



**THE INDEPENDENT
MONITORING BOARD**

HMP STOCKEN

**ANNUAL
REPORT**

**1ST MAY 2013
to
30TH APRIL 2014**

Section 1

STATUTORY ROLE OF THE IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 (as amended) require every prison and Immigration Removal Centre (IRC) to be monitored by an independent Board appointed by the Secretary of State for Justice from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

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

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

Section 2

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Section 3

EXECUTIVE SUMMARY

Introduction

The IMB considers that HMP Stocken continues to be an efficient prison, operating effectively. We especially commend the extremely positive manner in which the Management Team and Staff have addressed the changes, opportunities and challenges generated by the implementation of both the 'Fair and Sustainable' and the subsequent 'Benchmarking' initiatives. We are particularly pleased to record that following our representations the Board now has copies of contracts or Service Agreements, thus enabling, for the first time, effective monitoring of outsourced services. Nevertheless some concerns remain. On occasion we find the manner in which Prison Officers address or refer to prisoners can be ill considered and we continue to lament the absence of a positive initiative to bear down on the use of offensive language. Both of these should be addressed. Our more substantial concerns are summarised below, cross referenced to more detail in the main body of this report.

3:1 ISSUES REQUIRING A RESPONSE

3:1:1 Adjudications

During 2012/13 the Stocken Board made representations to the Head of NOMS regarding the length of time it took to hear appeals in cases where the outcome of an adjudication had been a removal or restriction of privileges. We were pleased to note the subsequent reduction in those timescales but remain concerned that where a restriction of privileges is imposed and the decision is subsequently overturned there is no effective remedy. This is inequitable and we believe that there is a need for appeals to be dealt with still more speedily than the new reduced timescales provide.

We are also concerned that too many adjudications are dismissed, or otherwise fail, due to lack of completed paperwork, lack of transferred paperwork where a prisoner is moved following being placed on report, or where, following the transfer of a prisoner, officers cannot be spared to attend the new establishment to give evidence. While we are pleased to report that instances of paperwork becoming lost or being inadequate are very low with resident Stocken prisoners, we believe the Prison Service should act to remedy this problem. One option would be to consider investing in a video conferencing system so that reporting officers and witnesses can be interviewed without having to travel.

We consider NOMS should review these adjudicatory issues with a view to introducing measures to make the system more effective whilst ensuring fairness to prisoners.

3:1:2 Incidents at Height

The Stocken Board has engaged in correspondence with NOMS following a serious incident on 13 December 2013. This incident whilst unusual in its circumstances nevertheless highlights an issue which the Board believes Ministers should review urgently.

A van containing a number of prisoners arrived at HMP Stocken and whilst it was in the sterile area of the establishment a prisoner, not destined for Stocken, escaped through the escape hatch in the ceiling of the vehicle and then refused to come down from the roof. After unsuccessful negotiations with the prisoner a decision was made to call the National Tactical Response Group (NTRG) and a lengthy delay ensued as their team members made their way to the prison, some over considerable distances including Oxfordshire and Essex. As a result it took almost seven hours to bring an incident involving one prisoner simply standing on a van roof to a close. Once the team arrived a member scaled a ladder onto the roof and the prisoner accompanied him down. The IMB (who were present) understands that local prison staff could not intervene to remove the man for health and safety reasons. Indeed, once the NTRG had been called had the man sought to come down he would have to have been told to stay on the van roof until the team arrived!

The Stocken Board is entirely satisfied that the Governor and staff addressed this incident in an efficient and professional manner. The vehicle was surrounded with inflatable material to minimise, if not remove any potential for injury. Negotiators were deployed and a 'cherry picker' made available. However, we repeat, health and safety provisions prevented any intervention by local Stocken staff.

Our concerns are that prisoners learning of incidents of a like or similar nature will recognise the potential for disruption that the current rules provide, if not indirectly encourage. It is also demoralising for highly professional staff to have to stand by impotently in such circumstances. Further this sort of incident and the required response to it risks bringing the Prison Service into disrepute. Of course the care of offenders is of critical importance but it cannot be sensible to risk that care by creating the potential for disruption due to disproportionate attention to health and safety. The Board have written on this matter to the head of NOMS but have not received an encouraging response beyond an undertaking to review what occurred.

We believe that 'Incidents at Height', of which the above is an example, is a matter requiring the direct and urgent attention of Ministers. As we suggested in the letter to NOMS we consider that prisoners should be informed explicitly, in writing on arrival, that in circumstances where they breach the rules, they may place themselves in harm's way. In these circumstances a claim for any potential injury sustained should not be entertained except where gross negligence by the authorities can be shown to have occurred. Equally we suggest that local staff be trained and equipped to deal with incidents of this type subject of course to risk assessments, the availability of medical facilities and the measured and professional use of control and restraint.

3:1:3 Benchmarking

Great efforts have been made by Stocken to implement the benchmarking requirements, including the change of working arrangements linked to the revised working under 'Our New Way' with innovation, skill and sensitivity. The Board commends the Management Team on their achievements in this area including the resolution of issues and pressure points. The Board however is concerned that the resource constraints imposed on the prison by these ministerial initiatives mean that resources are now spread extremely thinly, with very limited capacity to cope with 'out of course' operational exigencies. If say two or three prisoners are placed on 'constant watch' or bed watch or are required for escort duties resources become very stretched.

We consider that a review of the benchmarking arrangements needs to be undertaken when benchmarking is fully implemented across the Service. This review would assess whether all operational requirements can properly be met, including an element of reserve for exceptional situations. Such a review would offer either assurance or an opportunity to make optimal adjustments and we look forward to NOMS' response.

3:1:4 Recycling

The IMB believes that an area that urgently needs addressing in the prison is that of recycling. At any one time HMP Stocken has around 1,000 staff and prisoners on site and there is too little done to recycle or reduce the establishment's carbon footprint. The new Activities and Reducing Re-offending lead is in the process of drawing up a business plan for a large plant to be sited within the prison providing training for prisoners and large scale recycling for the establishment. This is welcome but considerably overdue.

We would suggest to the Ministry of Justice (MoJ) that finance for the plan should be fast tracked and that such a plant be built and made operational as soon as possible. We also look forward to a joint response from the MoJ and NOMS on this issue.

3:1:5 Activities and Reducing Re-offending

The Board has been impressed with the changes being made to this area within HMP Stocken. The developing business plan, details of which have been brought to the attention of Members, is both ambitious and far-sighted. Its success will depend on stability and consistent management throughout the development and implementation process, as well as a continuance of present levels of enthusiasm and energy – which we also commend. Our concerns in this area centre upon the impact on a prisoner's individual developmental programme when he leaves Stocken for a designated Re-settlement Prison for the last three months of his sentence. We will be monitoring this aspect in the coming year.

We would welcome a clear statement and positive assurances from NOMS to the effect that such transfers, whilst undoubtedly beneficial from a general perspective in relation to preparation for release will not disrupt or otherwise adversely impact upon a prisoner's individual programme.

3:1:6 Education

Teachers within Stocken have expressed concerns that they can be placed at a disadvantage when OFSTED inspect as a consequence of the application of the OFSTED criteria in respect of attendance and punctuality. Whilst we strongly endorse the OFSTED criteria and do not suggest any change, it has to be recognised that in a prison environment delivery against these criteria is not always within the teachers' powers to influence. Attendance and punctuality, whilst a priority, can occasionally be inhibited by security or operational constraints, or by the individual prisoner being required to be elsewhere.

The Board considers this matter should be addressed conjointly by NOMS, the education providers and OFSTED so that whilst maintaining the criteria inspectors are reminded to consider operational constraints in these and any other related areas. We look forward to a positive response which would remove a demotivating factor for the teaching staff.

3:1:7 Special Cellular Provision

Currently Stocken only has one cell fitted with CCTV for Prisoner observation purposes. Given the comments the Board makes under the 'Benchmarking' heading at Section 3:1:3 above, we believe this facility needs to be enhanced significantly. This is an establishment with an 843 Prisoner capacity. With reduced staffing and new ways of working consequent upon benchmarking, facilities such as CCTV need to be extended to enable optimum use to be made of scarce resources.

We would welcome consideration and a commitment from NOMS to provide additional CCTV in-cell provision to facilitate offender care.

3:1:8 Extension to Healthcare Facilities

The terms of service provision for Healthcare have been broadened since the Board's 2012/13 Annual Report. Provision at weekends and on Bank or Public Holidays has been extended from 14:30 to 18:30 hours daily. However we do not consider this to be adequate, given the population held at Stocken and its comparative isolation in a rural situation. This point was directly referred to in a report by the Prison Service Ombudsman in 2013 following a death in custody. Ideally a 24/7 nurse practitioner or other health professional should be in attendance, but if this is not possible the Board believes that the current provision should certainly be enhanced and formal effective call-out measures set in place.

We look forward to a positive response to our comments both from NOMS and the contracted Healthcare provider.

3:1:9 Offender Management (OASYS)

The Board is increasingly concerned about the incidence of Prisoners arriving at Stocken who do not have OASYS assessments completed. Statistics detailing the incidence and supporting our expression of concern are set out at Section 6:4:1. Our concerns centre on two aspects. Firstly, the Government's major emphasis, rightly in our view, on efforts to reduce re-offending and resettle prisoners into society is being inhibited by delays in completing these assessments and taking

forward the programme derived from the assessment. Prisoners who are able to 'settle' without prompt encouragement can subsequently more difficult to motivate.

Secondly, with constrained staff resources (see Section 3.1.3 above) it is positively demotivating to staff who work hard to complete OASYS and related Offender Management work only to find that overall they make little or no headway to reduce the backlog because arrivals have not had OASYS assessment work done at other establishments. (See also Section 6:3:1.)

We understand this is a national problem. It is, we believe, unacceptable and NOMS should act urgently to require Governors/Directors to treat this as a high priority. Failure to do so negates, to a degree, the stated policy intention of Ministers. A national programme to reduce the backlog should be imposed without delay. Failure to do this will lessen significantly the impact of a key Ministerial initiative to reduce re-offending and prepare prisoners as quickly as possible to become valuable members of the community upon release. We look forward to a positive response from NOMS.

3:1:10 Property

The Stocken Board is concerned that common standards (subject to the type of establishment) do not appear to apply to the volume of property held by prisoners. We understand that the basic entitlement for prisoners is two volume controlled boxes and that variations from that norm should be marginal. Frequently the volume is exceeded and there have been instances of prisoners arriving at Stocken having significantly more. In one extreme instance a prisoner arrived with fourteen plastic sacks of belongings. In another, a prisoner was concerned about his bicycle!

Not only is this variation a cause of discontent because arriving prisoners may not be permitted to retain the volume that they have held elsewhere, but on several occasions vans have not been able to accommodate both prisoners and property. Property then gets misplaced, or sent to store, and additional problems ensue. This creates a further and wholly avoidable pressure on scarce resources. Property is the single most frequent reason for prisoner Applications to the IMB. It is also very often the most difficult and time consuming category to resolve.

We believe that NOMS should act promptly to issue specific instructions to Governors/Directors regarding property control and that variations from the 'two volume controlled boxes' measure should be limited to justified documented exceptions. The standard should be applied and properly enforced across the prison estate. Failure to do this will create continued discontent for prisoners and additional work for staff, and no doubt further and avoidable compensation claims for lost property. We look forward to an urgent NOMS initiative on this matter.

3:2 ISSUES NOT REQUIRING A RESPONSE

3:2:1 Over 60's Support Group

There is no longer an Over 60's Support Group at HMP Stocken. Figures show that during November 2013 there were 11 resident prisoners falling into this age group, with the eldest aged 74 years. There were also however thirteen further prisoners aged 55-60, and seventeen aged 50-55. The Times printed an article on 15 November 2013 stating that the overall prison population is ageing and that the proportion of prisoners under the age of 30 has fallen. Much of the ageing population is explained by longer sentences, including more Lifers, and older people being convicted of historic sexual crimes. Bearing in mind these demographics it is the opinion of the Board that it may be worth considering reinstating the Group, in order that the interests and needs of this growing cohort can be better represented.

3:2:2 Reprofiting

It is a concern that various services hitherto offered by HMP Stocken to prisoners and their families have been withdrawn often, but not always, as a result of reprofiling and the resulting loss of staff. For example the valuable 'Toys on the Table' scheme whereby local businesses donated surplus stock which was then wrapped and given to prisoners to present to their children at Christmas visits no longer operates. Similarly, Lifer Days do not always take place either due to insufficient promotion or a lack of personnel to supervise the event. These changes are unfortunate and a need for adequate staff resources to supervise 'extra curricula' activities should be taken into account in a review of Benchmarking; (see paragraph 3:1:3 above).

3:3 OVERALL ASSESSMENT

The assessment of the IMB is that HMP Stocken continues to be a well run prison operated by a staff which works hard to care for prisoners effectively, safely and humanely having improved further during the period of this report. The Governor continues to control the establishment firmly but with humanity and the Deputy Governor, appointed during the current reporting period, but leaving soon to take a new role within the prison estate, has been a most effective member of the SMT. The loss of his experience will be keenly felt. Adjustments in senior staffing continue to refine the Team and they collectively demonstrate a clear and very proactive purpose at the top of Management. This contributes to the positive atmosphere within the prison as a whole.

Section 4

DESCRIPTION OF HMP STOCKEN

4:1 CATEGORY, PURPOSE, POPULATION

HMP Stocken is a male Category C training prison adjacent to the A1 in Rutland: access by public transport is very limited. Opened in 1985 with 300 medium/long term prisoners the prison has expanded over the years: in March 2010 the certified normal accommodation was increased to 842 with 790 single cells and potentially 52 double cells housed in 11 residential units. Following extensive refurbishment and expansion during the 2012-2013 reporting period, with a temporary increase in operating capacity to 1056, various wings were closed and are now in the process of being demolished.

At the time of writing wing usage is as follows:

A	Closed. Under demolition.
B	Closed. Under demolition.
C	Closed. Under demolition.
D	Closed. Under demolition.
E	Closed. Under demolition.
F	KAINOS and Generic
G	Closed. Under demolition.
H	Induction
I	Drug & Alcohol Recovery
J	Closed
K	IDTS and Generic
L	Generic
M	Generic

A cell on I wing has been adapted specifically to address the needs of a prisoner suffering from dementia. When not required by a dementia sufferer, the cell will be used for a prisoner who would benefit from a modified environment such as epilepsy sufferers or anyone recovering from surgery.

In our last Annual Report the Board lamented the decline in the Gardens Department. We are pleased to report that despite limited resources, a new initiative, under the auspices of Activities and Reducing Re-offending, sees developing plans for the restoration of a productive, instructive department under a qualified instructor. It is hoped that this will soon involve prisoners in vocational training and provide the prison kitchen with produce year-round.

During the reporting year HMP Stocken's Investors in People accreditation was subject to review and the prison retained the award. This, we consider, is particularly noteworthy, given that the assessment took place at a time when concerns over potential staff reductions and changed working methodologies were to the fore. It reflects well on staff and the way in which management has addressed the many and onerous challenges presented by Fair and Sustainable and, separately, Benchmarking.

In 2012 HMP Stocken was rated a Performance Level Three prison, down from a Level Four. The Governor saw this as a positive opportunity for consolidation and reinforcement of the practices and ethos that led to the awarding of Level Four, and as a chance to improve and regain the level held in 2011/2012. In 2013/2014 HMP Stocken remains a Level Three.

4:2 CONTRACTORS AND AGENCIES

4:2.1 SMART: The Substance Misuse Recovery Team helps offenders with drug-related problems to break the cycle of addiction and offending. The five elements of this process involve assessing the individual's needs; accurately informing them about drugs and the harmful consequences of using them; helping them access services and rehabilitation programmes; contributing to their case management; and helping them implement a care plan tailored to the individual.

4:2.2 Chaplaincy: Spiritual care and guidance is provided by a multi-faith team of led by the Managing Chaplain.

2 Muslim Imams	part time
2 Anglican Chaplains	one part time, one full time
2 Roman Catholic Chaplains	one 25 hours pw, one p/t
1 Salvation Army Chaplain	part time
1 Jewish Rabbi	part time
1 Hindu Chaplain	part time
1 Sikh Chaplain	part time
1 Buddhist Chaplain	part time
1 Jehovah's Witness Chaplain	part time
1 Pagan Chaplain	part time
1 Quaker Chaplain	part time
1 Mormon Chaplain	part time

4:2.3 Education: Since August 2009 contracted educational provision has been the responsibility of the Milton Keynes College.

4:2.4 External Volunteers: 11 volunteers work in a variety of roles, including helping prisoners engaged in the Kainos scheme (see below) with their social development. Others assist the Chaplaincy Team to run the Alpha courses, and work in the Library. Members of the Prison Fellowship run the Sycamore Tree/Victim Awareness courses and attend chapel services every Sunday.

4:2.5 Healthcare: This is provided under contract by the Leicester County and Rutland Primary Healthcare Trust. The Centre is run by Nottinghamshire Community Healthcare and medical staff is provided by a GP practice in the local town of Oakham, 8 miles away. The Mental Health Care Team is provided by

Northamptonshire Clinical Commissioning Group. (See Section 5:3.)

- 4:2.6 Kainos: An organisation delivering 'Challenge 2 Change', an accredited offending behaviour programme consisting of five modules focussing on reducing re-offending and designed to be delivered over six months in a community setting within the prison. Nationally 87% of Kainos graduates do not attract a further custodial sentence within two years: HMP Stocken's figure is presently 86%. C2C is currently only being delivered in three prisons nationwide.
- 4:2.7 Library: Both books and staff are provided by Rutland County Library.
- 4:2.8 Play Leaders: HMP Stocken currently benefits from three Play Leaders in the Visitors Centre: two paid by Children in Need and one volunteer. In addition there are two on zero hours contracts who come in when required to help with the children and build relationships.
- 4:2.9 Samaritans: Based in Grantham, the Samaritans are responsible for training Listeners. See below.
- 4:2.10 Shannon Trust: Previously known as 'Toe by Toe', this is a 'buddy-led' reading improvement system. The scheme was relaunched 28 February 2014 and given a more mature profile; mentor retraining was required and at the time of writing there are 20 mentors helping 15 learners. Each reader has 10-15 minutes a day with his mentor and the prison allocates a total of 6 hours per week of Officer time to help administer the course. This is a nationally run charity adopted by NOMS.

Section 5

COMPULSORY REPORTING AREAS

5:1 DIVERSITY

Chaplaincy

A new Managing Chaplain was appointed in March 2014 following the departure of his well respected predecessor to a new role based in Leicester.

The religious demographic of the prisoners in HMP Stocken is, at the time of writing, as follows:

Buddhist	14
Catholic	152
Church of England	156
Hindu	4
Jehovah's Witness	3
Jewish	5
Mormon	24
Muslim	109
Pagan	13
Sikh	10

There was no Pagan Representative on the Prisoner Diversity Group in January 2013. As the prison's Breakdown of World Faiths indicates that 2% (Thirteen) of HMP Stocken's population is Pagan, the Board was pleased to note that a Representative has now been found.

An article in The Times (15 November 2013) reported that the number of Muslims in prison has doubled in the last decade to more than 11,000; more than one fifth of the population of some of the larger prisons. Figures for HMP Stocken currently stand at 11.5%: nationally it is 13.4%. It might however be worth considering that in the experience of this Board some of the Prisoners who claim to be Muslim, or who apparently 'convert' while in prison are happy to admit that they do so for reasons other than religious conviction – for example for personal security and even, in some cases, for the diet!

Disability

It appears that some prisoners remain, as recorded in our last Annual Report, reluctant to admit to any form of disability when they complete their Induction Disability Questionnaire: this can mean a delay in the accurate assessment of disability within the prison. However the figure recorded in January 2014 of 184 (22%) would seem reasonably representative. Some 37% of Staff record themselves as 'Status Undeclared', possibly as a result of a myth that exists to the effect that if an individual declares themselves disabled they will be referred to Occupational Health Service (OHS), the body tasked with assessing fitness to work. Steps are actively being taken to dispel this myth, and to encourage staff to update their personal details.

The Board notes that there is no toilet for the disabled in the Segregation Unit. Providing one such would require the loss of a cell however, and so disabled Prisoners continue to remain in their cell and be subject to cellular confinement (CC) on their wing.

The Dementia Cell on I wing funded by the King's Fund was put to good use with a 53 year old Prisoner assigned to it as soon as it became available. Signs using symbols and distinct colours rather than the written word are also employed to help dementia sufferers, and a guide has been produced by NOMS for Prison Officers entitled 'Hidden Disabilities: Dementia'. Useful information regarding the guide has been supplied to I and H wings and is readily available to prison Staff.

Some excellent work has been reported by the Disability Liaison Officer including a recent visit from 'Vista', a Leicester based charity for the blind. They were introduced to the Regimes team to see what benefits and aids can be given to visually impaired prisoners and supplied a 'Teach Yourself Braille Kit' to one such. They are also investigating the feasibility of teaching these individual life skills in cooking to help with independence post-release.

The Disability Liaison Officer has recommenced walking the prison to deal with any Disability related questions or issues as they arise and as a result has been able to issue several two handled cups and scooper plates, and more appropriate footwear, to various prisoners whose problems had not previously come to light.

Diversity & Equality

There are pleasing developments and progress to report here. The Diversity & Equalities Unit is now back to full staffing levels. Two Safer Custody Co- Coordinators have been appointed, and two Equality & Diversity Officers, all of whom are unified staff. From within the prison population thirteen new Listeners were appointed during the early part of the reporting period, and Diversity representatives have also been found: also for the first time, they will have a written job description. The trialling of separate Diversity Equality Action Team (DEAT) meetings for staff and prisoners has now been completed and the Board is pleased that it has been decided to return to the original system of holding quarterly meetings from April 2014 in line with HUB data reporting covering both aspects of the issues involved. As before, prisoners will leave when staff related matters are to be discussed, and the meeting will be chaired by the Governor.

While the prisoner demographics alter on a daily basis, we offer the following as a snapshot of the breakdown of HMP Stocken's population. As at October 2013 a racial mix based on figures supplied by the Systematic Monitoring & Analysis of Race Equality Tool (SMART) report is indicated as follows:

BME	22.8%
Asian/Asian British	6.7%
Black/Black British	9.4%
Mixed	6.0%
Chinese/Other Ethnic	0.7%
White British	73.4%
White Irish/White Other	3.7%
Not Stated	0.1%

In October 2013 there were twelve Discrimination Incident Report Forms (DIRFs) raised and a spot check of several of them reassured the Board that they were satisfactorily resolved. From April 2014 however the DIRF should have ceased and any matters raised in them should have fallen under 'Complaints'. However, this has yet to happen and clearance to go ahead is awaited from the Centre. The Board will continue to monitor this area closely as it is a concern that prisoners might become increasingly reluctant to report incidents of alleged discrimination.

Of the 309 Staff employed at HMP Stocken, 64% are male; 37% of staff are aged 45-54.

Following the departure of the Safer Prisons Manager at the end of January 2014 that role has been subsumed into that of an existing residential Governor who now has the new title 'Head of Residence and Safety'. The newly constructed Safer Prisons and Equality Team comprises a Custody Manager, a Safer Custody Officer, two Safer Custody co-ordinators, a Disability Officer, two Equality Officers, and three Safer Prisons Administrators. Under the 'Our New Way – Every Contact Matters' Government initiative, HMP Stocken has devised and is in the process of implementing a far reaching policy change designed to ensure that every contact with a prisoner is recorded. The aim is to document infallibly all aspects of a prisoner's life in terms of sentence planning, health, education, work etc to provide a complete overview of his time in custody including his targets, aspirations and achievements. This is covered in more detail in 'Safer Prisons' (Section 5.4.)

Listeners

The numbers of Listeners available fluctuates due to re-categorisation and release. Selected and approved prisoners are trained by Grantham based Samaritans who are volunteers and often hard pressed for time, so the replacement of Listeners can take longer than would ideally be the case. Listener qualified prisoners transferring from other establishments are promptly identified and thus can step straight into the role at HMP Stocken provided they have been 'listening' within the 3-4 weeks prior to transfer acceptance. Weekly meetings are held for mutual support and information sharing.

Veterans in Custody

During the early part of the reporting period 26 Veterans were in residence, five of whom were under the supervision of a caseworker. More recently the figure has dropped to 24. As previously acknowledged in our last Annual Report, some excellent work has been done in this area, initiated by a particularly dedicated member of staff and exemplified by the Remembrance Day service at HMP Stocken on Sunday 10 November, at which two Veterans assisted with the service by performing a reading and laying a wreath. Further, links are being forged with the Family's Support Team at Stocken so that support can be provided for the immediate family of imprisoned Veterans. A dedicated notice board has been installed in the main corridor highlighting free phone numbers for the Combat Stress 24 hour Helpline for ex-service personnel and support contact cards are issued on request – including recently one to a prisoner located in the Segregation unit.

The Royal British Legion (RBL) is very supportive of the work done at the prison in this regard and is keen that Stocken staff help replicate the RBL Prison In-reach

work and the Veterans in Custody Schemes operating in other establishments in the East Midlands.

It is very disappointing therefore that we must report that the member of staff in question no longer has any work hours designated to this role, and that other work has had to take priority. Two prison officers with Military backgrounds have been appointed to perform the essential prisoner face-to-face contact but this will again come out of undesignated hours. It is to be hoped that the wealth of experience amassed in this area will not be allowed to go to waste, and that the expertise will be used to best advantage. This concern should be taken into account in our request that benchmark staffing levels under 'Our New Way' be subject to review (See Section 3:1:3.)

5:2 LEARNING AND SKILLS (EDUCATION AND WORKSHOPS)

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

Learning/Education/College

Since 2009 academic learning has been provided by Milton Keynes College (MKC). Its remit also includes responsibility for six of the workshops.

The IMB is pleased to report that we have now obtained an appropriately redacted copy of the documentation provided to education contractors by the Skills Funding Agency. This outlines parameters and funding provision. We are also pleased to have finally received a clear statement of service standards for HMP Stocken from MKC. The IMB strongly supported the Governor's efforts to obtain such an agreement and believes that NOMS should, with assistance from the Skills Funding Agency (SFA), make it explicit that such a document, vital to the fully effective monitoring of education departments, must be in place for every establishment. They should also make it clear to Governors/Directors that performance must be assessed against the agreed standards. The Stocken IMB will be closely monitoring the performance of the 'College' now that the Statement of Service Standards is to hand.

A new College Manager was appointed at the start of the last reporting year but left on 31st January 2014 to take up a new post abroad. The process of recruiting her replacement took longer than ideal, resulting in a short handover period and a gap without the new appointee in post. Clearly this was unhelpful for the continuity of leadership and the new College Manager reports a steep learning curve to be scaled, but is both enthusiastic and dynamic. His department now employs an Education Manager, a Deputy Manager, two Programme Leaders, three full-time teaching staff, 22 part time teaching staff and three administrative staff. Until recently the scope for better liaison between prison and College was being addressed through a clear line management structure with key personnel from both the provider and the prison working closely on site to lead, monitor and review

education provision. The provider and prison were driving a shared vision with optimism, although this needed to be fully embedded and was merely a start to improving provision. However an unexpected change in the provider's staffing structure for the prison, which coincided with the start of the new Education Manager's induction, slowed progress at a time when Ofsted/HMIP might reasonably have expected to see positive outcomes coming to fruition. With the new Education Manager and Deputy now in place there is a fresh opportunity to deliver the necessary outcome.

The overall number of learners engaged in education within an average month is 320, some 35% of the prison population.

The IMB feels that the morale of College staff has improved markedly since our last annual Report. Clearly the College benefited greatly from the leadership of the recently departed Manager. We expect the work done by her will be further built upon by the new Manager.

Various aspects of coupling Learning with prison life remain problematic; for example, College staff are no longer allowed to attend prison monthly training days, during which the prison is locked down. Full time staff are able to join prison training events as well as in-house training within the college, but sessional staff are considered unemployed on these days and therefore have to lose pay. They are however able to access compulsory prison training as required. Education continues throughout the year: College is now open 52 weeks per annum, four and a half days each week, and is therefore available 260 days a year. The Adult Core Curriculum is followed and courses cross-referenced where appropriate. Classroom capacity is ten, but may be as many as twelve. Discipline is maintained by teachers, who may issue IEP warnings. Disruptive Prisoners are removed from classes – officers in the corridors are available for additional support.

All prisoners are currently offered screening tests within the first week of arrival at Stocken. Learning plans are drawn up by the National Careers Service and College writes an individual one based on the prisoner's educational needs as assessed by the Functional Skills English Examination (FSEE), to which there are three elements: reading, writing and speaking/listening. Stocken presently has Direct Claim (DC) status for English: Maths is not yet quite finalised. The system for teaching and assessing Functional Skills is now more flexible: the 'Stepping Stones' programme offers bite size ten hour chunks of basic Maths and English covering, for example, how to use full stops and capital letters. Up to six of these can be taken, each leading to an award. Then the Functional Skills programmes can be employed, with their additional allocation of Guided Learning Hours.

Attendance at College for tuition in English and Mathematics is mandatory if a prisoner's attainment is less than Level One (below that of a five to nine year old); later they can progress to other courses. A prisoner can be referred to Education from the Careers Service or wings if there are indications of a need which was not identified upon arrival. Last year overall there were 1,500 enrolments.

Two Learning Support workers are available, and work packs can be provided to Segregation and Rule 45 prisoners, which are returned to College for marking: wings and the Segregation Unit are visited weekly by College Outreach staff. A member of

staff facilitates distance learning by arranging tutorials and telephone calls and while Prisoner Education Trust funding has been severely reduced for distance learning there are still, at the time of writing, seven prisoners on OU courses, for which they have taken out a student loan.

Attendance at College has improved during the reporting year. A robust new system for monitoring attendance is in place, and improved support from wing staff is assisting. Up-to-date figures are available comparing allocation with actual class size. Computer records for reporting and commenting on absences are also used to make payments – comparable to other places of prison work – to prisoners and as news of this spreads it is hoped that attendance will continue to climb. In addition, the new College Manager anticipates having more long term prisoners in the future and intends to ‘sell’ College to prisoners as a place of development, not just as somewhere to go to fill time and to earn.

There are sufficient places for all those who want to participate in College learning, but timetabling is an area that has been under intensive review during the reporting period. In conjunction with the prison, the College is keen to support the maximum number of learners allocated to a class, and to increase attendance. As a result, courses will be run on a morning or afternoon basis, four or five sessions a week. Some vocational courses, such as Managing Financial Literacy, have been stopped as the timetable has been amended. The list of courses, and their respective qualifications, is being updated and it is hoped that this will be available to Prisoners on Induction from June 2014.

Communication with and the involvement of staff has increased, helped by a daily briefing at 08:15. Meetings are rotated so that peripatetic teaching staff can attend. A staff weekly bulletin is produced every Friday and a flow chart of all College staff, their roles and Line Managers has been produced. Fewer complaints have been received by College from prisoners, and fewer classes cancelled for reasons of staff absence. An annual holiday planner is now in place, and 80% of planned staff absences are to be entered at the beginning of the academic year, in August.

Specific examples of good practice or innovation during the reporting period also include a new Independent Learner Profile pack produced for each prisoner, consisting of a smart folder containing his achievement plan, class records and teaching assessment. Interactive whiteboard courses are planned for staff who will then have to present to other teachers to improve their confidence. There has been a significant increase in the number of Virtual Campus users and a general sprucing up of classrooms is indicative of the raised morale and renewed interest in the surroundings that is evident throughout the department. Educational records do not always arrive with prisoners transferred from other establishments but a Learner Records System is now in place which staff have been trained to use.

Concerns remain, however:

- The profile of the College still seems low within the prison, despite fresh publicity materials being developed for the wings: a College Open Day back in September 2011 proved worthwhile. The Board would like to see this repeated.

- Prisoner punctuality is still an issue, largely due to the size and geography of the establishment and from time to time, operational exigencies, but work is provided in the classroom from the time the class starts and prisoners sometimes miss out. OFSTED needs to recognise some of the operational constraints of prison education but is unforgiving of poor timekeeping: the Board understands however that HMIP is becoming involved to explain some of the practical difficulties peculiar to prisons (See also Section 3:1:6.)
- Differential contracts persist among the teaching staff, and this leads to organisational complication. Harmonising them would undoubtedly be more practical, but the suggestion has already caused disquiet among some staff. We believe MKC should address this. They should also speed up recruitment processes.
- National data about prisoners' previous qualifications can be accessed but it is only as good as the information input by other prisons.
- Two ongoing problems are specific to the fabric of HMP Stocken: a lack of alarm bells in the classroom and of heating in the IT classroom which is a large, workshop style facility and therefore can be very cold in inclement weather.

Overall, it is our opinion that Milton Keynes and HMP Stocken are working together much more effectively than during our last reporting period. The Post Inspection Action Plan will be co-authored by both parties and the Quality Improvement Plan, a summary of the self-assessment plan, will be presented after consultation with Milton Keynes.

Learning/Skills/Workshops

Workshops			
1 – Currently closed, will become Clothing Exchange Services (CES)			
2 – VT Motor Vehicle Studies	1 staff	14 prisoners	£12.06pw
3 – Plumbing and Tiling	1 staff	14 prisoners	£12.06pw
4 – Waste Management	3 staff	20 prisoners	£12.06pw
5 – VT Catering	2 staff	22 prisoners	£12.06pw
6 – CD Recycling	2 staff	50 prisoners	£12.06pw
7 – Contract Services	2 staff	48 prisoners	£12.06pw
8 – DHL	11 staff	45 prisoners	£15.03pw
9 – Bricklaying	1 staff	14 prisoners	£12.06pw
10 – Painting and Decorating	1 staff	14 prisoners	£12.06pw
11 – Cycle Maintenance	2 staff	22 prisoners	£12.06pw
12 – Laundry	3 staff	13 prisoners	£12.06pw
Gardens (Inside)	2 staff	22 prisoners	£12.06pw
Gardens (Outside)	1 staff	6 prisoners	£24.75pw
Other:			
Kitchen	11 staff	35 prisoners in shifts	£15.03pw

Workshop Notes

Workshop 4 Waste Management:

Prisoners can work towards completing a WAMITAB (Waste Management Industry Training and Advisory Board) qualification in Recycling Operations, Level 1. This workshop processes all the recyclable waste produced by the prison: daily bin collections, monthly wood and metal collections and the collection of confidential waste and its processing. A new composter is now in use and a plastic bottle recycling machine is planned.

Workshop 6 CD Recycling:

HMP Stocken has a contract with Polymer Ltd to process compact discs into recyclable granulate, but at present there are no qualifications to be earned by prisoners working here. It remains a concern to the IMB that the spirit of 'purposeful employment' does not apply in CD recycling. While the Board appreciates that the workshop is a useful starting point for the teaching of the work ethic and the importance of timeliness and regular attendance, it is hard to imagine a less constructive way of spending time than scratching CDs and dismantling plastic cases. The workshop is well run by an engaged member of staff but the environment is noisy and drab and the work itself is repetitive and unchallenging.

Workshop 7 Contract Services:

Undertaking a variety of contract work, prisoners are at the time of writing assembling plastic caps for lighter fuel gas canisters. Work is ongoing to find other contracts to fulfil.

Workshop 8 DHL Services:

DHL is contracted to provide 'canteen' services to prisons and has chosen to use their HMP Stocken facility as the base from which they supply 7 prisons in the Midlands area. This encompasses the provision of toiletries, tobacco, sweets and other items on which prisoners can spend their money. Employment here attracts higher wages due to the responsibilities and levels of trust involved in the work and appointment to positions in DHL is much prized.

Workshop 9 Bricklaying:

Two different levels of qualification can be earned here much faster than outside the concentrated prison environment: the lower takes four weeks to complete; the higher twenty. To date fifteen inmates have completed the latter, and places in this workshop are sought after as the qualification is seen as marketable, post-release.

Workshop 11 Bicycle Maintenance:

We were pleased to include this workshop in the 'Examples of Excellence' section of our last report, and nothing has happened in the last year to change our view that this is an exemplar of constructive, positive employment, well run by motivated staff who in turn enthuse the prisoners who work hard to achieve valuable qualifications. The value of this workshop can be seen both by the fact that restored bicycles are either returned to the charities and police forces from which they came, or sent to orphanages in Cyprus and Romania. Further: a graduate of the workshop is now working as Lead Technician in a new bike section for Halfords PLC., having been interviewed at HMP Stocken by the Halfords HR manager, who has also taken details of another mentor ahead of his imminent release. It is very much to be hoped that the excellent work done in this area will be continued despite the recent departure of the energetic and motivational instructor.

Workshop 12 Laundry:

Although prisoners working here cannot earn a qualification, the workshop processes most of the laundry needs of the prison, but is expected to be able to deal with the whole of the laundry needs of the establishment by July 2014. It washes, stores and issues bedding, clothing and towels to the whole establishment and the opening of a CES store in Workshop 1 will increase the number of prisoners gainfully employed. We consider there is scope for expansion here and the potential to acquire external contracts, thus enhancing employment opportunities both in the prison and possibly also on release.

The post of Mentor exists in most workshops and is highly sought after as it is a trusted position and therefore forms part of achieving enhanced status in the IEP system and is better paid.

The atmosphere in the vocational workshops is good, with – in the main – motivated, cheerful prisoners working hard to achieve good results. A positive attitude from the staff clearly helps and there is definitely a firm intention on the part of the Instructors to make the system work and to train prisoners. Understandably part of the prisoners' motivation is the pay they receive, but in general there is intent to do well, qualify, and to improve their chances of gainful employment when released. Acceptance into a workshop is not automatic and consequently carries kudos: entry basic literacy and numeracy skills. The 12 week Catering Training leading to a City and Guilds diploma requires intending students to meet stringent criteria and pass an interview before acceptance. A recent buffet lunch provided by those undertaking catering training was outstanding and attracted significant praise and a note of thanks. Participants on these courses are proud of what they do and what they have achieved, in order even to be accepted on a course.

In order to earn the rates outlined above, prisoners must work 9 sessions pw. The roles of wing cleaners and Servery workers have been combined and are now designated 'Wing Workers'. Each wing worker is required to attend and successfully complete the BICS Industrial Cleaning qualification delivered by the College and pass the food hygiene assessment undertaken by Healthcare. Wing workers are paid £12.06 per week. Prisoners who do not work receive £2.50pw unless they have been sent to back their Wing due to over manning for the work available. Other financial incentives exist and vary between workshops but in general are awarded according to attendance, productivity or successful completion of a course.

In our last Annual Report we recorded our concern at the deterioration in the Gardens department. We are now pleased to report that there has been improvement in this area: the new instructor appointed is full of ideas on how to restore the Gardens to a productive, instructive part of the prison providing a full range of skills and qualifications in gardening and landscaping including an NPTC in Horticulture. Six new poly tunnels have arrived and will be used to grow produce for the kitchens and bedding plants for the outside gardens. The management of the external areas has recently been brought back in-house after the retirement of the instructor in 2011, and now employs a further six prisoners.

In April 2014 Trackworks, the main contractor for Railtrack, began a seven week training scheme at HMP Stocken involving twelve Prisoners in laying full size track. On successful completion of the course prisoners are given a medical and then registered with the agency nearest to their release address with a view to future employment. Network Rail has invested £250,000 in this project, with the prison service spending £28,000 to facilitate its implementation.

5:3 HEALTHCARE AND MENTAL HEALTH

In the opinion of the IMB, healthcare provision at HMP Stocken continues to improve under Nottinghamshire Healthcare and a proactive new Healthcare Manager.

Although there is a continued requirement for nursing locum staff, staffing levels generally within the department are satisfactory, in part because the same agency nursing staff return on a regular basis. Dentistry is provided and operates on a triage system under which all urgent cases are seen within seven days. The optician, subcontracted from Leicestershire Primary Healthcare Trust, visits twice a month and conducts extra clinics when required. The arrival of both an additional podiatrist, and a second doctor to cover substance misuse once a week, strengthens the team and helps provide a full range of medical expertise and a consistent approach to treatment and prescribing. Chronic disease management is well embedded at Stocken and waiting lists and times have been reduced. Urgent requirements are now dealt with by confidential healthcare forms posted in boxes on the wings: prisoners are normally seen within 72 hours.

The Mental Health Care team, provided by Northamptonshire Clinical Commissioning Group, is considered to be fully staffed, but it remains a concern for the IMB that 3 practitioners for a prisoner population of more than 850, is insufficient. Even so, physical space was at a premium until they and the Administration team move into the Portakabin sited next to the main Healthcare wing in April 2014. Relocation has allowed more space both for them, and for the expansion of the various services offered to prisoners by the department including Smoking Cessation. It has also provided more privacy for individual meetings between Mental Health Staff and prisoners. It also now allows disabled prisoners to attend the Prisoner Health Forums, held monthly.

The prescribing pods on K, L and M wings described in our last Annual Report continue to facilitate the efficient dispensing of medication given Stocken's large area. Prisoners spend less time walking the corridors in possession of their pharmaceuticals and while medication swapping continues, it is on a smaller scale as confirmed by the monthly checks of prescriptions against medicines held. The deliberate reduction in analgesic prescribing continues, with staff dealing well with prisoner reaction.

Concern remains at the medical profile of many transfers to Stocken. Surprising numbers arrive with ongoing issues including the widespread continued prescription of Pregabalin and Gabapentium, both popular and easily traded medication which HMP Stocken's Healthcare team has worked hard to limit over the last year, an example of this being that the Pregabalin medication has been changed to a liquid

preparation. Where appropriate, prisoners who arrive at the prison taking either of these medications are managed under the Leicester, Leicestershire and Rutland Prison Prescribing Formulary; this often causes friction, which requires sensitive handling by both prison and Healthcare staff.

Health screening continues within 72 hours of arrival at HMP Stocken. All new arrivals are offered cardiovascular risk assessment, and all older residents have now been processed. If a risk is assessed at 30% or more, the matter is pursued. To date, the defibrillators placed on L and M wings (twelve minutes walk from Healthcare) have not been used. Clinics specifically designed for older prisoners are now held at regular intervals and the relatively new process of placing Healthcare appointment slips under cell doors has led to significant improvement in attendance at all clinics, though it is time consuming and other options are being pondered. Last minute cancellation of hospital appointments however continue to cause concern and while there is currently no mechanism for deterring this practice, a 'pre-admission' clinic is being considered to reduce wastage of both prison time and NHS resources.

The funds received from the NHS Kings Fund for an improved Healthcare waiting room, and signage works have been put to excellent use. The waiting area now has new furniture, flooring, lighting and TV. Dementia friendly signs have been placed around the prison. These are welcome improvements.

The Healthcare Forum, chaired by the Head of Healthcare is active and useful, providing a real opportunity for an exchange of views with representatives from each wing, Mental Health Care and SMART.

Despite the improvements the Board remains concerned that having raised this issue in our last two Annual Reports, there is still no Healthcare cover after 18:30 on Saturdays, Sundays and Bank Holidays. Should any injuries or episodes take place within these times the advice is for the prisoner to be taken to A&E. We repeat; an on call Nurse Practitioner would be a better use of resources and avoid out of hours taxi costs to local hospitals that are either twelve miles north in Grantham or twenty miles south in Peterborough.

5:4 SAFER PRISONS

As outlined in Section 5:1, HMP Stocken is now operating 'Our New Way – Every Contact Matters' scheme. This is a Stocken initiative designed to comply with new Government guidelines with the intention of documenting any contact made by a member of prison staff with a prisoner, from his arrival to his departure, thus forming a complete history of his time within the prison. The aim of these reforms should contribute to reducing reoffending by providing care and custodial treatment which is optimally responsive to a prisoners' social and economic needs by creating an environment that supports good citizenship whilst challenging unproductive, violent or antisocial behaviour.

Under restructuring within HMP Stocken, Safer Prisons now encompasses the Segregation Unit (Section 5:5) Self Harm and Suicide, ACCTs, Violence Reduction,

Cell Share Risk Assessment (CSRA), Use of Force, Equality, Listeners/Samaritans, Mentors, The Shannon Trust, Counselling, Insiders, and DIRFs.

As before, any member of Staff, IMB Member or volunteer can open an ACCT on a prisoner, and the process must be started when an individual is concerned that a prisoner is at risk of self harm or suicide, or following an incident of self harm. Listed on an ACCT report are any distress signals or trigger events expressed by the prisoner or identified by the reporting person. The opening of an ACCT document is reported to the wing Supervising Manager and full details of all observations are listed. Prisoners on an ACCT are actively encouraged to communicate with their families if appropriate, and staff do consider inviting a family member to contribute to the risk management process. IMB Members maintain close awareness of prisoners placed on ACCTs and carefully consider whether and how frequently they need to be seen.

A new Safer Custody and Violence Reduction Policy came into force on 22 January 2014, and PPB (Promoting Positive Behaviour) has now reverted to Violence Reduction (VR), including a VR Support Plan. This too is a Stocken initiative and comprises a tailor made package. This is designed to help individuals in individual cases and could include putting the vulnerable prisoner in a shared cell with a responsible cellmate; closer supervision in 'public' areas, and counselling referral if considered necessary. Copies of all Incident Alert Forms and investigations are kept on the computer system Z drive and forwarded to the Safer Custody mailbox. After trialling for approximately eight weeks, this new scheme has now gone live and is being used freely, as necessary.

A new system of managing Cell Share Risk Assessment (CSRA) is being implemented. Tailored to ensure a more accurate – and therefore safer - allocation of cell space, the scheme involves a new database, made accessible to all staff, improved training and a better multidisciplinary approach to reviews.

HMP Stocken takes a whole prison zero tolerance approach to violence and abuse and considers everyone responsible for prisoners at risk of self harm or suicide. Staff provide individualised care, treatment and support before during and after a crisis.

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

Given the above it is perhaps unsurprising that the Safer Custody audit conducted in March 2014 gave HMP Stocken green status, recommending only four minor improvements, all of which were priority level three. These were issues of notation rather than policy, and the IMB is satisfied that these recommendations have been acted upon swiftly and appropriately.

5.5 SEGREGATION

The Segregation Unit remains a busy, challenging area of HMP Stocken which is run well, dealing with prisoners humanely and reasonably, despite increasing incidents of some very challenging behaviour. Since our last Annual Report however, there have been major changes made in the running of the unit, which has been subsumed into the Safer Prisons department. While there is of course still a Governor and a Custody Manager heading the department, there is no longer a designated Senior Officer. Minimum staffing levels are three morning and afternoon and profiling provides for one of either Oscar Three or Oscar Four to be on site in the mornings: apparently however this does not always happen. The opinion of the staff on the wing is that staffing levels are 'not too bad', but that they are no longer able to respond to alarms if other wings call for help.

Adjudications, covered in more detail under Section 3:1, have come under close scrutiny during the reporting period. A new Segregation policy and revised Tarriff Guidelines have now gone live and are under consideration for rolling out across the estate. Staff report the process easier to follow and the amendment to tariffs, within national guidelines, are felt to provide greater consistency.

Occupancy fluctuates but an average of 29.6 per month for the reporting year is considerably less than last year when it was 54. A total of 24 dirty protests took place during the period. Most of these are attributable to just two prisoners. Each dirty protest is both disruptive and unpleasant: it is hoped that the new policy of making prisoners pay for the industrial cleaning of their cells will discourage such vandalism.

Rule 45 reviews are generally conducted well and always held in the allotted time span. The Governor has allocated responsibility for Rule 45 Reviews to the joint Heads of Residence rather than to that group of Managers who are on the Duty Governor Rota. The Board views this as a most positive change, allowing those conducting the Reviews to learn more about those subject to the review and providing for greater consistency of decision making. A Member of the IMB is almost always present.

Section 6

OTHER REGIME AREAS THE BOARD WISHES TO HIGHLIGHT

6:1 RESETTLEMENT AND OMU

In our last Annual Report we recorded a number of concerns relating to Resettlement and it is fair to say that one year on, progress to address these has not been as fast as ideally we would have liked. However there is clear evidence that the new sector lead, appointed in February 2014, has a good grasp of the issues faced and history suggests that he has the skill and drive required to implement reform.

A major concern in 2012-2013 was that despite repeated requests there was no tangible business plan or published strategy for running this, arguably one of the most important areas of the prison. The immense complexity of the work involved in Resettlement has required the involvement and co-operative working of many different departments and individuals in formulating the strategic plan. The Board has been briefed on the developing strategy and business plan which is some 90% complete and regards progress towards final completion as satisfactory. The core of the business plan will be around eight resettlement pathways. The IMB is satisfied that it is more important to finalise a cohesive workable strategy than simply to meet arbitrary deadlines. These pathways are:

Accommodation; Employment; Education and Training; Mental and Physical Health; Drugs and Alcohol; Finance, Benefits and Debt; Children and Families of Offenders; Attitudes to Thinking and Behaviour.

For each individual pathway a subsidiary business plan has been developed in the last six months and weekly meetings are now held to ensure constant monitoring and regime challenge where necessary. There is transparency between departments and action plans for each have been made available to the Board. Peer mentoring for all new prisoners from the time of their arrival at Stocken began in April 2014.

Extensive negotiations were conducted with the College based on the premise that they were not providing enough sessions and that the service provided to prisoners was generally not what was needed. As a result the Resettlement lead has tasked the new College Manager to rearrange courses offered in order to reflect more accurately the Resettlement strategy and the holistic needs and wants of the prisoners. It is heartening to record that thirty-three mentors have been trained for the Shannon Trust since its relaunch in October 2013.

A new staff structure is in place for the Drugs and Alcohol pathway and a detailed action plan is in place for the relaunch of I and K wings. A specific substance misuse doctor has been appointed.

A positive start to the major work required in this area can be seen in the fact that the Resettlement team is currently exceeding its newly set targets: the most recent figures in a month show that of 58 offenders released 57 had accommodation and 22 had employment. While not yet perfect, we are persuaded that communication

between all departments, a considerable concern identified in our last Annual Report, is much improved. The need to capture the ongoing needs of prisoners has been recognised and the SMT, front line staff and other departments around the prison are now all involved in Resettlement and encouraged to participate in the proactive structuring of a relevant sentence plan for each prisoner. It is intended that each prisoner will receive an holistic bespoke package which will be subject to ongoing monitoring and amended as necessary to achieve the stated aim: namely an offender well prepared and best equipped for his release at the end of his sentence.

The new Lead encourages staff under him to drive their areas under his direction: in conversation with them it is apparent that they now feel empowered to make decisions and to focus on the client and his required outcome. We continue to monitor the situation closely but at the time of writing are satisfied that all is being done by a capable and energetic member of staff to achieve the redesign of a greatly improved department.

6:2 KAINOS

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

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

6:3 OUR CONCERNS

6:3:1 OMU

The number of prisoners arriving at HMP Stocken without, or with incomplete OASYS reports, creates a serious problem for the OMU staff – a number of whom are new to the role and only completed their training early in 2014. The total number of prisoners held at HMP Stocken on 1 August 2013 who did not have an Offender Assessment totalled 157. Since then the statistics below show the continuing problem: (There are no figures available for May/June/July 2013)

2013/ 14	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Prisoners received	39	103	122	101	83	88	101	84	NYA
Without OASYS	18	50	82	50	46	38	36	36	NYA
%	46.1	48.5	67.2	49.5	55.4	43.2	35.6	42.9	NYA

At the time of writing, the number of prisoners without a complete OASYS Report stands at 121.

The IMB is concerned that these numbers are far too high. The matter has been raised both with Governor and the East Midlands Deputy Director of Custody but no real improvement has been evident during the reporting period. Not only does this disadvantage prisoners upon arrival, but it demoralises prison staff. The Board understands that this is a national issue but considers that NOMS should address the problem across the prison estate as a matter of urgency. The continued failure to do so needs to be addressed with vigour. (See also Section 3:9:1.)

The OMU performs well and should be applauded for their efforts in adapting to new tasks but the Board feels they could be even more effective if the burden of the OASYS backlog could be resolved.

6:3:2 Prisoner Reception

For the fourth consecutive year the Board remains concerned at the continued inability of Reception to receive prisoners throughout the prescribed lunch hour. Matters have improved in that there is now only a period of 30 minutes when Prisoners cannot be received and are left waiting outside in the van in cramped and uncomfortable conditions. However, even outside the thirty minute period when Reception is in effect closed, there is still some inability to process receptions during the lunch hour. We understand that an already difficult situation has not been greatly mitigated by the new core day staffing arrangements, and it remains the IMB's contention that the Reception should be fully open throughout the lunch period. This however will require a change to staffing allocations.

6:3:3 Property

The Board has concerns about the variable standards applying to the volume of property held by prisoners. While it is understood that the type of property allowed varies from one establishment to another, our chief concern is with the variations that exist across the estate in terms of the quantity allowed. The basic entitlement to two volume controlled boxes is frequently exceeded and there have been witnessed instances of prisoners transferring with up to fourteen bags of belongings. This causes storage problems, additional work for staff when property cannot travel with the prisoner due to limited capacity within vans, and very often resulting administrative problems when property goes astray. Simple standard capacity controls should be applied and enforced across the whole prison estate.

6.4 EXAMPLES OF EXCELLENCE

6:4:1 The Catering Department and Manager

Catering for the large and diverse population of HMP Stocken is a complex and demanding task. The IMB is pleased to record that the Catering team manages to supply individual preferences, meet varying dietary and nutritional needs and fulfil diverse cultural requirements using a limited budget and, for the most part, an unskilled prisoner workforce which requires constant supervision and training.

Given the overall constraints within which it operates, the Catering Department is successful and well managed. It currently meets all the requirements of the

legislative and budgetary targets and works hard under skilled management to provide as good a service as possible to the prisoners it exists to feed.

The Manager displays enthusiasm, energy and professional pride in his role and demonstrates well established communication skills with management, his own staff and Prisoners. He liaises regularly with the Chaplaincy to better plan for religious festivals and frequently attends prisoner forum meetings. He is open to suggestions and will adapt his planning to incorporate these when possible: comments made by prisoners are responded to well and quickly. He is committed to the training of the prisoner workforce and has motivated his own staff to develop their skills and qualifications, which enables them also to take an active part in both giving and receiving training.

6:4:2. The Bicycle Repair Workshop

Workshop 11 at HMP Stocken continues as an exemplar of constructive, positive employment. Well run and orderly, the atmosphere is one of hard work and a sound team spirit. The bicycles come in for repair from local leisure facilities and charitable organisations and are stripped down to bare component parts before being expertly restored and reassembled by prisoners working towards marketable qualifications. Places here are highly valued and sought after, and with good reason. (See Section 5.2.)

6:4:3 Relationship with Management

The relationship between the IMB and the Governing Governor is excellent with both parties recognising the value of frank and open discussion and respecting, though not always sharing, each others' standpoint. An effective IMB with adequate support from the establishment is a requirement of the Minister, but the Governing Governor clearly acknowledges the Board as a 'critical friend' and that such a Board has benefits for him and his team. It is a demonstration of the extent to which he values the Board's input into the running of the prison that he regularly raises issues from the Board's reports in his SMT meetings.

6:4:4 Education

Much of what the Board has seen in Education should be noted as positive and progressive. Specific examples of good practice or innovation during the reporting period include a new Independent Learner Profile pack produced for each prisoner, consisting of a smart folder containing his achievement plan, class records and teaching assessment; improved communication between management and Staff within the departments; the appointment of a proactive and engaged new College Manager.

6:4:5 Residential

Improvements in managing residential issues with two Heads of Residence have also been very positive measures and there are now greater opportunities for consistent handling of issues, together with the welcome concentration of all Rule 45 reviews being undertaken by these two members of the SMT.

Section 7

THE WORK OF HMP STOCKEN'S IMB

7:1 BOARD STATISTICS

Recommended Complement of Board Members	17
Number of Members at the start of the reporting period	17
Number of Members at the end of the reporting period	16
Number of new Members joining within the reporting period	0
Number of Members leaving within the reporting period	1
Total number of Board meetings during the reporting period	12
Average number of attendances at Board meetings during the reporting period	14
Number of attendances at meetings other than Board meetings	65
Total number of visits to the prison – including all meetings	812
Total number of Applications received	325

Of the six new Members appointed during the last reporting period five have successfully completed their probationary periods and are now fully integrated into the Board. The sixth regrettably resigned within six months of joining, as a result of changing family and work circumstances. The Board currently therefore comprises 16, and is currently advertising and about to start interviewing for new members to fill the current vacancy and to advance recruitment to replace three long serving Members due to leave at the end of 2014 under the Tenure rule.

7:2 ROTA VISITS

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

The Area of Special Interest (ASI) innovation mentioned in our 2011/12 report continues to play an integral role in the Board's monitoring of the prison. Members present written reports on their ASI at least twice a year at the monthly Board meeting and copies are given to the Governing Governor to keep him apprised of findings, and views held.

IMB Areas of Special Interest:

- Catering, Kitchen & Wing Serveries
- Reception & Induction
- Activities & Reducing Re-Offending

- Healthcare
- College
- OMU & Resettlement
- Security
- Safer Prisons & Equality including Segregation
- Annual Report

In addition to this, another Member visits those on Rule 45 (Own Interest) every week and where appropriate and deemed beneficial, those prisoners who are the subject of an ACCT. Segregation Reviews are held three times a week: whenever possible a Member is present.

7:3 APPLICATION STATISTICS

CODE	SUBJECT	2011/2012	2012/2013	2013/2014
A	Accommodation	1	4	0
B	Adjudications/IEP	6	13	24
C	Diversity related	2	7	2
D	Education/employment/training	13	18	15
E	Family/visits	13	15	9
F	Food/kitchen related	2	7	3
G	Health related	39	34	22
H	Property	51	36	76
I	Sentence related	34	28	23
J	Staff/Prisoners/detainee related	19	22	23
K	Transfers	25	17	39
L	Miscellaneous	29	17	19
DNA	Did Not Attend			54
	Cancelled			11
	Answered by letter			5
	TOTAL	234	218	325

In addition during the year the Chairman received 58 Confidential Access complaints, all of which were pursued and answered fully.

7:4 SEGREGATION REVIEWS

IMB members attend the Rule 45 Segregation reviews each week and the 72 hour reviews whenever possible. The Board is pleased to report that the responsibility for conducting the former is now shared by two Governors whose remit has been extended to include the role. It is hoped that this initiative will help ensure continuity of treatment and a deeper understanding of the issues facing the prisoners who come before them.

7:5 ATTENDANCES AT PRISON COMMITTEES

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

Meetings attended included:

The Quality Improvement Group QIG
Diversity, Race Equality Action Team (DEAT)
Prisoner's Group
Security
Safer Prisons & Diversity
Reducing Re-Offending

7:6 INDUCTION TALKS TO PRISONERS AND NEW STAFF

After something of a delay the DVD mentioned in our last two Annual Reports is now to be shown on the intranet playing on a loop on various screens throughout the prison and the Visits Centre, and on a daily basis to new arrivals in Reception. Therefore it is available for prisoners to view on the Induction Wing. Members continue to participate in both prisoner and staff Induction in person.

7:7 BOARD TRAINING

Planned training and information sessions for Board Members on topical subjects continue to be held as a prelude to each monthly Board Meeting. These sessions are in addition to the training which the Secretariat arranges for members, or instruction from prison staff on matters such as personal safety, security and fire safety together with, periodically, a regular re-examination of the Board's own approach to its duties. These important exercises enable the Board to examine and assess, on a continuing basis, its work as an effective and cohesive unit in an ever-changing environment. The Board also holds an annual 'Away Day' when the Board collectively participate in the Annual Team Performance Review. New Members are mentored and in their probationary year, their performance is regularly reviewed. They are also expected to complete a short development project focussing on a particular area of the prison.

ACKNOWLEDGEMENTS

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

GLOSSARY

ACCT	Assessment Care in Custody Teamwork
ASI	Area of Special Interest
CC	Cellular Confinement
CSRA	Cell Share Risk Assessment
DC	Direct Claim
DEAT	Diversity Equality Action Team
DIRF	Discrimination Incident Report Form
DNA	Did Not Attend
IEP	Incentives and Earned Privileges
IPP	Indeterminate Sentenced Prisoner
JCP	Job Centre Plus
MoJ	Ministry of Justice
MKC	Milton Keynes College
NCS	National Careers Service
NOMS	National Offender Management System
NTRG	National Tactical Response Group
NYA	Not Yet Available
OASYS	Offender Assessment System
OHS	Occupational Health Assist
QIG	Quality Improvement Group
RBL	Royal British Legion
SFA	Skills Funding Agency
SMART	Substance Misuse and Recovery Team
TSP	Thinking Skills Programme
VEDS	Voluntary Early Departure Scheme
VR	Violence Reduction
VT	Vocational Training