternoon when association, meals, medication and new arrivals coincide, the pressure is particularly apparent (see also 4.5.6), and the necessary levels of prisoner movement from these wings add to the demands on staff.
- 3.8.3 Whilst accepting that this has not led to any uncontrollable situations, the Board has made its concern known to management. A feeling that staff morale is low has also been noted throughout the year.
- 3.8.4 Problems with the fabric of the building – e.g. leaking roofs and peeling shower paint – continue. It seems to take a long time before any corrective work gets underway, either because the original contractors

have not accepted responsibility under warranty, or because of delays in contractors getting onto site.

- 3.8.5 After years of struggling with broken-down and unreliable kitchen equipment, of inadequate quality, replacements finally arrived in June. Once again, the Board can only congratulate the kitchen staff for functioning so well for so long with poor equipment.
- 3.8.6 There has, however, been a growing tendency for prisoners to complain about the quality and quantity of food over the year, and checks by Board members bear out their views. It is hoped that the appointment of a new Catering Manager will improve matters.
- 3.8.7 The immaculately-kept grounds of the main prison and the TP are a pleasure to behold throughout the year, and for the first time in HMP Dovegate's history, a richly-deserved Windlesham trophy has been won.

4. Other areas of prison regime

4.1 Therapeutic Community (TC)

- 4.1.1 The TC, with staff overseen by a Senior Therapist and an Assistant Director, continues to impress. Communities are clean and tidy, the grounds are immaculately kept and the vegetable gardens and greenhouses well maintained and productive. More impressive still, the residents are welcoming and polite and ready to engage with visitors. The benefits of therapy are made obvious by enlightening conversations with these prisoners.
- 4.1.2 The Community has always gone through periods when the numbers out of therapy increase, but during the year efforts have been made to relocate these prisoners, so that therapy can be delivered to the optimum number of residents.
- 4.1.3 During the year, the slow but steady build-up of TC Venture, began. This unit, designed to welcome into therapy those with learning difficulties, is staffed by enthusiastic and highly-motivated officers, and has drawn repeated praise from the Board.
- 4.1.4 The Board was disturbed by the cancellation of therapy groups: at the beginning of September one community had had no therapy sessions for three weeks. It was explained that staff had been redeployed to cover absence, but the Board worries that the impact of this action has not been considered.

4.2 Deaths in custody

4.2.1 Sadly, there were three deaths in custody this year. The inquests into these deaths have not yet been held, nor has that of a death which occurred in May 2012. However, outstanding inquests reported on last year for deaths which occurred in 2009 and 2011 have now all taken place, with IMB members observing.

4.3 Drugs

4.3.1 A member of the IMB has attended most of the monthly Drugs Supply Reduction meetings. We have some doubts about the effectiveness of the meetings. Some times they are well attended with senior managers present but often they are poorly attended and we feel become little more than a “talking shop”. Having said that the overall MDT rate has dropped considerably and the Security department continue to make finds preventing drugs and mobile phones from being smuggled in.

4.4 Multi-Faith Centre

4.4.1 Faith and Belief are given high priority at Dovegate and this is borne out by the quality of regular Faith services and study groups which take place in the Multi Faith Centre.

4.4.2 The Multi Faith Centre staff are available to and provide excellent support to all prisoners throughout the prison especially in times of special need such as deaths in custody or family bereavement.

4.4.3 Special events are held throughout the year by many Faith and non-Faith groups and these usually involve contributions from outside speakers which are generally of great interest and well received by the prisoners.

4.4.4 Of particular note this year was an Islamic Awareness Event which attracted a high number of attendees and high calibre speakers, both Muslim and non-Muslim.

4.4.5 A large number of Muslim prisoners fasted during Ramadan. Multi Faith Centre staff and kitchen staff worked hard to overcome the practical difficulties of fitting the meal at break of fast around the core day and overall it was generally regarded as successful.

4.4.6 As mentioned in previous reports the Centre because of its size hosts many other staff and prisoner meetings on a regular basis during the year.

4.5 Reception, induction and early days in custody

- 4.5.1 The Reception staff treat newly-arrived prisoners with courtesy and respect.
- 4.5.2 The use of prisoners as Insiders in Reception helping with the distribution of meals, clothing and basic information is commendable. They do much to alleviate the anxiety and tension of newly-arrived prisoners.
- 4.5.3 Since our last Report and the comments by HMIP, the prison has now designated a number of cells on two wings as First Night accommodation, some on the ISMT wing, the others on an adjacent wing. There have been a number of problems experienced by first night prisoners which the Board has identified.
- 4.5.4 In particular, prisoners and PCOs have reported that supplies of cell equipment such as kettles, televisions, aerial cables, phones and curtains have been in short supply on occasion. There have also been inadequate supplies of hygiene packs and clean bedding, resolved by laundering bedding on the wing. These problems now seem to be largely overcome. Some of these difficulties appear to have been caused in part because prisoners, when moved onto their allocated wings, take the cell contents with them. There are, however, indications that these problems are being alleviated.
- 4.5.5 Because all meals are ordered several days in advance via the ATM machine, new prisoners find themselves having to eat whatever is left over for their first few days; this is the 'chef's choice' usually acceptable to all such as a salad, though this means that a hot meal is sometimes not available. The number of meals on the trolley does not always match the number of prisoners requiring a meal.
- 4.5.6 When the two wings were designated as having First Night cells, it was stated that there would be three PCOs staffing these wings. A number of random but extended visits by Board members to these wings revealed only two PCOs on the wing. It seems to the Board that at critical times of the day, especially around evening association and mealtime, staff are under real pressure as, on the ISMT wing in particular, there are usually significant numbers of ACCT observations to be completed and written up (this entails leaving the wing to access the computer), medication to be supervised and, in addition, newly-arrived prisoners to be inducted onto the wing. It is questionable whether the proper support can be given to new prisoners in these circumstances. Staff morale is low.
- 4.5.7 Prisoners often stay in the first night cell longer than one or two nights because of lack of suitable space elsewhere in the prison. Some prisoners are there for over a week.

- 4.5.8 We reported last year that the formal Induction was being reviewed. As this is being written, a professionally-produced video is being produced to deal with phase one of Induction. Meanwhile, most information is still being delivered in two half-day sessions by staff from various parts of the prison. The quality is inconsistent and there are people who need assistance with their presentational skills. Prisoners do not always have presentations from Residential and CSU staff, significant and unfortunate omissions, usually explained by 'staffing difficulties'.
- 4.5.9 The Prisoner's booklet has been revamped and is a significant improvement on the previous one. It continues to be revised.

4.6 Incentive and Earned Privileges (IEP) Scheme

- 4.6.1 The only aspects of the new IEP scheme to fall into this reporting year are the removal of Sky television and the surrender of 18 rated DVDs. It is fair to say that these changes were handled well by the prison, although many prisoners were hard to convince they were not something decided upon by Serco.
- 4.6.2 The Board will pay particular attention to the implementation of the new PSIs in the forthcoming year. Of particular interest will be the procedure relating to prisoners being downgraded to basic regime as the Board has been aware of the practice to date at HMP Dovegate of prisoners being automatically downgraded to Basic regime for prevalent offences, and being kept at that level for 28 days following reviews.

4.7 Visits

- 4.7.1 Whilst admitting that the area sees much heavy use, the Board was moved to comment on the filthy state of the carpet in the visits' hall for several weeks. This was finally remedied.
- 4.7.2 The visits' hall now has a canteen, which is popular with prisoners and visitors alike.

4.8 CAPS (Collaborative Approach to Prison Safety)

- 4.8.1 CAPS was set up as a successor to MASH (Multi Agency for Safety and Health) but was slow to get started. It was however reactivated during the year and now provides a regular, in-depth, prisoner-focussed forum for discussion about the most needy prisoners, with input from a wide range of staff. Board members who have attended

meetings are impressed with its thorough and compassionate approach.

4.9 PRIAC (Prisoners' and Residents' Information and Activities Council)

- 4.9.1 This Council meets regularly once a week to tackle the day to day issues which prisoner representatives from all residential areas bring to it. Meetings to deal with specific areas such as healthcare or food are set up. It is always chaired by a member of the SMT and is a good example of their willingness to listen and act on prisoners' concerns. IMB members find it a rewarding and interesting meeting to observe.

5. The Work of the Board

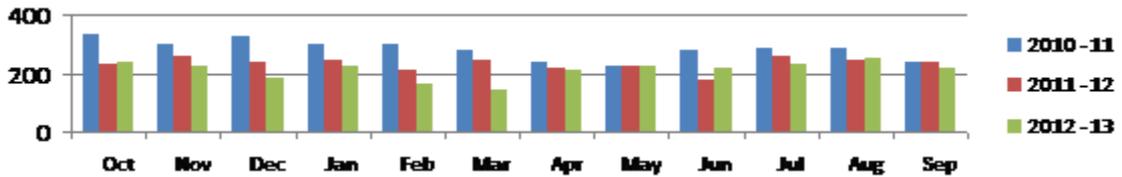
- 5.1 Three members resigned but three probationers were appointed, so the Board began and ended the year with 13 members. The Board greatly regrets the enforced departure at the end of 2013 of two of its most experienced and valuable members as a result of the 15 year tenure rule. It commenced another recruitment drive in September.
- 5.2 Each week Board members attend the prison to conduct rota visits and monitor adjudications. They also respond to prisoner applications, attend Separation and Care Reviews and observe meetings.
- 5.3 Members have spent considerable time this year in dialogue with other Boards, and prisons, about property which has not been transferred with prisoners, both those transferring in and out of HMP Dovegate.
- 5.4 The Board holds a monthly meeting which a member of the Senior Management Team attends in order to brief the Board on prison matters and to discuss issues from rota reports.
- 5.5 The Board held a special meeting in September to discuss the focus of its monitoring and a potential new system of drawing up rotas.
- 5.6 Members of the Board visited HMP Nottingham and hosted a visit from the IMB at HMP Ashfield.
- 5.7 The Chair and Vice-Chair have attended the biannual meetings of Area Chairs and two members attended the IMB Annual Conference.

Appendix A
Board Statistics

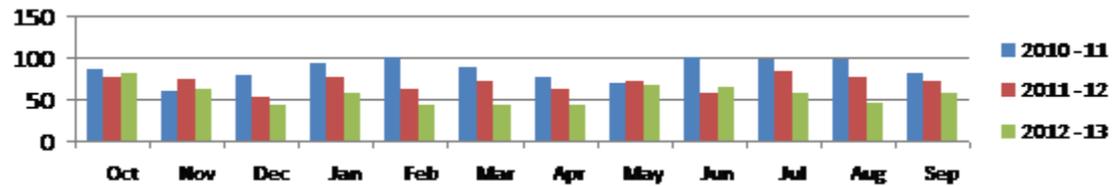
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	13
Number of new members joining within the reporting period	3
Number of members leaving within reporting period	3
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	579
Total number of segregation reviews held	170
Total number of segregation reviews attended	162

Appendix B – Adjudications

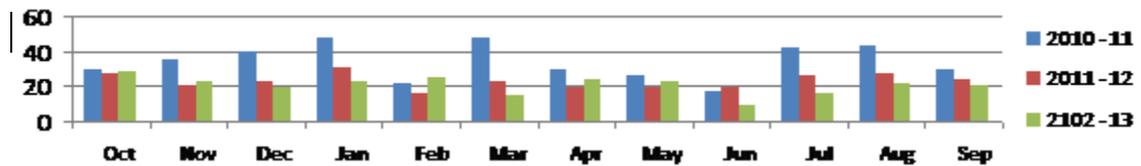
Total Adjudications 2010-11 v 2011-12 v 2012-2013



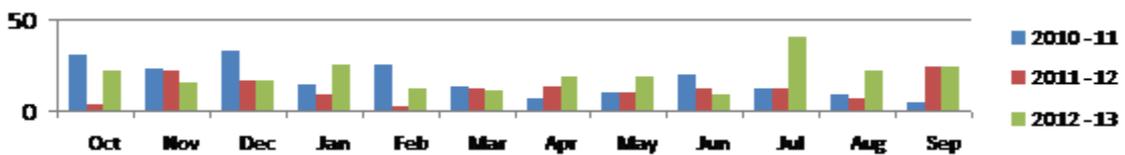
Adjudications Proven 2010-11 v 2011-12 v 2012-2013



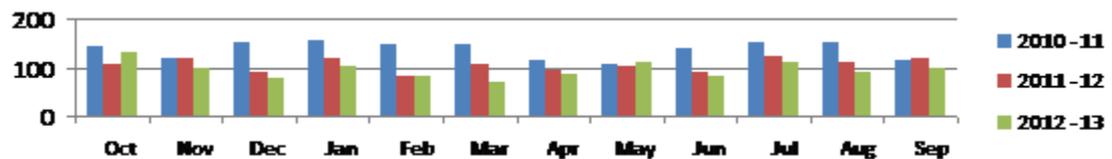
Adjudications Dismissed 2010-11 v 2011-12 v 2012-2013



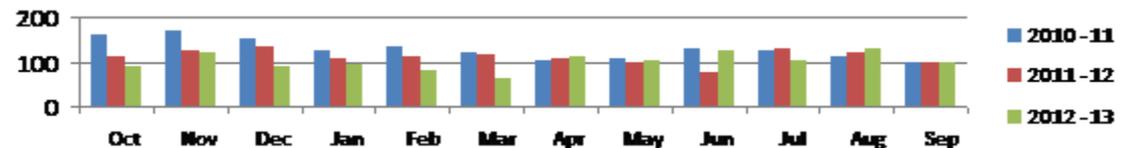
Adjudications not proceeded with 2010-11 v 2011-12 v 2012-2013



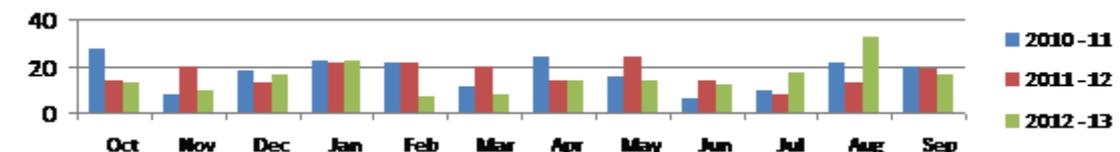
Adjudications: Completed Charges 2010-11 v 2011-12 v 2012-2013



Adjudications Adjourned 2010-11 v 2011-12 v 2012-2013



Adjudications Referred to independent Adjudicator 2010-11 v 2011-12 v 2012-2013



Appendix C - Applications

