



INDEPENDENT MONITORING BOARD

HMP GUYS MARSH

ANNUAL REPORT

(For the Reporting Period)

1st DECEMBER 2012

TO

30th NOVEMBER 2013

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. Currently HMPGM accommodates fixed term offenders, Lifers, IPP, PPO's, MAPPA, and FN Offenders.

3.02. The main contractor for the provision of education, learning and skills is Weston College. Dorset University Healthcare Trust provides 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, lighting unit and associated electrical item recycling, unit packaging of small technical items and the 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 and manning pressures under which HMPGM is obliged to operate and recognises the positive efforts of the overwhelming majority of staff in providing a safe and decent environment for offenders serving sentences in this prison. It is surprising to the Board that although operating in an area where two prisons have closed this year the prison officer manning at HMPGM has on occasion been critically short. Transfers to HMPGM from closing establishment of officers who were, or suddenly became, long term sick off work has exacerbated this problem. This has required short term transfers from prisons across the region in order to meet the safe manning of wings with a resulting loss of continuity and deep knowledge of offenders by temporary wing staff. This has also reduced the operating times of the prison gym as officers have been taken off instructor duties to reinforce wings. The Board considers this situation could have been better managed if the Governor had had the freedom to recruit into critical staff vacancies as they arose. See paragraphs 5.08.02 and 5.08.03.

4.01.02. The Board continues to be very concerned about the number of offenders with mental health problems appearing at HMPGM. The Board repeats the request made previously that the Minister enters into meaningful discussions with the Department of Health seeking assurances that timely alternative and more appropriate accommodation will be made available for offenders that have serious mental health problems. The Board commends the Governor for his sterling efforts exerted in executing a move to hospital accommodation in individual cases following a Mental Health Act sectioning. However it appears to the Board that there is no systematic arrangement for this to happen and we are left with the impression the extent of the shortage of such secure psychiatric patient accommodation is being masked by short term decisions to leave such patients in inappropriate prison conditions. See paragraph 5.03.07.

4.01.03. The staff within the establishment, but especially in the Care and Separation unit have managed the very difficult situations which inevitably arise from mentally disturbed prisoners. The Board wishes to place on record their praise for these staff and without hesitation commends them for what they do and their exemplary conduct often in very trying circumstances. See paragraph 5.07.02.

4.02. OPERATIONAL ISSUES

4.02.01. In its last two Annual Reports, the Board expressed concern about the effect the offender transport contract was having on the operation of the Prison. This is still the case for this period and the Board is not convinced that the vehicles used by the contractor have the capacity needed to move offenders with their possessions that are in their immediate possession and in storage. Any separating of an offender from his property seems often to lead to loss of the property and in many cases offenders seeking and being awarded compensation payments as a result. This has given the Board a general view that the offender transport contract is underperforming. See paragraph 5.08.09.

4.02.02. The continuing availability and abusive use of illegal drugs including so called legal highs in the Prison remains a major concern of the Board, in addition to the criminality aspect this is also a major health concern. The Board recognises and commends the work that has been done by various departments aimed at intercepting and eradicating this supply of illegal drugs and alcohol. The success of the drug control measures can be seen by the reduction of MDT positive results from around 20% at the start of the year to 10% by October 2013. See paragraphs 5.03.11, 5.03.12 and 5.07.01.

4.02.03. During the reporting period the Board had noted that there have been notable successes in capturing illegal substances and this has often been achieved through the gathering of good intelligence and from proactive search routines. The Board also considers the security arrangements during visits remain highly effective and commends those who have been responsible for the visits routine. See paragraphs 5.03.12 and 6.02.

4.02.04. Having identified that there are sufficient numbers of courses available on the new contract the Board is very concerned about the poor offender attendance at these programmed and allocated activities. This appears to indicate a weakness of systems that should enforce such attendance in all but exceptional circumstances and may indicate some reluctance on the part of offenders to engage with this aspect of their sentence. See paragraphs 5.02.03 and 5.02.03.

4.02.05. There is a worrying shortfall in the overall number of employment places available for offenders at HMPGM. At the end of the reporting period there were some 14.5% of the offender population not doing any meaningful work or other activity. A contributory factor to this could be the savage reduction in the education and skills budget apportioned to this prison within the cluster's budget and the Deputy Director Custody is requested to look again at the share of the cluster training and education budget allocated to HMPGM which in the opinion of the Board is out of step with the tasks placed on the Prison. See Paragraphs 5.02.01 and 5.04.03.

4.03. OVERALL JUDGEMENT

4.03.01. The Board continues to view HMPGM as a decent, humane, constructive and well managed 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 Equality Act 2010 requires 'Ministers of the Crown and others when making strategic decisions about the exercise of their functions to have regard to the desirability of reducing socio-economic inequalities; to reform and harmonise equality law and restate the greater part of the enactments relating to discrimination and harassment related to certain personal characteristics; to enable certain employers to be required to publish information about the differences in pay between male and female employees; to prohibit victimisation in certain circumstances; to require the exercise of certain functions to be with regard to the

need to eliminate discrimination and other prohibited conduct; to enable duties to be imposed in relation to the exercise of public procurement functions; to increase equality of opportunity; to amend the law relating to rights and responsibilities in family relationships; and for connected purposes’.

5.01.02. In connection with this Act the general duties of all staff at HMP Guys Marsh are to:

- To eliminate unlawful discrimination, harassment and victimization
- Provide equal opportunities
- Foster good relationships.

5.01.03. **Diversity Overview.** A year of change has resulted in challenges for both prisoners and the staff. As might be expected in evolving circumstances some initiatives have been successfully completed, whilst progress in other areas has been slow. Points for further improvement have been identified in the Equality Action Plan. The issue, mentioned last year, remains that the leadership, staff and the volunteers providing services in HMPGM are challenged to improve the perception of a diverse offender population serving sentences amongst a rural and predominately white British population. This year the Equality Action Team (EAT), with commendable input from individual offender representatives began work to improve trust and justifiable confidence in the Prison’s leadership and administration. Part of this was consideration of how to alter limiting and negative perceptions amongst the disability, ethnic and aged cohorts. It is the Board’s opinion that these changes to regime, conditions and services in the past 12 months have been managed overall with diligence and understanding.

5.01.04. **Equality and Diversity Monitoring by the Board.** Equality and Diversity was a standing item at all the IMB’s monthly meetings. The Board considered prisoner confidence in the staff and operation of the prison’s policy and processes; the perceived unsettling influence of a small number of Muslim prisoners; the location of incidents resulting in Discrimination Incident Reporting Forms (DIRF) submission by offenders. The Board considered reasons for a possible discrepancy between prisoners taking responsibility for notifying the authorities of issues that cause them concern and simply expressing discontent in private conversation with IMB members and other visitors.

5.01.05. Of 277 applications requesting the Board’s assistance in this reporting period, 13 cited a discriminatory or racial component, that is, 4.7 % of applications received. These applications were made by 10 offenders and several of them covered the same complaint, including one at another prison so the actual percentage of individual complaints of a discriminatory nature was 3.1%. The complainants resided on 5 separate wings. Four complainants submitted DIRFs after discussion with a Board member; one withdrew his complaint and one made multiple complaints which were found not to be instances of discrimination. Applications relating to alleged discrimination were handled by five IMB members. The Board considers this very low level of alleged discriminatory incidents demonstrates that HMPGM is performing well in this area. However, the Board will continue to monitor trends carefully. The Board considers that appropriate strategies are in place in the administration, processes and policies of the Prison to identify and address issues relating to equality and diversity.

5.01.06. **Prison Leadership and Staff and Equality and Diversity.** HMPGM's Equality Action Plan includes content on the following key areas:

- negative perceptions of prisoners,
- prisoner understanding of the reporting system,
- staff training,
- provision for Foreign Nationals,
- awareness of a wider remit in diversity,
- greater use by managers of available reports and data.

5.01.07. The Guys Marsh Equality Action Team (EAT) met 6 times in the reporting period at meetings convened by the Equality Officer and shared with the Assistant Equality Officer. Core membership comprised Governor, Head of Safer Custody & Equality, Head of Equality Decency and Respect, Custodial Manager for Equality and Safer Custody, Head of Residential or Residential Manager, Healthcare Representative, Chaplaincy, and the Prisoner Equality Team including Community Representatives, Equality and Diversity Representative, Offender Wing Representatives, Safer Custody Representative and Offender Gypsy Traveller Representative. Invited membership included Head of Reducing Reoffending, Head of Offender Management, Catering Manager, Security manager, HRBP, Custodial Manager, People HUB, Staff representation (disabled workers), Recoop¹ Representative, and as an observer member the IMB. In practice meetings were normally attended by Governor or a Deputy, both Head and Custodial Managers of Safety Decency and Respect, Equality Officer, Chaplaincy and Offender wing representatives, and the IMB. Reasons for non-attendance by others included alternative meetings, night time duties, leave and the precedence of other work commitments. Some Prisoner Representatives were unable to attend a meeting because of problems with the administration of movement slips.

5.01.08. Changes in staffing and personnel had varying impact on the effectiveness of the team. The most recently appointed Assistant Officer for Equality and Diversity is commended for her immediate understanding of the issues associated with the role, her diligence and evident competency. Her skilled management of relevant information and focus was able to challenge the often cited concern raised amongst Prison Officers that limited time and staff restricted their ability to address equality and diversity issues. The Equality Action Team has been a fully inclusive body with an appropriate rapport evident between offender representatives and staff and where contributions from all representatives were treated equally. The use of SMART figures to monitor trends has been integral to the work of this group.

5.01.09. **The Equality and Action Team.** During the reporting period Equality Action Team has addressed the following:

- Fostered an increased awareness of the presence and needs of the Traveller /

¹ RECOOP promotes the care, resettlement and rehabilitation of older prisoners, offenders and ex-offenders, especially those over the age of 50.

Gypsy Offenders at Guys Marsh originating both from Britain and Europe. An offender post for a Gypsy / Traveller representative was advertised in July and filled shortly afterwards. The new Offender representative addressed a whole staff meeting on the differences between groups in the Gypsy / Traveller community. He also spoke at EAT meetings of some of the difficulties his peers face including maintaining communication with their travelling families, making arrangements for visits, the general poor literacy rates across the community, and how other Offenders, have falsely claimed Gypsy / Traveller identity and then brought the group into disrepute by their subsequent uncooperative and disruptive behaviour.

- Instigated an investigation into Minority Offenders' complaints that they experienced disproportionate delays in applications for re-categorisation to Cat D. This work was still continuing at the end of the period of the report.
- Requested and received feedback from Foreign National, BME and Disability Focus Groups on their experience of equality issues. The evaluation of this feedback was not completed in the reporting year.
- Instigated monitoring of the progress of ongoing Equality Impact Assessment in the Offender Management Unit, Labour Control and the operation of the Offender Canteen service.
- Instigated the provision of offender pen friends for groups throughout the prison and displayed information leaflets on this initiative on Wing notice boards.
- Sought ongoing feedback on and subsequently confirmation of, the effects of the new core day on equality and diversity.
- Asked the Offender Equality Representative to solicit the views of the prison community with regard to the Equality Action Plan.

5.01.10. Focus on Protected Characteristics

5.01.10.01. Age.

- The number of offenders over 50 increased partly as a result of the closure of the nearby HMP Shepton Mallet. At the time of this report 7 Offenders were beyond retirement age.
- Successful partnership with the Recoop organization resulted in a Day Centre with drop-in facility with a reported attendance of 49 which is 60% of the eligible group. External visitors spoke at the day centre meeting on a regular basis and a broad range of activities was offered.
- Resettlement and rehabilitation were a constant theme of the Recoop service. The Board considers the work of the Recoop manager is providing a very positive effect

on the wellbeing of older prisoners at HMPGM.

5.01.10.02. **Disability.**

- Self declaration was found to be limiting in determining the true needs of prisoners and may have had a masking effect on the scale of this issue. The EAT sought to improve accuracy in identification of needs, provision of appropriate support and in monitoring, through better liaison with the Healthcare Team. Whilst the approach was started implementation was not completed in the reporting year.
- Staff members began receiving additional training in their preparation of Personal Emergency Escape Plans (PEEP). However, for vulnerable offenders Self declaration is currently their route to assistance in preparing a PEEP and the Board is concerned that this may lead to critical omissions. The EAT asked for offender PEEPs to be given greater priority by the Senior Management Team, the Board supports this approach which has had an immediate positive effect.
- The Board supports the EAT in their identification of the need to improve awareness of mental health and emotional wellbeing and for EAT engaging in closer liaison with the Prison's Mental Health Team.

5.01.10.03. **Gender reassignment, Marriage and civil partnership, Pregnancy and Maternity.** No issues were identified.

5.01.10.04. **Sexual Orientation.** The Board shares the concern of the EAT team that this issue has a very low profile in the prison and feel that it is likely Offenders are unwilling to discuss it or be prepared to address the implications.

5.01.10.05. **Race.**

- At the end of the Reporting period HMPGM held men of 18 different nationalities. The self-declared racial mix was: Asian/Asian British 3.5%; Black/Black British 14.4%; Mixed 3.2%; Chinese or other ethnic group 0.7%; White British 71.1%; White Irish/White Other 6.3%; not stated 0.9%.
- Positive feedback from a visiting Home Office Representative was received after a meeting with 13 of 24 invited prisoners resulted in 2 men expressing an interest in Facilitated Return.
- Agreement was reached on the request by Foreign Nationals to have access to approved Foreign Language newspapers and magazines through the facilities list and for Capita Translation Service to assist those at risk of isolation.
- There was one proven incident of race discrimination against an officer and one against a prisoner in the reporting year. The 'work' category had the highest number of Discrimination Reporting Forms but was also the area that involved the highest number of prisoners. An independent review of 10 DIRFs was undertaken

by the Recoop manager. The one concern she raised was acted upon and the prisoner was satisfied with the outcome. The Prisoner Equality Representative is thanked for his work in helping prisoners resolve issues early on and for advice on submitting a DIRF when appropriate.

- Statistics on the Use of Force were similar across all ethnic groups throughout the year and the Board is confident that there is no discrimination in this respect.
- Issues relating to prisoners of BME such as the results of the Monitoring Prisoners' Quality of Life audit in February 2013 and number of prisoners of BME who were unemployed continued to be monitored, as did the way data was collated. However the Board has not identified any concern with respect to this.
- Concern by prisoners over the circumstances of an unexpected removal to HMP Maidstone of some Foreign Nationals and the speed with which it happened without, prisoners felt, reasons and criteria for selection being made clear was discussed and Prisoner Representatives were made aware of the reasons.
- Investigation by named members of staff into complaints by prisoners that those of BME are disadvantaged in being granted Category D status, Release on Temporary License (ROTL) and in applications for employment was instigated. Prisoner representatives were asked to provide feedback. Ongoing consideration was given to whether this group made applications, to their eligibility and whether a higher proportion applied but were not successful. SMART figures did not support the contention though nor did they disprove it. The Board considers the perception of discrimination may have been influenced by the predominately white British environment of the Prison but will continue to monitor this area carefully.
- A talk on Black History in Black History Month was given to members by Recoop.

5.01.10.06. **Religion and Belief.**

- At the end of the reporting period there were 24 religions or beliefs present in the HMPGM offender population. About 25% of the men used Chaplaincy services of some kind.
- The Chaplaincy team began consulting on changing the Chapel to a World Faith or Multi Faith Centre and began considering holding faith forums. Each faith or belief would be represented by one prisoner at a forum to discuss good practice and promoting of faiths.
- During the year the following issues have been raised: offenders having difficulty getting movement slips to attend Services; dissatisfaction with catering for religious events; the lack of Roman Catholic Priest to take Catholic services on Sundays although one was always available on specified other days.

5.01.11. Diversity and Equality Conclusion. The Board considers that HMPGM's Senior Management and staff have shown sound leadership and achieved much in respect of Diversity and Equality and that targets and initiatives put in place in 2013 have begun positively to filter through the establishment to all staff and offenders. We consider that wider involvement in EAT meetings would speed up the dissemination of the key diversity messages.

5.02. EDUCATION, LEARNING AND SKILLS

5.02.01. Education and Vocational Courses. Weston College is the provider of educational and vocational courses at HMPGM. The College has now had a full year of operation and despite a savage and unwarranted reduction in this prison's share of education funding by the South West Cluster Resource Team, is well established, respected and in the opinion of the Board delivering OLASS 4 priorities. From a base of 7 fulltime plus part time teaching staff in December 2012, there are now 14 fulltime and one part time posts. This makes for a more coherent and responsive team to meet challenges such as staff absences. During the year, Weston College has undertaken their own inspection of the working of the department and although the findings are confidential, teaching staff have been awarded two bonus payments in this calendar year. The Weston College manager based at HMPGM is dynamic, respected by his team and proactive in ensuring that courses are relevant and effective. The Deputy Director Custody is requested to look again at the share of the cluster training and education budget allocated to HMPGM which in the opinion of the Board is out of step with the tasks of the Prison in relation to the Cluster.

5.02.02. The courses offered are: - Maths, English, ICT, Business Enterprise, SIGMA (a week's course for new entrants to understand HMPGM and to take initial steps to address reducing re-offending), a course of a week to prepare for release called B4UGO, Becoming Victim Aware (BVA), Bricks, Horticulture, Paints, Industrial Cleaning, Life and Living Skills in English, Functional Skills in Maths and English, Peer Mentoring, and Stop the Violent Act (STVA). All of these courses are certificated and are offered at basic and a higher level. Classrooms and Workshops are generally of a good standard and are welcoming environments. An exception to this is the Virtual Classroom which is in an unsuitable temporary area. The Board considers this should be moved urgently to alternative and better accommodation which has been identified. Weston College appears to be taking an unconscionable time to rectify this situation.

5.02.03. The SIGMA course is compulsory for all newcomers to HMPGM and must be completed before any offender can proceed to employment or further education. There is a well coordinated procedure to plan a prisoner's educational and work progress involving the OMU, Careers Officer and Weston College. The B4UGO course, which covers Licence Conditions, Housing, Drug and Alcohol Use and Abuse, Preparing prisoners for a changed world and giving information about appropriate charities, was seen as a means to bring together the disparate strands of preparing a prisoner to be ready for release in the final week of his sentence. Despite the theoretical soundness of this approach, it has been found that many prisoners do not see the value of such a course and attendance has

varied between 43-50% in the two months of its introduction (October and November 2013). Although early days for this course the Board is concerned about this low take up as this subject will be of increasing importance as the prison has been identified for a Resettlement role. An initiative of taking the teaching of basic skills in English and Mathematics to the offenders in workshops and on accommodation wings was started at the end of the reporting period. The board considers this a bold approach however it is too soon to judge its success or otherwise.

5.02.04. Courses appear to be well planned, taught and adequately resourced. Poor attendance however, indicates a failure of systems at HMPGM. In addition the allocation of prisoners to courses rarely reaches 90% and is frequently as low as 70% of capacity. This may be a consequence of the limited number of hours allocated to Labour Control at 20 per week to place up to 570 offenders on the appropriate courses at the right time and place. There are 36 recognised reasons for absence from an appointed class or other teaching event, most of which are perfectly valid, such as Health Centre visits, legal visits, or adjudications. Two categories that account for the large majority of absence are of concern. These are 'non-compliance' and 'held on wing'. There are also a significant number of no-shows identified as "RIC" meaning "rest in cell", presumably for medical reasons. The 'non-compliance' suggests that there may be a mismatch between the initial identification by the OMU and Careers of these offenders' needs and the agreed progression to enhance prisoners' skills. In addition, it appears prisoners 'vote with their feet' after starting a course if they think it is not helping them. Over the four month period August to November 2013, there were 2449 non attendances at course sessions, 10.7% due to "rest in cell", 20.8% were held on wing for unspecified reasons, and 36.1% Non Compliant offenders. To put these figures in perspective, in the same four month period, the capacity of the Weston courses was 15,714 (13,706) places (initial figures as provided by HMPGM; figures in brackets as provided by Weston College). The allocation of places for prisoners was 13,304 (11,625). The Actual attendance was 9,692 (8,240). In percentage terms, the Allocation to Capacity was 84.7% (84.8%); the Actual attendance to Allocated places was 72.9% (70.9%); and the variance from Actual to Capacity was 61.7% (60.1%). The mismatch in the figures provided to the Board from the Prison and from Weston may have a simple explanation but this is not apparent. The Board is concerned about many aspects of the apparent low attendance of offenders on allocated courses including the importance of instilling a disciplined routine, critical for successful resettlement. In addition to indicating some uncertainty between the Prison and Weston these figures also show that limited education funds may be being wasted.

5.02.05. **The Library.** The Library is an excellent resource as it is well stocked, has computers in an adjacent large area and supports 'Story Book Dads'. There has however been an under usage of the library for much of this period due to a series of issues delaying the replacement of the last full time Librarian. The consequence has been that the Library has only been open for 3 half day sessions for some of the year. A wide selection of newspapers is delivered each day but cannot be accessed on four days of the week. Prisoners can go to the Library by application but as the acting part-time librarian is in for a limited period there are few prisoners who actually gain access this facility. This is particularly hard on the more than twenty Open University students who may order their specialist books free of charge through the Dorset Library Service. The Board have a

serious concern that the Library's significant potential to support the welfare and rehabilitation of offenders has been unnecessarily diluted for much of this period through lack of availability and access.

5.02.06. Education and Skills Summary. With in education and skills offenders at Guys Marsh are treated with respect and great efforts are taken to put offenders on suitable courses. The majority of those offenders who attend and complete the courses and gain the relevant certification will have benefited from the programmes and there are numerous examples of past offenders putting new found skills to good use. The Prison leadership and staff need to work harder to improve attendance and the Ministry of Justice needs to consider a wider range of courses to attract and motivate a larger proportion of the prison population to embrace the acquisition of learning and skills to a higher level.

5.02.07. Other Areas. The work performed by the Gym Staff is excellent but over all access to this facility is being curtailed as Prison Officers qualified for and assigned to Gym duties are redeployed to support Wing Staff. The Board is concerned that repeated disappointments in terms of failure to utilise programmed gym sessions could increase overall risk in the prison. The Gym Staff including the assigned Offenders are to be congratulated on the exemplary cleanliness, tidiness and general equipment safe environment achieved through their hard work and control measures. All involved in providing the kitchen services at HMPGM are to be congratulated on the outstanding training opportunities provided in a busy working Kitchen environment.

5.03 HEALTHCARE AND MENTAL HEALTH

5.03.01. The Healthcare Department always appears busy and for routine needs they operate an appointments system. However, often this system does not work and each week a significant number of "no show" missed appointments are published. The Board is concerned about this situation which is preventing the centre running efficiently and indicates a need for closer cooperation between the Prison Wing Staff and the Health staff.

5.03.02. The building in which the Health Department operate appears small and cramped and does not appear to be designed for the purpose for which it is used. In particular, the lack of space in the front office area means that prescriptions are distributed to patients often in view of the other offenders. We consider this not to be good practise and also a security risk as recipients of certain drugs may be targeted and bullied by others to sell them on, potentially adding to the endemic drug abuse present in all prisons.

5.03.03. For various reasons including the relatively isolated location the Health Trust has found it very hard to recruit nurses to work in HMPGM. One of the consequences of this is difficulty in achieving a sense in the patient community of a continuity of their care. If such continuity were in place we think some of the dissatisfaction raised to the IMB over Health Care issues could be avoided. In the latter part of this reporting period filling of the nursing vacancies has improved and it is hoped individuals will remain in post to provide the needed continuity. This is an aspect we will continue to monitor.

5.03.04. Smoke stop has been extended to the accommodation wings and the care and separation unit, Tarrant Wing, is completely smoke free including cells. The whole prison is a non-smoking area for all staff and visitors; however offenders may smoke in their sleeping cells only. It is the Board's opinion these smoking restrictions have had a significantly positive health and cleanliness effect across the Prison and we fully support these measures. Some offenders in care and separation have complained about being denied all opportunity to smoke however this has not significantly reduced numbers in this wing many of them there of their own volition. With smoking now only permitted in cells the Board considers it is imperative for health and decency reasons that non-smokers are only accommodated together in multiple occupancy cells and never forced to share with smokers. The prison Authority needs to take this into account when assessing occupancy rates and availability where prisons such as HMPGM have two and three beds in many of the cells.

5.03.05. There is a physiotherapist providing medically directed patient services operating from the prison gym one day a week. This is a valuable and much needed service and appears an excellent facility as it provides access to treatments that otherwise are only possible through difficult to arrange escorted transport trips out of the prison to local hospitals. Unfortunately for a good part of the year this was not available as the position became vacant. A new therapist then took time to be recruited and this was followed further delay in the successful candidate getting the necessary checks done to enable employment in the prison.

5.03.06. Many hospital appointments for Offenders take place at Salisbury at a distance of almost 30 miles from the Prison. The transport and escort requirements and planning of such moves requires good coordination between Health and Prison authorities. The Board is please to report improvement on the previous year in this area with staff working together to smooth out arrangements for such routine external medical appointments. The small number of medical emergencies that have occurred this year have all been handled with care, professionalism and appropriate urgency.

5.03.07. Along with the improved medical nurse cover there has also been an improvement in the mental health practitioner availability through recruiting to vacant posts this year. This is also welcomed by the Board. However, the problem of offenders with serious mental health issues remains a cause of concern by Board members who have witnessed the distressing impact of apparently mentally ill offenders often confined to the care and separation unit. Individuals whose treatment needs appear to be beyond the prison Health Department. The prison with the help from the on site mental health specialists 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. The Board's concern is that such individuals pose an unquantifiable risk to other offenders and to staff and are very often a danger to themselves. We remain of the opinion that HMPGM 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 does not lead to a quick move to the secure hospital facility indicated.

5.03.08. For an unacceptable period dental appointments were suspended at HMPGM. This was not the fault of the prison as the it appears suspension of work under the wider contract for provision across a number of prisons was the cause. However as there has often been a backlog for appointments leading to unsatisfactory waiting times the complete gap in dentistry made the situation even worse. By the end of the reporting period the contracted provision was restored and waiting times had got back to normal levels. We will continue to monitor these waiting times against what is considered normal for National Health Service treatment in Dorset as we believe this provision should be to the same standards.

5.03.09. Last year we were able to report the Prison Health Action Group had met regularly and had been a good forum to air the views of staff and offenders. However, this year in Board's opinion there have not been appropriate meetings of the offender health groups, which has meant offenders have not had a forum to express their views and concerns. Last year we also observed there was a need to improve communication of wider medical messages so that the offender population could understand the wider context and issues affecting their treatment. An example of this is the imperative to reduce dependency on prescription drugs particularly the very long term use of pain killers. An imperative the Board unequivocally supports. However the sudden impact of limiting offender access to drugs such as pain killers after some individuals have used these drugs via prescription regularly for years can appear to the individuals concerned to be unfair or discriminatory. If they do not get the medication or treatment they think they are entitled to or have become used to they become agitated and in the short term more difficult to manage. The Board therefore reiterates the need for better communication covering general medical and health issues associated with serving a prison sentence. It is suggested this be addressed as soon as possible after arrival at HMPGM, for instance included in the SIGMA course and for posters or leaflets to periodically reinforce the key messages. Additionally where security and assessment of risk should prevail the Health Department needs to brief wing staff where it is likely an offender will be suffering a withdrawal from prescription medicines.

5.03.10. The Board is aware that the offender population at HMPGM present more health challenges and issues compared with a similar population in Dorset, however we are confident that they are treated as well as possible in what are occasionally difficult circumstances. In our experience the Health Department staff are polite, caring and fair in their treatment of offenders. Offenders generally have good access to the Heath Centre which is open during each working day with a doctor in attendance. There is also a different doctor attending on Saturdays.

5.03.11. **Substance Abuse.** The continuing availability and abusive use of illegal drugs in the Prison remains a major concern of the Board, in addition to the criminality this is also a major health concern. It is an additional challenge for offenders who are trying to end their dependency on such drugs when illegal substances are 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. For similar reasons the Board is also concerned over the regular discovery of illicit alcohol in the prison. That said the Board has continued to be impressed by the energy and perseverance of the Governor, Senior Management Team and most staff in addressing

substance misuse.

5.03.12. The Governor's response to the disappointing statistics regarding drug and substance abuse in the early part of the reporting year was a new Drugs Policy adding to the existing PSI / PSO operating standards and implemented from August. The three main themes of this policy appear to have turned the situation round. These are: disrupting of the supply; reducing the demand; treatment and support. The board has observed actions dealing with supply such as: more stringent security and screening measures at times of increased risk such as family visits; increased protective netting to disrupt the collection of parcels thrown over the extensive outer fence; and increase drug testing. Addressing the demand issue, as in society outside, is the most difficult area to identify positive interventions linked to better behavioural outcomes. The Prison-Addressing Substance Related Offending (PASRO) team meet weekly to assess prisoners in focus. The Peninsula Alcohol and Violence Programme began as a pilot scheme in October and appears to be well received with forty volunteers for the first full course in January 2014. The Substance Misuse Psycho-Social Team (SMPT) is located on Saxon wing where the serious drug abusers are concentrated. A new intervention consisting of a twelve step approach including a spiritual examination of addiction behaviour called 'Motivation to Abstinence and Recovery Starts Here' or MARSH has also been implemented at the end of the reporting year. This intervention relies on Individual plans agreed and mapped out that the offenders own as their bespoke pathway. This two week course also is based on peer mentoring, and so also supports employment. The Board is concerned that the AWP commission for this intervention only runs until April 2014 so there is a question-mark over it continuing. This illustrates the point that changing behaviour as opposed to catching out drug users is challenging and initiatives need to be properly funded over sensible time frames so that proven successes can be reinforced and less successful interventions phased out. It is imperative that in all cases lessons identified are shared across all prisons. The success of the drug control measures at HMPGM is illustrated by the reduction of MDT positive results from around 20% at the start of the year to 10% by October which is now within the prison's target of 12.5%.

5.04. PURPOSEFUL ACTIVITY

5.04.01. HMPGM is a Training Prison and as a consequence there is considerable emphasis placed on ensuring that prisoners have access to paid employment as part of the rehabilitation process prior to release. There is some excellent employment practice at HMPGM notably the in house areas of the Kitchens, Land (formerly Farms and Gardens), the recycling unit, the Laundry, and the Bioplex Anaerobic Digestion Plant all of which provide valuable work opportunities with numerous opportunities to gain important transferable skills and NVQ accreditation. The kitchens were an excellent example of this where in the year ending 2012, there were 250 qualifications gained. The development of the Jailhouse Café has been a great success giving a small number of prisoners the opportunity to work directly with customers outside the prison under ROTL arrangements. The Land units continue to be an outstanding success not only providing prisoners with a valuable portfolio of experience and qualifications, but also in making a really positive contribution to the appearance and quality of the prison estate. Land has an annual target to deliver vegetables for the Prison kitchen to the value of £6000.

5.04.02. At close of the reporting period there were 113 prisoners working within Industries. Of these, some 97 were employed in the manufacturing of Dextra light fittings and being paid on piece rates. The remaining 16 were employed in the packaging of cosmetics and potpourri. There is no doubt that the national economy has had a negative impact on the ability of the work allocation staff to place as many offenders as needed in Industrial work placements. An indication of this is the fact that the income received from Industries has halved in the period 2008-2013, from close to half a million pounds a year to now being a quarter of a million pounds. In this period planning has started to develop a new CD Recycling Venture which would potentially employ a further 10 prisoners in the first instance and a UPVC window recycling centre, though there may be environmental issues that preclude this venture. Work has also been done to develop a Fine Cell Stitching capability that could be inherited from Shepton Mallet. Other occupation is achieved by there being a large number of wing cleaners, some 84, and also some 42 orderlies employed across the prison. These orderlies are much valued throughout the prison estate and always well reported on to Board members. Whilst the wing cleaners provide a useful in-house resource, in the Board's opinion this role is neither challenging nor sufficiently time consuming to provide meaningful work experience when compared with the 42 hour week which is the norm outside.

5.04.03. There is a worrying shortfall in the overall number of employment places available. There were 59 prisoners who were unemployed at the end of this reporting period and this was not untypical for the year. There was also a further 29 on 'No Pay' which means some 14.5% of the offender population was not doing any meaningful work or other activity. 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. It is the Board's opinion that lack of jobs in at HMPGM is having a detrimental effect on offender morale and increases the risk of further offending both whilst individuals are serving their sentence and after their release. Whilst recognising that the prison is working hard to overcome the shortfall of employment, it is an area for urgent management attention.

5.04.04. There have been some very encouraging developments involving prisoners on day release through ROTL. Of note are two offenders who have proved such a success working in a local vineyard, that they are collected and returned to the prison daily by the employing company. However other possible outside work opportunities cannot be taken up because of the lack of prison transport which has frustrated staff and volunteers trying to develop these opportunities. The Prison has successfully built up many valuable contacts with local businesses that are willing take offenders from the prison for work but opportunities have been stymied by this lack of transport. It is the Board's opinion that serious consideration should be given to the purchase of a 16 seat minibus and if needed the employment of a driver for the purpose of taking suitable offenders to and from local work placements. This could prove to be hugely beneficial to the offenders as it would provide real work conditions, allow individuals to demonstrate their rehabilitation and to develop potential permanent job opportunities. The Prison Service would benefit because this would generate additional income at no risk and could remove the necessity for D Category offenders to be moved to another prison.

5.05. RESETTLEMENT

5.05.01. The Head of the OMU leads a busy and hardworking team. The departure of some experienced staff during the course of the reporting year has resulted in slightly reduced staffing levels with five plus one part time Offender Supervisors against an establishment of six. All Offender Supervisors are well supported by Casework Administrators and Board members dealing with OMU related prisoner applications are always impressed by the knowledge the OMU team have of individual offenders. During the year caseloads on each supervisor have risen to around 100. As required Offender Supervisors spend the greater part of their time working with high risk offenders it has not been possible for Offender Supervisors to meet with all offenders within five days of their arrival at Guys Marsh, a period the Board assess as a reasonable target for good practice. All offenders may make application to their Offender Supervisors and it is accepted that some will receive written responses without an interview. In view of the high case loads efforts are being made to better inform both offenders and wing staff about how offender management works and about the levels of OMU intervention offenders may expect.

5.05.02. During the year the OMU has dealt with 54 HDC applications, 164 applications for transfer to the CAT D estate and 48 ROTL. Towards the end of the reporting year ROTL was temporarily suspended as it appeared not to be working as expected. The Governor has said he will re-launch it pending a review of the processes leading to granting ROTL.

5.05.03. It is of concern to the Board that some offenders continue to arrive at HMPGM with no or outdated OASys documentation. This prison is not resourced to carry out this work so completion adds to the work of the hard pressed Offender Supervisors as this procedure and documentation is crucial to safe offender management. The Board considers it unacceptable and unsafe that the OASys documentation is not completed at the prisons where offenders are located on sentencing.

5.05.04. Reducing Reoffending and Resettlement. The manager responsible for Reducing Re-offending and Resettlement team holds regular monthly meetings to monitor and update on progress across the seven rehabilitation pathways, a number of which are reported separately in this Annual Report.

5.05.05. Offending behaviour programmes, Thinking Skills Project (TSP) and RESOLVE, successor to the former Controlling Anger and Learning to Manage It (CALM) course continue to be successively delivered with completions currently in excess of targets, in spite of some staff shortages in these areas. Recruitment for four posts in this area was in progress at the end of the reporting period. A third living skills programme KAINOS Challenge to Change has been introduced to HMPGM this year. This intervention is housed on one wing, it is a regional course that lasts six months, is commissioned by NOMS, aims to build self awareness and problem solving, and provides the opportunity to practise these skills within a living and working community on a single wing. The course was still bedding in with 14 completions from the first three courses. Facilitators have worked hard to get the course up and running, and to attract volunteer offenders to it both

from HMPGM and from other prisons within the region. Now efforts are focused on reducing dropout and increasing completions.

5.05.06. Housing continues to be successfully managed by the new Housing Officer, in post just one month following her predecessor's departure in August. At the end of the reporting year accommodation outcomes on release achieved were running at 92% against a target of 90%. The Board notes that there have been individuals released with no fixed abode, for example 9 in September reducing to 3 in October. The Board commends the efforts of the new Housing Officer in coming to terms so quickly with the demands of the post and notes that this is a post if left gapped has a direct and immediate effect on chances of offenders resettling successfully on release.

5.05.07. There have been renewed efforts during the course of the year to manage the employment of offenders in the prison with a view to resettlement later. Specialists from the National Careers Service now work within the OMU on this. They conduct induction and exit interviews and attend Labour Boards assigning offenders to work. All offenders attend the B4uGo course six weeks prior to release designed to ensure that preparation for release is complete. The Board is not convinced that data collected measuring employment, education or training, on release is totally reliable as it is largely based on the evidence provided by offenders with no proof that the offender actually attends at the place of work or training stated. However, the prison is not resourced to follow up success or otherwise of placements after release.

5.05.08. The continuing importance of partners in providing services to meet identified needs of offenders is again recognised and the Board again acknowledges the work of prison staff and the Prison Effective Resettlement Coordinator (PERC) in consulting with so many groups to forge effective links with partners to address offender needs. As reported last year the PERC is funded by grants obtained by Friends of Guys Marsh (FOGM) rather than by the Prison Service. At the start of the reporting year FOGM was successful in securing funding for the post for a further two years.

5.05.09. The Board is pleased to put on record the tremendous value of the support of FOGM in assisting the rehabilitation of offenders in a variety of ways. Typical examples being, funding a music course, Urban Beatshop, in the early part of the year, a popular course which has now attracted independent funding, and payment for delivery of RESTORE, the successor to the Forgiveness Project. Grants are also made on the basis of need to individual offenders to assist in providing them with materials for work or education on release.

5.06. SAFER CUSTODY

5.06.01. The Board considers the HMPGM Safer Custody policy and practice is clearly rooted in the Human Rights Convention and NOMS policy of Duty of Care of offenders throughout their sentences. Reconfiguration of the Safer Community Team following reorganisation of roles has resulted in the Safer Custody Committee meeting once a month since August 2013. The Committee brings together as core attendees the Governor Head of Safe, Decent and Secure Custody, the Governor Head of Residential, the Healthcare

team and the Chaplaincy, with the Violence Reduction Officer, Samaritans, Offender Supervision, Mental Health team, wing officer representatives and, from amongst the prison population, the Listeners, the Community, Diversity and Safer Custody representative, and in addition others invited dependent upon key agenda items.

5.06.02. The Violence Reduction and Anti-Bullying Prison Service Policy Statement 'Promote a safe environment for prisoners and staff' is always re-iterated and emphasised. From the introduction of the Safer Custody Strategy in October 2013, training sessions in all aspects of 'Safer Custody' have been running for all HMPGM staff. A new Anti-Social Behaviour Policy was also introduced in October and is managed and reviewed by the Safer Custody Committee. Senior staff have visited other establishments to learn good practices and ideas to adopt at HMP Guys Marsh. As a result of multi-disciplinary approach to Safer Custody, the issues that have emerged are beginning to be tackled holistically. Mental Health, Self Harm and the ACCT process are undergoing further review especially since there have been new guidelines issued in October 2013 for prisoners in Care and Separation Units (CSU) on open ACCTs. Violent Incident Data continues to be collated and analysed, noting especially the bulk of incidents involving the younger age offenders and predominantly located on two wings, Saxon and Anglia, with Wessex a good third place. The IMB is mindful of the reasons for this. In the case of Anglia it could be influenced by the fact of being the reception wing. Saxon, predominantly populated by prisoners at various stages of coming to terms with substance abuse, is twice the size of other wings. The Board is concerned by the lack of CCTV coverage of open areas on accommodation wings in particular. Many of these areas where offenders may congregate are out of line of sight from the central wing control positions. Such CCTV recordings would provide concrete evidence to backup wing officers' suspicions or exonerate innocent individuals in situations where assaults have taken place.

5.06.03. The Board fully supports the overarching message for all prisoner representatives attending the Safer Custody Committee meetings to take back to wings that violence will not be tolerated at HMPGM. The Safer Custody Committee has given much consideration to what they term 'Complex Offenders' who have multiple issues affecting their behaviour and / or vulnerability. There is now a working definition of such prisoners so that a multi-disciplinary protocol can be written and put in place. Stress points in the Safer Custody regime have been identified as being the recent smoking ban in all areas less for Prisoners accommodation cells, the National core day including longer periods confined to cells and shift pattern changes which may have affected prison officer to prisoner relationships through loss of the opportunity to interact during evening association, and as mentioned above the effect of the changes in the long term use of certain prescription medicines, (an Area policy introduced by the Health Authority), stricter control of movements and mealtimes. The general depressing state of the decoration and lack of good communal areas is also cited by offenders as potentially brutalising. The light, airy lobby of Mercia Wing and the activity there associated with the Kainos approach is an example of environment encouraging decent behaviour.

5.06.04. The Board shares the concerns of the Safer Custody Committee that good behaviour in the prison has been challenged this year through the apparent continuing easy availability of illicit alcohol and by the presence of the difficult to detect narcotic

'Spice'.

5.06.05. The Listeners who perform a critical service similar to Samaritans peer to peer with the offender population complained about variability of access to clients in certain areas but they are now very visible in new uniform shirts clearly marked with 'Listener' across the back so this issue seems to have been solved by a simple low cost action. The Board is encouraged by the dedication of Safer Custody Committee. The stress points raised are being actively monitored and addressed.

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, with occupation at or near the capacity of 12, 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. Prisoners held on Good Order and Discipline (GOOD) or Own Interest (OI) making up the majority with those held under Cellular Confinement being significantly lower. This reflects the problems with drugs in the prison with those opting to stay in Tarrant as a result of debts incurred in Guys Marsh or following them from other establishments. This makes it difficult to return to normal location or transfer to another establishment. This situation is a concern for the Board as it does not appear to have changed significantly despite the improvement in MDT figures towards the end of the period. Indicating perhaps that messages about substance abuse are not getting home to hard core of offenders and who are not progressing through their sentence in any meaningful way.

5.07.02. Initially the policy of making Tarrant a completely non-smoking unit reduced the number of prisoners voluntarily moving to the wing on Own Interest (OI) instead opting to transfer to another wing on normal location, but this appears to have been a temporary improvement. The monitoring of Tarrant has been hindered by the inconsistent reporting of statistics coming from the wing. This has been compounded by the lack of SMARG meetings which in the past were held on a quarterly basis. There has not been such a meeting this year. These meeting were well attended and were a good opportunity to review the operation of Tarrant and any trends of significance concerning offenders concerned. The frequent changes of Governor responsible for the Tarrant Unit, the current Governor being the fifth one this year has resulted in a lack of continuity of top level responsibility for this important area and probably contributed to the omission of SMARGs. That said it is clear the Governing Governor has taken a close interest in the Wing throughout the year. Despite the rapid changes of leadership the staff in the unit continue to deal very effectively and safely with some very challenging prisoners and are to be commended for their patience, firmness, good humour and humanity throughout.

5.07.03. Physical restraint or other force was used to restrain prisoners on 117 occasions in the reporting period. The use of special accommodation is not recorded in the statistics, but the Board were informed on the very few times this happened and is satisfied that the duration of such incidents were kept to the absolute minimum a small number of hours

whilst an offender calmed down or sobered up. Last year the Board observed that the current cell design and fabric with the CSU was not sufficiently robust to resist a concerted effort by an Offender to cause expensive criminal damage. This situation remains and this year porcelain toilets and other domestic standard plumbing have been smashed or ripped off walls. The Board again recommends that a planned programme to improve the robustness of Tarrant's cells is put in place at the earliest opportunity.

5.07.04. During the reporting period there were a total of 1115 adjudications with the peak of 146 in the month of May. The Board hopes that a more rigorous application of the IEP scheme will significantly reduce this number in the next period.

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

5.08.01. **Residential Services.** A new Deputy Governor and a new Head of Residential have joined HPMGM within the latter half of the year, at a time of considerable change emanating from the introduction of Fair and Sustainable, Benchmarking and the new Core Day. Both speak confidently about managing the changes and handling the associated challenges. The New Core Day appears to be bedding down satisfactorily with regard to the prisoners. The Board has had no written or verbal applications concerning the reduction in association time or the extended lock up period. Notwithstanding this the Board is concerned about the lack of association available to offenders. The fact that they have not complained about spending 12 or 13 hours each day possibly on their beds watching TV does not alter the fact that it is not good for them, nor will it contribute in any way to their resettlement on release. This year will see the introduction of prisoners spending all day, including the lunch hour, at their place of work. As far as staff are concerned, the changes to the daily routine have not been universally popular due to the impact on their domestic and travel arrangements. This is to be expected in any organisation undergoing change.

5.08.02. In addition to the implications of Fair and Sustainable on staff, perceived by some to be detrimental particularly regarding actual take home pay, the Board has witnessed an increased level of dissatisfaction among wing staff. The SMT is working hard to address the issue, but this is not helped by the high level of gapping within the complement of uniformed staff for much of the latter part of the year. From a budgeted complement of 99 prison officers there was at the end of the reporting period a shortage of 14. The Board does not understand how this situation has arisen considering that two prisons within commuting distance have closed in the period, these being HMPs Dorchester and Shepton Mallet. Managing the under strength officer grades has been made worse by the number of long term sick averaging 8, some of whom have been on sick leave since transferring. Taking into account normal leave absences the current complement available to the Governor is around 65 officers. The impact of this is felt across the Prison's quality of life and potentially good order, in particular: reduced opportunities for hospital visits due to shortage of escorts; reduced availability of the Gym due to officer grades redeployed on to the wings to cover these duties as a priority; delays in processing paperwork due to officers in management posts being redeployed to wings; and MDTs being carried out in

concentrated sessions when officers are available, in order to achieve monthly quotas.

5.08.03. The Board is concerned that the Governor of a public sector prison such as HMPGM does not have the same freedom to hire Prison Officers as that of a prison in the Private Sector. The under manning situation at HMPGM in this reporting year went uncorrected for too long. The deficit in complement is now being addressed with a recruitment programme. Some gaps are being temporarily filled with additional overtime for existing staff, and detached staff (currently 10 in total) from other prisons. The Board is concerned that whilst wing officers on temporary transfer may be very good individuals they are not at HMPGM long enough to really get to know offenders on their wings and this will increase operational risk.

5.08.04. Entitlement to IEP Enhanced Status is of particular interest to the new management team, with all prisoners required to sign the Compact introduced under the new IEP policy introduced on 1 November 2013. The management is keen to see the more stringent criteria rigidly applied for prisoners to earn and retain enhanced status, particularly among lifers. The management is aiming to reduce the quota for lifers in the two enhanced blocks, Fontmell and Jubilee, to prevent blocking the throughput of determinate and IPP prisoners. Both blocks are currently well above this quota. The suggestion put forward by prisoners for a third enhanced block predominantly for lifers, to relieve the pressure in the other two blocks, is not acceptable to the management. Rather the policy is that lifers should be fully integrated into the community of the prison, better to prepare them for life outside a policy which the Board supports because the presence of lifers can have a calming effect on general wings.

5.08.05. The number of prisoners doubled up in single cells has remained fairly consistent over the year, averaging 95, which equates to approximately 16% of the prison population. The Board is concerned about this in particular because inevitably cells designed for one person do not provide the minimum decency over the use of the toilet by two occupants.

5.08.06. Problems continue relating to the recording on the wings of the outcome of prisoners' written applications to prison departments or functional managers. An internal review was carried out earlier in the year to identify means of improving the system, but a recent check of application registers on all the wings showed that still very few applications are recorded as having been returned from the department taking action. The Board is concerned about this as there are strict response time criteria which can only be checked if wing staff record when responses are returned to the offender. This needs to be addressed, as the current arrangement feeds the perception among prisoners that no notice is taken of their concerns, which is frequently articulated in applications to the IMB.

5.08.07. Refurbishment of the living accommodation is progressing as permitted by a stretched budget, and generally the cleanliness of the blocks is impressive. The damaged and worn floor covering in the communal areas of Saxon Wing needs early attention before it becomes a more significant hazard.

5.08.08. **Catering.** HMPGM has a catering department headed up by a strong manager supported by a capable team comprising 8 staff and 34 prisoners. The team is managing

the challenge of a reduced budget of £ 1.96 per prisoner per day very effectively, usually providing three hot meals a day. The quality of the food is generally well received among prisoners, with several plaudits picked up during IMB visits. Monthly catering meetings are invariably poorly attended by wing representatives. Food complaint books are rarely used, and seldom contain constructive comments. A recent food survey sent to every prisoner resulted in just 56 papers returned from the 560 distributed. Whilst this is frustrating for the catering manager it is indicative that the quality of food is not a concern within the prison. A good training programme for prisoners is run in the kitchens providing valuable professional qualifications. Currently two prisoners are working for their NVQ 3 in catering supervision. During the year the following qualifications were achieved: 27 Catering NVQ level 2; 195 Health and Safety Qualification level 2; The Jailhouse Café, a basic snacks and beverages restaurant running as a commercial enterprise and located outside the prison, continues to do well under the leadership of the catering manager. This provides excellent opportunities for the employment of Cat D prisoners dealing with genuine customers, thereby gaining experience in the running of a catering enterprise and displaying a level of trust, particularly in the handling of money through the cash till.

5.08.09. Offender Transport. The operation of the offender transport contract and the effect this had on the operation of the Prison remains a concern of the Board. There still are incidents of offenders arriving late, to the detriment of good first night arrangements, or without all their property, or of being unaware of the transfer destination. On occasions offenders have arrived during the lunchtime break and had to wait in the transport until staff re-open reception. The Board is not convinced that the vehicles used by the contractor have the capacity needed to move offenders with their possessions that are in their immediate possession and in storage. Any separating of an offender from his property seems often to lead to loss of the property and in many cases offenders seeking and being awarded compensation payments as a result.

Section 6 Other Activities

6.01. Family Support. Under the guidance of the new Barnardo's Family Support Consultant Six high quality themed family visits have taken place in this reporting year. The Board is pleased to note that the opportunity to enjoy a family visit has now been extended to all offenders regardless of IEP status providing they are security cleared. As last year the Board regrets that there is no funding allocated for this pathway identified as a key factor in offender rehabilitation and thanks FOGM for their contribution to the cost of lunches provided at specific events.

6.02. Visits. Visits continue to take place on three afternoons each week, Friday, Saturday and Sunday. The booking process remains friendly, helpful and thorough. The process of checking visitors' credentials is completed in the Visitors' Centre outside the secure estate before the start of the visits sessions so maximising their length. Activities for children are always available and the Board is pleased that a Play Project Worker has been recruited with the assistance of the Barnardo's Consultant to promote cooperative play and interaction between fathers and their children during visits sessions. Security is given high priority during visits and the passive drug dog is frequently present. Searches of visitors continue to be carried out in a thorough but friendly and sensitive manner. For another year

the Board wishes to record our gratitude to FOGM for subsidising the bus which transports visitors to and from the station on Saturdays, representing a huge saving over the cost of a taxi for users of the service, and to FOGM and to members of the Mothers' Union for serving hot drinks to visitors in the Visits Centre on two of the visits days.

Section 7 The Work Of Guys Marsh IMB

7.01. The Board 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 Senior Management Team, Governor, Regional Offender Manager, Deputy Director Custody 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 14 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 and within 72 hours of an offender being placed in segregation.

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 12 – end Nov 13)

Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	14
Number of Board members at the end of the reporting period	15
Number of new members joining within the reporting period	2
Number of members leaving within reporting period	1
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	441
Total number of segregation reviews held	Not available
Total number of segregation reviews attended	91 at 14 Days and 36 at 72 hours.
Date of last Annual Team Performance Review	16/10/12

IMB Applications by Subject

Code	Subject	Year 2012/13
A	Accommodation	16
B	Adjudications	7
C	Equality & Diversity (inc religion)	10
D	Education/employment/training inc IEP	22
E 1	Family/visits inc mail & phone	9
E 2	Finance/pay	21
F	Food/kitchen related	7
G	Health related	36
H 2	Property (during transfer/in another establishment)	59
H 3	Canteen, facilities, Catalogue shopping, Argos	3
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	40
J	Staff/Offender/detainee concerns inc bullying	16
K	Transfers	34
L	Miscellaneous	33
	Total	313 ²

² Noted that some applications to the IMB encompassed more than one area of concern, hence the differential between the total quantity of applications received, ie 277 and the subject matters recorded ie 313.

ACRONYMS

AA	Alcoholics Anonymous
AWP	Avon & Wiltshire Partnerships
ACCT	Assessment, Care in Custody Teamwork
BOSS	Body Orifice Security Scanner
BME	Black Minority Ethnic
CA	Cocaine Anonymous
CAB	Citizen's Advice Bureau
CALM	Controlling Anger and Learning to Manage It
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
IR	Information Report
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
MARSH	Motivation to Abstinence and Recovery Starts Here
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 Contract 4
OMU	Offender Management Unit
P-ASRO	Prisoners Addressing Substance Related Offending
PERC	Prison Effective Resettlement Co-ordinator
PPO	Priority Prolific Offenders
Recoop	Charity promoting the care, resettlement and rehabilitation of older prisoners
ROTL	Release on Temporary Licence

SIR	Security Information Report
SMARG	Segregation Monitoring and Review Group
SMART	Systematic Monitoring and Analysis of Race Equality Template.
SMPT	Substance Misuse Psycho-Social Team
SMT	Senior Management Team
SO	Senior Officer
TSP	Thinking Skills Programme
UKBA	United Kingdom Border Agency