



INDEPENDENT MONITORING BOARD

HMP GUYS MARSH

ANNUAL REPORT

(For the Reporting Period)

1st DECEMBER 2011

TO

30th NOVEMBER 2012

PURPOSE: to report annually to the Secretary of State how well the prison has met the standards and requirements placed on it and what impact these have had on those in its custody.

Section 1 Statutory Role of the IMB

1.01. 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 Secretary of State from members of the community in which the Prison or centre is situated. The Board is specifically charged to:

- a. Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- b. Inform promptly the Secretary of State, or any official to whom he or she has delegated authority as it judges appropriate, any concern it has.
- c. Report annually to the Secretary of State on how well the Prison has met the standards and requirements placed on it and what impact these have on those in its custody.

1.02. To enable the Board to carry out these duties effectively, its members have right of access to every Offender, every part of the Prison and also to the Prison's records.

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Section 3 Description of Guys Marsh Prison

3.01. HMP Guys Marsh (HMPGM) is a Category C (Cat C) Adult Male Training Prison located two miles South West of Shaftesbury in rural Dorset. Its operational capacity is 578 however, for most of this reporting period the occupancy was between 490 and 510, this was due to a wing being out of commission undergoing refurbishment. This wing became operational towards the end of the period. Currently HMPGM accommodates Lifers, IPP Offenders, PPO's, MAPPA, and FN Offenders.

3.02. For the majority of this reporting period the main contractors for the provision of education, learning and skills were, Strode College, A4e and Tribal. Towards the end of the period, following a Service Delivery competition, Weston College took over responsibility for delivering these services across the prisons cluster. This required a handover between contractors whilst maintaining service continuity. It also meant the transfer of all employees required by the Weston College and release of those not required or unwilling to make the change, and the integration of Weston College managers and staff into the Prison. Dorset Primary Care Trust continues to provide Healthcare and Dental Care to the Prison population.

3.03. There is extensive commercial light industrial activity at the prison which includes Offender manned workshops for lighting unit assembly and manufacture and packaging of scented products.

3.04. The Prison benefits from the generous time commitment given by many other organisations both voluntary and statutory, the activities of which are coordinated by a partners unit within the prison. There is an active, successful and very beneficial Friends of Guys Marsh (FOGM) providing key moral and practical assistance to these partner organisations, to Prison Staff and to the Offender population.

Section 4 Executive Summary

4.01 POLICY ISSUES

4.01.01. The Board is very much aware of the fiscal pressures under which the Prison Service is obliged to operate and applauds the positive efforts of the large majority of staff to provide a safe and decent environment for those serving sentences at HMPGM.

4.01.02. The Board continues to be, as it has reported for numerous preceding years, exceedingly concerned about the number of people with mental health problems coming into the Prison system. The Board asked last year whether the Minister was going to enter into meaningful negotiations with the Department of Health about this matter and sought reassurances that alternative and more appropriate accommodation will be made available for those currently in the prison system that have serious mental health problems. It would seem that this has been ignored as the Board has seen no improvement in this situation. See paragraphs 5.03.03 and 5.07.01.

4.01.03. Whilst, the Board sees no evidence of improvement in this area it is of no doubt that it is the staff within the establishment, especially the Care and Separation unit staff, who are left to deal with the very difficult situations which inevitably arise. The Board has nothing but praise for these staff and without hesitation commends them for what they do and their exemplary conduct throughout. See paragraph 5.07.01.

4.01.04. The Board is pleased to note that funding has been made available to HMPGM, enabling new security measures such as zone fencing, overhead netting and passive and active drug dogs which are now in place. These measures have started to improve a situation that has been for much of the past year one of unacceptably high levels of drugs and alcohol within the establishment. Evidence for this includes the failure to achieve MDT results targets and frequent finds of both drugs and alcohol within the Prison estate. See paragraphs 5.03.05 and 6.02.

4.01.05. The Board continues to recognise the hard work, planning and preparation which the Governor and his staff have put into aligning HMPGM for such schemes as Fair and Sustainable, the open tendering process, the requirement for significant cost reductions et al which is ongoing throughout the Prison estate. See paragraphs 5.02.02, 5.02.07, 5.02.08, 5.04.04 and 5.05.06.

4.01.06 The Board continues to believe that all members of staff are kept very well informed of these changes in a continuing open dialogue through such methods as staff meetings, team briefings and actions such as the changes to the daily routine. However, across the Prison's staff there is naturally fear, suspicion and uncertainty about what the future holds and in the Board's opinion this is detrimental to the welfare of the Offenders. It is recommended the current initiatives are given a breathing space to bed in before the Senior Management Team is hit with more centrally directed change. For areas of change see paragraphs 5.01.03.02, 5.02.01, 5.02.03, 5.02.05, 5.03.10 and 5.04.04.

4.02. OPERATIONAL ISSUES

4.02.01. In its last Annual Report, the Board expressed concern about the effect the new Offender transport contract was having on the operation of the Prison. There still are incidents of Offenders arriving late, to the detriment of good first night arrangements, or without their property, or of being unaware of where they have been transferred to. This has given the Board a general view that the new contractor is underperforming in moving Offenders and their property between prisons effectively.

4.02.02. As in previous years, the Board recognises and commends the work that has been done by the various departments aimed at eradicating the supply of illegal drugs and alcohol within HMPGM. Reference was made earlier in this report of new measures implemented to combat the problem. That said we must note that illegal substances remain a major problem that has shown no signs in this period of being permanently solved. See paragraph 5.03.05 and 6.02.

4.02.03. During the reporting period the Board had noted that there have been notable successes in capturing illegal substances and that this has often been achieved through the gathering of good quality intelligence and from proactive search routines. The Board also considers the security arrangements during visits have improved over the period and commends the officer who has been responsible for the visits routine. See paragraphs 6.01 and 6.02.

4.02.04. The Board has noted the improvements to the zone fencing and the increased security as a result and feels that it would not take much more to improve the situation further and reach a very good state.

4.03. OVERALL JUDGEMENT

4.03.01. The Board continues to view HMPGM as a decent, humane and constructive environment in which to hold men whilst they serve their custodial sentence.

Section 5 Key Areas of Activity

5.01 EQUALITY AND INCLUSION

5.01.01. The board assesses there is an effective Equality Action Team (EAT) operating at HMPGM which has met formally four times in the last year. It includes members of the Senior Management Team, the Offender Community Representatives, a representative Wing Manager, the Head of Catering, the Foreign Nationals Officer, the Disability Officer, the Equality Officer and others from the Chaplaincy, health and education areas. In addition the Equality Manager, Disability Officer and Diversity Officer have routinely held meetings focused on input from Offender representatives dealing with Foreign National, Equality generally, and other minority group concerns such as those of Travellers. Included in these meetings have been Insiders and Listeners; they provide an effective forum for exploring Offenders' general concerns.

5.01.02. The Board is pleased to note the following Equality and Inclusion initiatives that have taken place in the past year:

- 'Change It Challenge It' courses dealing with understanding sexual orientation issues attended by senior staff.
- Introduction of a self-declaration disability form in the first night pack.
- Practical environment adjustments for significantly disabled Offenders including a cell specifically set up for Offenders who require a wheel chair.
- A wide variety of initiatives to meet the needs of older Offenders some resulting from direct support from Age UK, including training in practical skills needed on release.
- Focus groups for Travellers, BME and Offenders with a disability.
- Weekly attendance of an Imam who also participates in the Muslim Friday prayers.
- The availability of foreign newspapers and foreign language books.
- The maintenance of appropriate catering support to particular groups such as diabetics and to Muslims including provision to those undertaking the fast during Ramadan.
- Prison Staff and others are trying to introduce projects to provide in cell hobbies for disabled and life sentence Offenders including patchwork quilting. For instance the Prison is happy to facilitate the charity Fine Cell Work which enables life sentence prisoners, often elderly to work on stitching in their cells; however actually delivering this at HMPGM is still uncertain.
- Support from the education and skills areas to Black History Month in October which was clearly well received by those who took part.

5.01.03. The Board has the following concerns:

5.01.03.01. Much of the basic information upon which diversity and inclusion interventions is based is collected from self-declarations, therefore comprehensive and accurate data in this area is not always available.

5.01.03.02. Many of the Prison Officers and staff, key to delivering Equality and Inclusion, have in addition other wide ranging management briefs. At a time of staff cuts and other increased operational pressures the amount of time available to these staff has been a factor in delayed and rescheduled meetings that have caused some Offenders to question the Prison's commitment.

5.01.03.03. The rural Dorset location of the Prison inevitably means a very low participation of BME prison staff in the Prison. This and perception by many of the Offenders of it being in a 'middle class' area leads some Offenders to the view that their equality concerns are not recognised by staff resulting in some increased feelings of vulnerability.

5.01.03.04. Some BME Offenders complain they have been, and are being, discriminated against by the Prison in terms of access to ROTL, HDC, CAT D, and in IEP status and also that complaints about these through DIRFs have been mishandled or mislaid. The IMB have seen no evidence of this and are pleased that the Equality Action Team is investigating why so few BME Offenders are applying for ROTL. Review of the 47 DIRFs submitted has shown that to date 8 complaints were substantiated and that the majority of these actually involved the use of racially inappropriate language by other Offenders.

5.01.03.05. An ongoing concern has been the effective provision of UKBA surgeries. This service has occasionally been short staffed and therefore unable to attend and at other times when UKBA staff have been present there have not been Prison Staff available to fully facilitate these Foreign National (FN) surgeries. The situation improved towards the end of the year.

5.01.03.06. The Board observes that this Prison continues to retain in custody FN Offenders whose sentence has been completed. This is attributed to the failure of completion of the UKBA reviews and appeals over residency rights before the end of sentences. Holding such individuals in a category C prison is exacerbated by the lack of any funding for education, skills or other personal development available in respect of these individuals as prospective deportees.

5.02. EDUCATION, LEARNING AND SKILLS

5.02.01. The transition from OLASS 3 to OLASS 4 presented a major challenge to HMPGM. There was a long period of uncertainty amongst the staff culminating with the change in contractor from Strode College and A4E to Weston College. This has led to a large turnover of staff and the closure of a number of popular courses. In the same period as these organisational changes there has been a loss of 31% of the previous education and skills funding which has inevitably caused some reduction in range and length of courses available to Offenders. The Board have still not seen any reasonable explanation for this reduction in funding to what should be resourced as a core resettlement activity in a work and training prison such as this one. This 31% budget cut on HMPGM took place when the cluster budget was cut by just 2%.

5.02.02. Even after absorbing this budget cut by the end of this period new Weston College staff and the existing staff who have transferred to them appear to be well focused on attendance, thinking through of purpose and effective delivery of courses. What has been achieved is due to the evident energy and professionalism of the College and the Prison Staff involved. For instance in August 2012 there were 23 accredited courses on offer; in December Weston College is presenting 45 accredited courses offering some 1,882 places. In addition there are accredited Catering, Gym, Horticultural and Landscaping courses run by Prison Staff in the working areas. The Board is pleased to note the close cooperation of Weston College and Prison staff to achieve both the funding and the accreditation for the training on offer to the benefit of all Offenders.

5.02.03. The arrangements for funding for education, learning and skills depends largely upon course attendance but the value for money to the taxpayer of a course is badly affected by lateness, interruption or sporadic attendance. If attendance is not complete, then the course achievement will be affected and in consequence so will the second element of the funding. The understanding of this factor and firm cooperation of the Wing Staff is vital to achieve maximum attendance and appropriate funding. The shortage of Wing Staff has meant that on occasion, Offenders have not attended courses even though they were willing. In other cases Offenders have not bothered to attend and the Board is concerned that consistent sanctions have not been used. As an example in the first part of the year there were up to a 1000 course absentees a month. We assess this situation has been turned around and that actual attendances have improved both in percentage and in

absolute numbers. In August, there were 1375 places offered in mornings and afternoons with 947 actual attendees (69% attendance). By November, there were 2513 places offered with 2104 attendees (84% attendance).

5.02.04. Within these new arrangements there is a great deal of spare capacity implying that with additional funding, more courses could be presented. Even following the reduction of budget the number of places at learning, education and skills offered has increased by 100% in the morning sessions and 50% in the afternoon sessions. However, this emphasis on results has meant that there is no opportunity to run 'uneconomic' courses. Whilst understandable, the disappearance of the Hairdressing course (running for a small number of trainees) is greatly missed by the Offenders who received quality hair dressing as a bi-product. To take another particular example it is not clear to the Board how the Commissioning Intention of OLASS 4 to 'ensure that all offenders have access to services that assist them to manage their finances' will be met.

5.02.05. The OLASS 4 priorities of concentrating upon those who are recently imprisoned and those due for release leaves a large proportion of the prison population without funded educational opportunities. Foreign Nationals are of low priority and in danger of being neglected as are lifers and IPP who do not have a release date to work towards.

5.02.06. The work performed by the Gym Staff is good but there was a period of 12 weeks when work was seriously disrupted by staff on advanced training coupled with a long absence of one officer through ill-health. The Gym complement has been reduced from 5 to 4 staff. This means switching of officers to areas of greater temporary need now has a more detrimental effect and has led to many complaints from Offenders about lack of time in the sports facilities. By the end of the period this situation was much improved with trained staff now returned to duty. The Gym Staff including assigned Offenders are to be congratulated on the exemplary cleanliness, tidiness and general equipment safe environment achieved through their hard work and control measures. The Kitchen provides excellent training for a large number of Offenders and has been used as an exemplar for another prison. The manager of the Horticultural Department left in the contractor changeover and needs to be replaced urgently. The sad sudden death of the Instructor for Industrial Cleaning was a great loss to the Prison but after a gap in provision this excellent course has been reinstated.

5.02.07. The Prison is to be commended in its approach and efforts to attract employment for the Offenders. A fire destroyed one workshop but relocation of the activity was quickly effected. Another long disused workshop is being readied for a future commercial employer by Offender workgroups and this initiative is also commended.

5.02.08. In summary the Prison Staff, led by the Governor, are working hard to meet the challenges of reorganised courses, new and smarter contractual arrangements, and the impact of reduced funding. For the future more needs to be done to attract and retain sound commercial businesses that can provide real work in the prison and facilities for this need to be maintained and where needed upgraded. The Area Manager is requested to look again at the share of the cluster training and education budget allocated to HMPGM which in our opinion is out of step with the tasks of the Prison within the Cluster.

5.03 HEALTHCARE AND MENTAL HEALTH

5.03.01. The Prison Health Action Group has met regularly and has been a good forum to air views of Staff and Offenders. The Board member who attends these meetings notes that it would be more valuable if all the Wings could always send a representative. The Dorset Prison Partnership Board with links to all their providers and able to address all health issues is working very well. The quarterly meetings are an excellent forum for the exchange of ideas and facts.

5.03.02. The Board is aware that many of the Offenders have complex health issues, which are treated as well as possible in what are often difficult circumstances. In our experience the Healthcare Staff are polite, caring and fair in their treatment of Offenders. The Healthcare Centre is open during each working day with a doctor in attendance. There is also doctor cover on Saturdays.

5.03.03. The problem of Offenders with serious mental health issues remains a growing cause of concern by Board members who witness the often distressing impact of this across the prison but particularly in the Care and Separation Unit. The prison does its best to cope with these men, but the majority of the Officers have had no training to deal with what can be extremely difficult behaviour on the part of such Offenders. They can be a danger to other Offenders and to Staff but more typically are a danger to themselves. In the opinion of the Board this prison is not a suitable or safe place for people needing help with serious mental health problems. We have observed that getting an Offender Sectioned under the Mental Health Act is very difficult and often will not help the situation as even when Sectioned they may remain for some time in the Care and Separation Unit.

5.03.04. The Doctor, Health Centre staff and others supporting Offenders are being challenged by the impact of many Offenders who have been very long term prescription drug users, often dependent on strong pain killers. In some cases this regular use of pain killers has lasted years or even decades. The National Health Service direction and policy to stop this dependency is supported by the Board however this has resulted in many complaints from the Offenders when the Doctor will not give them the level of medication they think they are entitled to and may have become dependent on. Whilst the board recognises that medical complaints are made and dealt with under normal NHS arrangements we are conscious of the fact that this Offender prescription medicine dependency and forced withdrawal is having a wider impact on the smooth running of the Prison.

5.03.05. The continuing availability and abusive use of illegal drugs in the Prison remains a major concern of the Board, arguably this is the major health concern. It is an additional challenge for Offenders who are trying to end their dependency on such drugs when the substances are relatively readily available. The criminal activity of illegal drugs acquisition within the Prison and subsequent handling and dealing all have a significant detrimental effect on the wellbeing of offenders at HMPGM. That said the Board has been consistently impressed by the energy and perseverance of the Governor, Senior Management Team and most staff in addressing this pressing issue of illegal drugs in the Prison.

5.03.06. The Board is pleased to note that "Smokestop" has been put into effect in the prison, prior to the whole estate becoming smoke free in April 2013. At this point only Offenders will be permitted to smoke and only within their own cells. This is of benefit to all

people who live and work in HMPGM. Many Staff who are smokers and who are already endeavouring to give up are to be commended. The initiative and the support are being provided to all members of the Prison's community.

5.03.07. Disability and ageing in the Prison population has exposed the same issues and concerns over provision of social care to the disabled and elderly as exist outside. The division of responsibility and resourcing across the divide of healthcare and social care was highlighted with the arrival at HMPGM of a disabled offender who could not safely use the block showers. The Board is pleased to note that a solution was negotiated locally between the Health Service and the Prison Service to provide a suitable facility.

5.03.08. The Dental Service to the Prison is now generally working well but the persistence of failure of individuals to report for appointments is a continuing cause of concern. This results in wasted specialist's time, which cannot be recovered. In looking in to this issue we are told by the men that they have not been told of the timing and Wing Staff often say they have informed the men. Whatever the reason getting appointment reporting right is the responsibility of Wing Staff and we would expect to see enforcement of Dental Appointments within the discipline regime of the Prison.

5.03.09. Many outside hospital appointments for Offenders take place at Salisbury Hospital almost 30 miles from the Prison. The transport and escort requirements and safe planning and execution of these moves and coordination across the Health Service have led on occasion to appointments being missed. This and occasional hospital appointment cancellation at short notice causes significant stress and difficulty for the Offenders affected and the Prison Health Centre staff trying to deal with these cases. That said when emergency moves to hospital have been required often at night such as an acute and dangerous appendicitis requiring immediate life saving surgery the emergency move has gone very well. The Prison and Health Centre Staff have been working together on smoothing out arrangements for the routine external medical appointments and the Board can report that progress has been made.

5.03.10. The Board is please to report there were no deaths in custody within the Prison. However, sadly one elderly infirm Offender with a long standing condition died in Salisbury hospital where he had been taken as an emergency admission. The Board was satisfied that this individual was treated with respect and particular compassion by Prison Staff who knew him well.

5.03.11. The Board considers that more could be done to communicate health issues to the Offender population. There have been ad hoc but infrequent flyers covering such things as the NHS changes in policy on treating drug addiction. However we are not aware of any consistent approach at communicating health messages to the Offender community or indeed to Prison Staff who are often drawn into discussions on these issues. One medium that could address this shortfall would be the return of the "Marsh monthly" a locally produced Prison newsheet.

5.04. PURPOSEFUL ACTIVITY

5.04.01. The activity levels in the industrial workshops have been inconsistent, reflecting the general ups and downs of the economy, particularly in the industries concerned. The

major contractor remains Dextra producing commercial and Government premises light fittings; their requirements for prison labour have been fairly steady but remain down on previous years. Therefore hours available have continued to be reduced at various times throughout the year. Prison Staff have reacted positively to this situation and have made other arrangements to maximise the occupation of Offenders. In July there was a fire in workshops 8 and 9 centred on the materials stored for the production of scented pot pourri which resulted in workshop 5 and the brick centre being closed as they were on the same electrical supply. Workshop 8 will be demolished, whilst another workshop is being upgraded for future use. All involved in dealing with the aftermath of this fire and its serious damage are to be congratulated on quickly reinstating production of the pot pourri lines and the other affected work such that the impact on overall purposeful activity was minimal.

5.04.02. The key target for purposeful activity is 24 hours per week this is significantly short of the average working day outside of prisons of 42.7 hours. Whilst the Prison, for the most part, is able to achieve the key target level it is not even close to the real working week. This remains a concern of the Board. Even at the target level there is too much time on Offenders hands doing very little and in the worst cases spending daytime hours in cells. In addition to this at the end of the year as the Prison population rose with the new Wing filling up following maintenance, there were 50 to 60 Offenders unemployed. Individuals unemployed in Prison will suffer the same loss of confidence, feelings of rejection and an increased danger of depression as people outside and this will be compounded by the conditions of incarceration.

5.04.03 The Board recognises the difficulties in finding alternative sources of work in a location such as North Dorset; nevertheless this must be a priority for the Prison to chase all possibilities that could deliver the needed additional commercial industrial opportunities.

5.04.04. Very real work experience is also delivered across the Prison in the support functions such as catering, farms, gardens, cleaning and the main orderlies. In a difficult year the Board commends the excellent work experience and skills acquisition that has taken place in Kitchens, Industrial Cleaning, Land Work, Gardens, Laundry and in the building industry trades of Bricklaying and Paints. Across the Prison work by contractors and prison staff including an Offender plumber has enabled many Offenders to gain valuable and relevant qualifications and accreditation. The Board particularly regrets the loss of the Barber Shop, which provided an outstanding training opportunity in widely transferable skills of dealing with people as customers and specific hair dressing training. The OLASS 4 contract effectively made running a Barber Shop as a learning tool impossible to fund as it could only train small numbers in any one year. However in addition to the training the Barber Shop also provided a valuable and sorely missed service to the prison population.

5.05. RESETTLEMENT

5.05.01. There has been significant reorganisation and rationalisation across the Prison's Offender Management Unit (OMU) aimed at providing better focused allocation of Prison Service resources to meet MoJ priorities notably responding to levels of risk. Therefore this year has been one of consolidation for the OMU. Every Offender at HMPGM has an allocated Offender Supervisor and a Casework Administrator. This provides the Offenders

with fixed points of authority contact. Offenders are tiered by assessed risk, with higher risk offenders benefiting from a greater number of interventions and therefore consuming greater resources than lower risk individuals.

5.05.02. The Board notes the average caseload for each Offender Supervisor is 85. Bearing in mind that the Offender community at HMPGM is fairly mobile with an average length of stay at about 6 months we are not surprised that Offender Supervisors do not always meet offenders very soon after they arrive, which is a Prison aim. However, in dealing with applications relating to Offender Management issues, Board members have been consistently impressed by the detailed knowledge and thoroughness of OMU record keeping. This has also been reinforced by an excellent awareness by OMU Staff of individual Offender cases and their requirements. It is disappointing to repeat this year the point we made last, that some Offenders continue to arrive at HMPGM without OASyS documents or with documents that are out of date. Correcting this then becomes an additional task and unnecessary pressure on the HMPGM Offender Supervisors.

5.05.03. We commend the OMU Manager for involving Offenders in their HDC Boards so that Offenders feel as though they are participating in the process. OMU are also considering greater Offender involvement by individuals seeking ROTL and Category D status, which we would welcome.

5.05.04. We commend the Governor's intention that the OMU is the authority interface between Offenders and the various service providers across the Prison. Essential to this is the Offender Needs and Assessment Team with the responsibility for targeting the services required to meet the needs of Offenders as identified by the needs analysis process. Such services range across the seven rehabilitation pathways of: Health Care, Substance Misuse Programmes, Offending Behaviour Programmes, Education and Work, Children and Family, Housing, Finance and Debt Counselling.

5.05.05. Quality of these services is essential and it is good to note that the Thinking Skills Project (TSP) and Controlling Anger and Learning to Manage it (CALM) continue to be successfully delivered. That said there are gaps which require the delivery of new services. For most of last year the Board has been concerned that the short Induction Course whilst complying with Prison Service Direction for peer to peer delivery and meeting the minimum needs of safety did not do enough to prepare individuals for life and opportunities in a working and skills training prison such as this. We are pleased to note that in addition to this a new Preparation for Work course, Settling into G M Award (SIGMA) was developed and introduced at the end of this reporting period. SIGMA is a course with significant learning content and an accreditation. The development of a new and better focused pre-release course is also welcomed. The newly equipped Virtual Campus will have a role to play in the delivery of each of these courses.

5.05.06. The Board commends the Housing Officer who has a remarkable success rate for arranging accommodation for Offenders on release. This is achieved through his wide-ranging network of contacts in housing and accommodation often used to overcome the reticence of providers in the face of challenging individual backgrounds and previous accommodation histories.

5.05.07. The continuing importance of Partners, many entirely funded through charitable

donations, in providing services to meet the identified needs of Offenders in the Prison and after release is recognised by the Board as a long standing and effective example of “Big Society” in operation. Further the Board would like again to acknowledge and praise the work of the Prison Effective Resettlement Coordinator (PERC) and the Prison Partnerships Officer in consulting with so many groups able to provide these services, to ensure their efforts are applied to individuals in greatest need and with a likelihood of greatest benefit being achieved. As reported last year, the PERC, now reaching the end of a third year continues to be funded by grants obtained by FOGM.

5.05.08. FOGM also provides financial support to rehabilitation of Offenders in numerous practical ways, for instance in providing debt counselling inside the prison and grants to individual Offenders on release to pay for such things as continuing educational materials. FOGM also funded the delivery of the Forgiveness Project this year. Forgiveness Project is a charity that uses storytelling to explore how ideas around forgiveness, reconciliation and conflict resolution can be used to impact positively on people’s lives. This is achieved through the personal testimonies of both victims and perpetrators of crime and violence.

5.06. SAFER CUSTODY

5.06.01. The Safer Community Team (SCT) brings together Violence Reduction, Safer Custody, and Suicide and Self harm, into a single Governor led team which meets once a month. This group consists of key Prison Staff, Chaplaincy, Samaritans, IMB and other support groups. These meetings open for a section when Offender representatives attend and can make known their views and concerns and immediately take back to the Wings responses and other key messages. The group has effectively addressed assaults, the damaging effects of gang culture and bullying.

5.06.02. The close liaison between the SCT, Wing Staff and Health Care, essential in heading off safer custody issues, has continued on a sound footing this year. Where Offenders attend healthcare with unexplained injuries information is being passed on for further investigation.

5.06.03. The use of Listeners in the Prison is of great benefit and Prison Service support to this activity continues to be needed. It has been particularly beneficial for Listeners to be available to meet with Offenders when they arrive at Reception. Maintaining Listener numbers is always going to be a challenge in a mobile Offender population. This necessitates the correct emphasis be maintained on recruitment and training.

5.06.04. The category of prison, the design of the Wings, the mobile prison population and the open spaces within the fence mean there will always be opportunities for bullying at HMPGM. However an effective use of Security Incident Reports (SIR) on suspected offenders appears to have triggered more pre-emptive action by Prison Staff aimed at challenging the actions of potential offenders and their associates before an assault is perpetrated. Staff report some significant successes achieved in this way. Comprehensive and well written SIRs and logs covering bullying and victim status, all help the Prison Staff decide on when safety demands alleged perpetrators or victims are moved within the Prison or transferred out, or some other positive intervention made.

5.06.05. The Board is currently satisfied that the safer custody and linked security

measures in place in the Prison will identify threats to individuals. These measures plus well documented Assessment Care in Custody Teamwork (ACCT) measures providing reports and warnings, where this is possible, will identify the danger of self-harm.

5.07. SEGREGATION, CARE AND SEPARATION, CLOSE SUPERVISION

5.07.01. The Prison's Care and Separation Unit, known as Tarrant Wing, continues to be a very busy unit dealing with some very disruptive, often demanding and needy Offenders. These include Offenders suffering mental health problems. The Board commend the staff in Tarrant for their caring professionalism and their ability to maintain a relatively normal regime despite the impact of these challenging Offenders. As previously reported the Board is concerned at the length of time it takes to diagnose mental health problems where they exist and to subsequently move such individuals to a more suitable mental health establishment.

5.07.02. The available capacity of Tarrant at 12 has occasionally been reduced because of damage to the cells by offenders increasing the pressure on an already tight budget. The current cell design and fabric is not sufficiently robust to resist a concerted effort by an Offender to cause such damage. The Board recommends that a planned programme to improve the robustness of Tarrant's cells is put in place at the earliest opportunity.

5.07.03. During the reporting period a total of 1283 adjudications were carried out by Governors which resulted in 29 Offenders being held in Tarrant under CC (cellular confinement). The new criminal offence of possession of a mobile phone in a prison appears to have had little effect on the adjudication situation in that the Police are apparently unwilling or unable to provide the resource to prosecute these offences in the Courts. Consequently this offence continues to be dealt with internally or by the Independent Adjudicator, both with very limited powers compared with the Courts. The Board considers such serious offences should be dealt with by the Courts where appropriate custodial punishments could be awarded.

5.07.04. The most common reason for Offenders held in Tarrant is Prison Rule 45 GOOD (Good Order or Discipline), followed by pending adjudication, cellular confinement and Prison Rule 45 OI (Own Interest) . The Board is concerned that Rule 45 GOOD is the most prevalent cause which together with OI accounted for 205 Offenders held in Tarrant during the period. There were also 114 Offenders held pending an adjudication. The special accommodation cells were used on only two occasions in this year and in both cases only for a short period of time.

5.07.05. Segregation reviews are regularly attended by the Board members on duty and a special effort is made to attend the reviews at the 14 days segregation point. The Board commends the Prison Governors conducting these reviews who have always placed an appropriate emphasis on persuading the Offenders to return to a residential wing when it is considered safe. This, where it works, allows them the benefit of the normal regime and makes a possible transfer, often desired by the Offender, easier. Where this has not been possible Tarrant Staff members have tried to ensure that Offenders can engage in productive activity in their cells by way of education or in-cell work. The Board regrets that this is not now supported by Weston College under the new OLASS 4 contract.

5.07.06 The Segregation Monitoring and Review Group (SMARG) meetings were reinstated after a brief lapse in the year and are well attended by representatives from the various departments of the prison concerned with these Offenders. The statistical evidence presented, and the discussion and analysis at these meetings, contribute positively to the management of Tarrant Wing and its ever changing Offender population.

5.08. RESIDENTIAL SERVICES (ACCOMMODATION, FOOD, CATERING AND KITCHENS)

5.08.01. The general condition of residential units in terms of decoration and repairs has improved over the year. A completely refurbished Cambria Wing has been added back to the estate and is taking on a lifer accommodation role for which it is well suited. There are one or two exceptions to this in particular the shower area in the Care and Separation Wing which has not had an effective extractor fan and has also consistently leaked water from the base adding to the damp conditions.

5.08.02. The Kitchen under the Catering department delivers over 600,000 meals to the Prison Wings each year and employs up to 30 Offenders each day including at weekends. The Board is satisfied that within the constraints they operate the Catering department delivers an outstanding service. However as in previous years we are equally sure that if HMPGM were allowed to conduct local procurement, more nutritious, better value for money, and less food miles dependent food supplies would be achieved. Additionally through local procurement the Catering Department would be more certain of understanding and policing the Prison's food supply chain which through national procurement is entirely opaque to them. The Board is also concerned that the daily food rate of £2.17 per person has not reflected higher food inflation over the past 12 months. The tightness of this budget means that breakfast for the Offenders is now always porridge.

Section 6 Other Activities

6.01. Family contact particularly with younger children is a widely acknowledged key pathway to successful rehabilitation, just as loss of contact with families is a factor leading to reoffending. For this reason the Board is disappointed that for a second year there is no provision of Ministry of Justice funding to deliver services to this area of need. Notwithstanding this the Prison was able to host two Family Visits with professional support. The first one addressed the theme of children's literacy and reading and the second was led by specialist staff from a Children's Centre in Bristol, a city with which 20% of Offenders at HMPGM have links. The second event involved children making bird boxes with their fathers. This was highly appreciated by the fathers. Both these visits were organised by the Prison's Barnardo's Project Worker. This Project Worker was also tasked separately with delivering training to prison staff in order to foster greater sensitivity to the needs of Offenders' families and to work on the new Troubled Families Initiative. The Board recommends and hopes that resources can be identified to continue these important children focused services in the coming year.

6.02. Visits take place on Friday, Saturday and Sunday afternoons. The administration of visits has significantly improved including the necessary searches of visitors carried out in a thorough but friendly and sensitive manner. Security during Visits has been improved by

the regular presence of the passive drug dog. The process of checking visitors' credentials is now completed in the Visitor's Centre outside the Prison. This enables Offenders to be present in the Visits Hall as their visitors arrive and they are able to receive them and the contact time is therefore maximised. Activities for children are available but the Board regrets that in her new role the Barnardo's Project Worker is not able to attend visits sessions regularly. The Board hopes that a children's play worker to supervise the crèche and promote cooperative play in the Visits Hall is engaged. Once again the Board wishes to record the Prison population's gratitude to FOGM for subsidising the bus which transports visitors to and from Gillingham Railway Station on Saturdays and to FOGM and members of the Mother's Union for serving hot drinks to visitors in the external Visits Centre two days a week.

6.03. The new Eco Bio-mass heating and hot water system is now operating during its second winter in a fully operational mode and has experienced only a very few minor problems. Whilst the price of woodchip has gone up this year the price of heating oil has risen significantly more. The plant has therefore more than met its economy efficiency targets and provided a more consistent level of heating across the accommodation blocks in particular.

Section 7 The Work Of Guys Marsh IMB

7.01. The Board's Diversity Statement

7.01.01. HMPGM IMB is committed to an inclusive approach to diversity which encompasses and promotes greater interaction and understanding between people of different backgrounds including race, religion, gender, nationality, sexuality, marital status, disability and age. The IMB recognises that a fully inclusive approach to diversity must also respond to differences that cut across social and cultural aspects such as mental health and literacy.

7.01.02. The Board encompasses this approach to diversity within its recruitment and Board Development practices in order to increase its range of skills and to enable the promotion of awareness amongst its members of the diverse needs and perspectives within HMPGM. All members of the IMB at HMPGM are committed to undertake their duties in a manner that is accessible to everyone within the establishment regardless of their background or social situation.

7.01.03. The Board will monitor to establish that the experiences and interaction between staff, prisoners and visitors are fair and without prejudice. Where this proves not to be the case, the Board will draw this to the attention of the appropriate authorities and individuals, including the Governor, Senior Management Team, Regional Offender Manager, Regional Custodial Services Manager and the Prisons Minister.

7.01.04. Our Equality and Diversity principles are to:

- Encompass all protected characteristics (Equality Act 2010), that is: age; disability; gender reassignment; pregnancy and maternity; race including ethnic or national origins; religion or belief, including lack of belief; sex; sexual orientation; and marriage or civil partnership status.

- Value diversity as enabling differences to be expressed without disrespect or discrimination against others.
- The aim of our Equality Duty is to embed equality considerations into the everyday work of the Board and is the responsibility of all members.

7.02. The work of the Board.

7.02.01. For most of the Year the Board has consisted of 16 members. The Board is divided into four teams of three or four and each team takes on a week of Rota duty. As a routine the Rota team will respond to all written applications made to the IMB having conducted an information gathering exercise and consulted as needed. Normally all applications will be dealt with face to face by the Board member visiting the Wing or place of work of the Offender. Exceptionally Board members will write a response to the Offender. The duty rota team will respond first in circumstances where the Prison duty officer requests an IMB presence in the Prison in response to any incident. Additionally all experienced members of the Board take on specific responsibilities for activity areas such as the Care and Separation Wing or the delivery of Education and Skills and will pay particular attention to that area, attend and observe the prison management meetings concerned and report back at Board meetings. The on duty Rota team will also attend all 14 day segregation reviews and a sample of 72 hour reviews and adjudications and visit all segregated Offenders a minimum of twice in a week.

7.02.02. The Governor attends for the final section of each Board meeting and provides a Prison brief and then answers queries from members. All such queries and responses are included in the minutes of the meeting and where further consideration is required the Governor has responded later via the IMB Chair. The Board wishes to thank the Governor for his honest, frank and prompt responses to all issues and concerns we have raised that fall within his ambit.

7.03. Board Statistics, see next page.

BOARD STATISTICS (Period start Dec 11 – end Nov 12)

Recommended Complement of Board Members	19
Number of Board members at the start of the reporting period	15
Number of Board members at the end of the reporting period	14
Number of new members joining within the reporting period	3
Number of members leaving within reporting period	4
Total number of Board meetings during reporting period	11
Total number of visits to the Establishment	421
Total number of segregation reviews held	241
Total number of segregation reviews attended	97
Date of Annual Team Performance Review	2012/ 10/17

IMB Applications by Subject

Code	Subject	Year 2011/12
A	Accommodation	5
B	Adjudications	5
C	Equality & Diversity (inc religion)	1
D	Education/employment/training inc IEP	25
E 1	Family/visits inc mail & phone	20
E 2	Finance/pay	17
F	Food/kitchen related	1
G	Health related	19
H 2	Property (during transfer/in another establishment)	31
H 3	Canteen, facilities, Catalogue shopping, Argos	1
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	30
J	Staff/Offender/detainee concerns inc bullying	18
K	Transfers	23
L	Miscellaneous	13
	Total	209

ACRONYMS

AA	Alcoholics Anonymous
ACCT	Assessment, Care in Custody Teamwork
BOSS	Body Orifice Scanning
BME	Black Minority Ethnic
CA	Cocaine Anonymous
CAB	Citizen's Advice Bureau
CARATS	Counselling, Advise, Referral, Assessment & Through Care
CAT D	Offenders who can be reasonably trusted in open conditions
DIRF	Discrimination Incident Reporting Form
EAT	Equality Action Team
EDP	Exeter Drug Project
ESOL	English for Speakers of Other Languages
FN	Foreign National Offenders
FOGM	Friends of Guys Marsh
GOOD	Good Order or Discipline Rule 45
HDC	Home Detention Curfew - early release 'tagging' scheme
HMCIP	Her Majesty's Chief Inspector of Prisons
HMPGM	HMP Guys Marsh
IDTS	Integrated Drug Treatment Strategy
IEP	Incentives and Earned Privileges Policy
IPP	Indeterminate Public Protection
IRC	Immigration Removal Centre
ISP	Individual Sentence Plan
KPT	Key Performance Target
Listener	Prisoner trained to support those at risk of self-harm
MAPPA	Multi-agency Public Protection Arrangements
MDT	Mandatory Drug Testing
MIAP	Managing Information Across Partners
NA	Narcotics Anonymous
NFA	No Fixed Abode
NVQ	National Vocational Qualification
OASyS	The Offender Assessment System
OCA	Observation, Classification and Allocation
OI	Own Interest Rule 45
OLASS 4	Offender Learning and Skill Service
OMU	Offender Management Unit
P-ASRO	Prisoners Addressing Substance Related Offending
PERC	Prison Effective Resettlement Co-ordinator
PPO	Priority Prolific Offenders
ROTL	Release on Temporary Licence
SIR	Security Information Report
SMARG	Segregation Monitoring and Review Group
SO	Senior Officer
TSP	Thinking Skills Programme
UKBA	United Kingdom Border Agency