



# **HMP/YOI STOKE HEATH**

## **Annual Report**

**1<sup>st</sup> May 2012 - 30<sup>th</sup> April 2013.**

## **Section 1**

### **Statutory Role of the IMB**

The Prisons Act of 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an Independent Monitoring Board appointed by the Home Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- 1) satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- 2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concerns it has.
- 3) report annually to the Secretary of State on how the prison has met the standards and requirements placed on it and what impact these have had on those in custody.**

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

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## **Section 3**

### **Description of the Prison**

HMP Stoke Heath is a closed Cat C male establishment holding both sentenced young Adults (18-21) and Adults 21 and over and remands from both categories within 8 wings. The establishment currently houses 548 Category C prisoners and 202 Young Adults and 9 Cat D prisoners. Over the last 12 months mixed wings have been introduced housing both young adults and adults. In addition a Cat D unit has been opened in the former officer's mess for 16 adults. The location of the prison is at Stoke Heath near Market Drayton Shropshire.

HMP Stoke Heath is fully committed to the Prison Service objectives:

- Protecting the public by holding those committed by the courts in a safe, decent and healthy environment.
- Reducing crime by providing constructive regimes which addresses offending behaviour, improve educational and work skills and promote law abiding behaviour in custody.

In securing its objectives the prison adheres to the following principles:

- Work in close partnership with others in the Criminal Justice System to achieve common objectives
- Obtain best practice from the resources available using research to ensure effective correctional practice
- Value Diversity, promote equality of opportunity and combat unlawful discrimination
- Ensure staff has the right leadership, organisation, support, and preparation to carry out their work effectively.

## **Section 4**

### **Executive Summary**

This report of the IMB for Stoke Heath covers a range of areas that the IMB have been concerned with in relation to their role. On the whole we are pleased to report that the IMB has no major concerns about the prison.

Four serious incidents have occurred which the board were fully informed about and board members were present to monitor how the incidents were dealt with and recorded.

The IMB members have also attended an inquest as observers in relation to an incident that occurred in 2011/2012, we have monitored the implementation of the recommendations from the Coroner.

The Board have seen the completion of a re-role of the prison and the opening of the Cat D unit within the last year and have had to consider how it can deal more effectively with a different group of prisoners particularly an ageing prison population and prisoners serving life.

Fuller information can be found in the body of the report particularly in relation to

- a) Prisoners with Mental Health Needs
- b) Deportation of Prisoners
- c) Health and Safety Issues
- d) Education and Training

These areas are where the Board has had a number of discussions with the Governor.

### **Particular Issues requiring a response**

- The Board is very concerned about a decision that has been made to cancel the long awaited refurbishment of E Wing. In particular the Board are concerned over

the lack of available piped drinking water on E Wing due to contamination of the water supply. Prisoners currently only have access to bottled water for use in cell. In addition the fabric of the unit is poor and under maintained due to the expectation of refurbishment this is leading to low moral for staff and prisoners.

- The Board are concerned to learn that owing to insufficient staff (following the work on Fair and Sustainable and Benchmarking), at weekends prisoners will not have access to the open air in accordance with regulations. In addition the Board understands that during the week not all prisoners will have access to the regulatory requirements of 30 minutes exposure to open air each day. The way the system is being managed means that prisoners walking to and from work are deemed to have had their full entitlement of 30 minutes for that day but in reality some journeys are only taking 2/3 minutes each way. The Board believes this is a clear breach of regulations.
- The continued concern about the amount of sentenced time served Foreign Nationals that remain within the Prison after their release date and while awaiting deportation.
- We are concerned about the amount of time that prisoners with mental health problems are held awaiting hospital treatment.
- We are concerned about the apparent abandonment of programmes for prisoners in relation to Restorative Justice given the governments drive in promoting its use.
- The Board are concerned about the change in the Service Level Agreement with NOMS which means that Drug Treatment programmes to support the IDTS work that is being undertaken on a special unit on B Wing are not taking place to the degree that was anticipated when the role of the wing was established.
- We are concerned about Appeals against adjudications and the length of time it takes to investigate a decision from the Deputy Director of Custody in the region which can mean prisoners have completed the "sentence" given even if the appeal is successful and there is no means to recompense the prisoner.

### **Other Issues of concern or excellence not requiring a response**

- The Board have concerns about issues in relation to Fair and Sustainable and the effect this has had on staff moral and the likely impact it may have if less staff are available to provide the various programmes for the prison population.
- The Board are concerned that on occasions there have been delays in medication being issued on time or at all as too few staff were available to provide for some prisoners requiring medication 4 times a day.
- The Board are also concerned about the ongoing long wait prisoners have for dental treatment and the on going use of locum GPs has meant some prisoners have not been referred for treatment in hospital which was required.

We are pleased to report that the landscaping and gardening activities within the prison have had the desired affect and continue to look good and well kept and the new exercise facilities and areas for each wing are now completed and have been fully appreciated by the prisoners.

The work on the Cat D wing has enabled some prisoners to prepare for their reintegration and resettlement into society ahead of their return to their home area, the unit initially came under scrutiny when announced from those living near the prison however to date it has proven to have been a resounding success with no issues for those living nearby. It appears to be working well.

The opening of the Barista training area within education which provides training for prisoners taking the appropriate course has been very successful with the recent addition of a bakery; this complements other initiatives to improve the range of job/training opportunities for prisoners.

Finally the Prisoner Consultation meetings are much appreciated by the Prisoners and give them the opportunity to raise issues with the Governing Governor and his team. A range of topics have been raised including appropriate clothing following the re-role, kitchen related issues and recreation. This has led where appropriate to changes being made within the prison.

## **Previous Years concerns**

Last year the annual report raised the following:

- ❖ Length of time Foreign Nationals Await deportation –the evidence would suggest that no action at a National Level has been taken and the situation remains the same
- ❖ Length of time prisoners with mental health problems are held awaiting hospital treatment –the evidence suggests that the situation remains the same if not worse as there is no longer any inpatient facilities in the prison.

## **Section 5**

### **5.1 Equality and Inclusion**

Bi Monthly meetings are held in the Chapel chaired by the Governing Governor. These meetings have representation from across the prison estate and representatives of BME prisoners from the wings. All issues involving BME prisoners are discussed and where necessary the relevant action taken.

The merger of Adult and Young Adults particularly concerning BME has gone well with few incidents reported.

The Chaplaincy continues to play an active role in supporting the work of the committee and also the pastoral care of the prisoners. All the groups where the equality legislation applies continue to be supported and where appropriate support groups are in place. However there is one area of concern regarding the deportation of Foreign nationals some of whom are long overdue the date of deportation. The Board receives few complaints/applications concerning the management of diversity within the prison. There is evidence that the establishment is and continues to take diversity seriously.

### **5.2 Education and Learning and Skills**

**5.2.1** Education operated through Manchester College has provided the scope for prisoners to acquire NVQ qualifications in several areas across a wide spectrum of activities from electronics to catering

**5.2.2** All prisoners are assessed on literacy and numeracy skills and those not achieving Level three status are advised to take appropriate courses, these are built into the sentence plans although at this time they tend not to be personalised to individual prisoners needs.

**5.2.3** Manchester College offer 154 education places in the morning sessions, 168 for the afternoon sessions, attendance figures do fluctuate with prisoners moving out and into the establishment.

**5.2.4** Currently the Barista and Bakery opened within the last twelve months as a training centre now produce quality light snacks and a selection of hot drinks to staff and visitors to the prison within the lunch period. This facility compliments the catering courses that are operated by the college within the prison that are to a standard operated by a leading hotel chain.

**5.2.5** Education are assisting prisoners with theory driving test skills, Toe to Toe mentoring programmes and have the Virtual Campus facility up and running within the prison.

Funding has been applied for in respect of providing its own local programmes for the prison radio service.

**5.2.6** Education do suffer from prisoners being moved from lessons to attend gym, healthcare appointments, legal visits etc., at this time the prison are working closely with education to resolve the issue, the relationship between Manchester College and the prison seems very positive and proactive in securing a better future for those that attend education, at this time there are twenty prisoners taking distance learning courses with the Stonebridge Colleges, this has enabled several prisoners to be considered for University Places.

### **5.3 Healthcare and Mental Health**

**5.3.1** The Healthcare department has adapted well to the recent re-role of the prison to adults and young adults and the closure of the inpatient beds. There has been a slight reduction in staffing levels which has meant that staff had to go through the change management process and this has been unsettling for all. Unfortunately some staff chose to move on and this led to further vacancies.

**5.3.2** Following the re-role of the establishment Health care have had to adapt to the change in the prison population. We have seen the introduction of older persons clinics, well man clinics, INR clinics and tissue viability. New initiatives include an enhanced care cell. Improved triage clinics and wing liaison nurses.

**5.3.2** The medicines delivery rounds to the wings have proved to be challenging because they require a lot of staff time and the adults inevitably need more medication than teenagers. These challenges have largely been met.

**5.3.3** There is a real need to develop the “in possession” of drugs by prisoners and this is gradually being introduced. The need for risk assessments makes this change slow but there is clear progress which will ease the pressure on staff.

**5.3.4** Constant watch facilities on designated wings has been introduced following the closure of the inpatient beds. The Board will monitor how well this works over the coming months

**5.3.5** The Board remains concerned about the slowness of transferring very disturbed prisoners to secure mental health units

**5.3.6** The use of nearby hospitals for out patient and inpatient cases has not encountered significant problems

**5.3.7** There is good co-operation between the Healthcare department, Governor and prison staff and the Board think that the department is on the whole serving prisoners well.

**5.3.8** The closure of HMP Shrewsbury has seen the increase in stock levels in Health Care—e.g. equipment and medications.

**5.3.9** The Board remains concerned about the long wait prisoners have to see a dentist and the problems associated with locum GP cover whereby referrals to secondary services have not been made. The Board will continue to monitor the waiting lists over the coming months

### **5.4 Purposeful activity**

#### **5.4.1 Vocational Training**

In September 2012, an employer’s job fair took place: 42 companies and over 300 prisoners took part. Companies from Liverpool, Manchester, Birmingham, Wales, Stoke on Trent and Derby were involved; resulting on the day that four prisoners were offered jobs on release and contacts are still being used for job interviews. If it had not been for the dedication of the staff involved, the job fair would not have happened.

#### **5.4.2 Manufacturing**

The Board has observed that now the prisoner age group has changed, many have skills that are being utilized in the manufacture of precision parts for outside contracts; the quality control is excellent and the contractor is very pleased with the standard of work. These skills have also been put to good use preparing the site for the new powder coating

paint plant, which is now being installed. This will enable the finishing of products within Stoke Heath that would otherwise have been sent out to other prisons for completion. This paint plant should secure the future of manufacturing at Stoke Heath. While the preparations have been taking place it has meant running at half capacity because of health, safety and security issues but the prisoners have been volunteering to work weekends to get the plant ready in time. Products for the prison service include beds, trolleys, sack trucks and wheelbarrows; it is anticipated that filing cabinets could also be manufactured in the future. A new machining lathe will boost production output and give prisoners the opportunity to train on the latest technology.

### **5.4.3 Qualifications**

The Board are pleased to report that qualifications that can be obtained in manufacturing are NVQ level 1 and 2 City and Guilds and for the more capable a level 2 City and Guilds Diploma. For welding, there are level 1 and 2 City and Guilds and a progression route for higher qualifications if participants are able. All these accreditations are delivered through Manchester College. The new packing workshop has enabled prisoners on light duties or who may have a disability to be employed bagging up components for a local dye casting company. A new qualification for an NVQ in packaging will be delivered by Stoke College this will start in April; this also includes a new laundry qualification and this will develop further for warehousing and recycling. Unfortunately the cycle repair workshop is currently not in use, the board have been advised it may reopen in the future and the plastering course has had to be stopped because there is no tutor but there is good news in that the motor vehicle repair workshop has now been reopened. Other workshops include tiling & grouting, painting & decorating, tailoring, car valeting and industrial cleaning.

A local Farm Shop provider works in partnership with Stoke Heath on a range of Farm related activities. The newly appointed Enterprise Manager hopes to secure additional contracts in the near future with other local firms. The prison have good examples of other areas where work is being undertaken within the prison where the public can purchase items direct including; wrought iron benches, gates and wheelbarrows. The work that is undertaken is of a very good quality and can be made to the customer's specifications. An Enterprise Manager who has been appointed will be visiting companies who may be interested in contracting work out to and hopefully we shall see an increase the range of work available

The Deputy Governor is leading a West midlands Area project to make contacts with the private and voluntary sector in relation to the provision of Job opportunities and the Board are pleased to note that this is being pursued vigorously and that the prison intends to produce a marketing strategy.

The closure of HMP Shrewsbury has meant that Rail Track and a canal project have been transferred to HMP Stoke Heath. Amber Train a rail training contractor will start to deliver rail track training in July and this will give the prisoners the correct qualification to gain employment in the rail industry. The canal project involves the recycling of old canal lock gates using the oak timber to make items such as garden benches this will start in June.

The future of manufacturing and vocational training is looking very positive but as usual, there are still not enough jobs for everyone.

## **5.5 Resettlement**

**5.5.1** The last year has seen a number of challenges to the resettlement programme as the Prison has now completed its transition from that of a YOI to that of a Cat C Prison holding both sentenced Young Adults and Adults over 21 and remands from both categories. The staff within Resettlement have met the challenges and objectives of the Resettlement programme with great effectiveness.

Through the various Pathways within Resettlement Stoke Heath has performed to and surpassed the majority of its imposed targets, Areas of particular note are the Family days

and DVD for Dads initiative's operated by the Multi Faith Chaplaincy giving the prisoners the links back to their children at home.

**5.5.2 ROTL** The prison has forged links with local authorities, community clubs and local industries to acquire some high profile community work projects, to date with a very good success record with over forty prisoners participating, the shortage of prison transport restricts progression of the ROTL initiative's due to the rural location of Stoke Heath.

**5.5.3 Restorative Justice**, the Board are more than frustrated that Restorative Justice has terminated within Stoke Heath, the high Government profile of Restorative Justice and success of such meetings that not only brings closure to victims but in no uncertain terms brings the impact and damage that the crimes have brought to the victims of crime to the attention of the prisoners has had a positive impact on all taking part in such meetings. Stoke Heath officers were trained from funding given by North Wales Police only at a later date to have the Restorative Justice removed from the service level agreement by NOMS removing funding and resources for this very important initiative to continue.

**5.5.4** Changes to The Department of Works and Pensions systems and new legislation within that area have brought challenges to the prison and those that operate within resettlement.

In Summary the Prison operates an effective, robust and proactive Resettlement programme

## **5.6 Safer Custody**

**5.6.1 The aim of Safer Custody** is to ensure a safe environment is maintained within the prison focusing on self harm, bullying and violence. This is addressed by the Safer Custody Team through regular meetings to which the IMB are invited. Strategies are set and all staff made aware of procedures should an incident arise.

**5.6.2 Prisoners thought to be at risk** of self harm are assessed to see if an ACCT (Assessment, Care in Custody, Teamwork) document should be opened. These documents are completed by staff and reviewed regularly with the prisoner and Health Care representatives present. IMB members are welcomed at these reviews. The quality of comments in the ACCT documents did cause concern a one point but an audit in October resulted in a considerable improvement.

**5.6.3 Stoke Heath has a well established Listener** scheme with the numbers of Listener's ranging from 7 to 15 at any time. Training courses are provided by the Samaritan's. Most Listeners are adults and efforts are being made to recruit Young Adults to this role.

**5.6.4 There has been concern** that some prisoners transferred into Stoke Heath were arriving without sufficient documentation to identify those at special risk. This was highlighted at the inquest of a Young Adult who killed himself in 2011. The jury concluded that important documentation that stated he was at danger of self harm/suicide was not sent to Stoke Heath from his previous prison and wing staff were not aware he had made a previous attempt to take his life. One death in Custody has occurred in the reporting period. A Chaplain from the prison provided support for the family throughout their ordeal in hospital. The IMB were informed of the incident and the outcome. The Board will continue to receive reports on actions taken until the inquest has taken place. The Boards condolences go to the Family following their bereavement.

**5.6.5 With the opening of the IDTS** wing Stoke Heath has an increasing number of vulnerable prisoners and prisoners on regular medication. Although it took a time to settle, the wing now seems to be functioning well and the staff provide a caring and supportive environment despite the lack of drug and alcohol related programmes

## **5.7 Segregation, Care and Separation, Close Supervision**

**5.7.1 With the re role** to a prison for adults and young adults the use of force and use of segregation has dropped significantly. The Board attend all reviews except on the occasion of severe weather conditions and note the meaningful work and the high quality of staff input to reviews and adjudications and of all those conducting such sessions. . Compliance with the appropriate documentation in the form of segregation log sheets and other documentation inclusive of ACCT /ACDT documents are available for inspection at all times and presented within reviews

The duty Board members are informed of all movements into segregation, free access to the prisoners is given and the opportunity to talk to all prisoners in segregation is always available. The Board have no record of any over use of force within SRU within the reporting period and note the continuation of minor issues being dealt with on the wings has also helped with the reduction in numbers within SRU.

**5.7.2 The Board noted** that on occasions some prisoners are held in SRU for long periods of time with actions pending. A small number of prisoners awaiting deportation have been held on the SRU prior to deportation or release partly due to the Prisoners Mental Health issues or UKBA management issues. These incidents are the exception; generally the board have been satisfied with the arrangements in The Segregation Unit at Stoke Heath. Positive efforts are made to re-integrate individuals to the general population on the main wings. Reviews are advised promptly allowing timely attendance of members.

## **5.8 Residential Services (includes accommodation, food, catering and kitchens)**

### **5.8.1 Accommodation**

At Stoke Heath there has been a great deal of activity in relation to Residential Services over the last 12 months. An accommodation review was undertaken to take into account the requirements laid down in the Breaking the Cycle—a work based regime Ministry of Justice guidance. This has led to two wings having a cell altered to enable constant watch to take place, (this has been necessary following the closure of the inpatient Health Care unit .Discussions are taking place with the Strategic Health Authority in relation to responsibility for meeting the costs of providing constant watch as the need often arises owing to the prisoners Mental Health Needs, B wing is now specialising in IDTS with a Nurse station being incorporated on the wing and group work rooms. A constant watch cell has recently been located to D wing; this has not caused any problems with staffing; it has been used on several occasions, additional secure areas for exercise outside F and G wing have been developed.

The Board has been advised very recently been advised that the role of two other wings is about to change; C wing will take on a new profile taking red and blue band prisoners who will also have the opportunity to go out of the prison on ROTL; A Wing will have a role as a quiet wing and will include a non smoking policy. The IMB will monitor the implementation of the new roles.

A decision has been made to mix Young Adults and Adults on wings, discussions have been commenced in relation to developing a drug free wing and a wing for elderly prisoners. Problems have been encountered with I wing which was a prefabricated building which is now showing signs of not being fit for purpose with ensuite showers leaking on the second floor –this has meant a small number of rooms are not usable whilst discussion takes place with the manufactures of the building regarding the responsibility for repair.

A Cat D unit named as the Clive Unit was opened in October 2012 capable of housing 16 prisoners. The former staff mess has been refitted and developed into the Cat D unit and the work undertaken by the Prison maintenance team the quality and speed of the work was commendable. The unit seems to be working well at the present time providing the prisoners the opportunity to move on to having more independence prior to discharge.

E Wing continues to require an upgrade and conditions on the wing are far from ideal. The Board were very concerned to learn at its April meeting that the refurbishment is not now scheduled to take place and has been deferred until further notice. This will leave a wing that is without suitable drinking water on tap a situation that has caused the Board concern for a number of years, and showers and other facilities within this block are far from satisfactory.

### **5.8.2 Food, Catering and Kitchens**

The consistency of the quality of the food has remained an issue throughout the year by the prisoners together with the need for the Kitchen staff to cater for Adults who have dietary needs different to the menus issued. IMB members ensure that the meals are tasted on different wings when on Rota and keep a record of the comments—due to the distance that some wings are from the kitchen and complaints have arisen owing to the meal temperatures despite the use of heated trolleys. The Kitchen staff now attend the prisoners consultation meeting and can raise any issues that may be of concern to them. The Kitchen is to be commended for the work that took place in managing the meals for Ramadan celebrations –which whilst giving the staff additional work proved to be very successful. The Kitchens also catered successfully for the Sikh celebrations. On the whole the needs of prisoners with special diets due to health or religious reasons is catered for, diets for Health reasons are applied for via health care but perhaps not as quickly as we would like and sometimes having to include Health staff to explain why a certain diet is required e.g. a diet for a prisoner with celiac disease.

Work has taken place in the Kitchens in order that new fridges can be installed and to the outside area to improve the access for trolleys

On average 12 Prisoners have work placements in the Kitchen and are able to take NVQ qualifications as a result of this.

IMB remain concerned about the National contractor 3663 for food and catering needs being of poor quality and it is generally felt that a better contract could be negotiated locally with providers, especially as this prison is in the centre of a very rural area and has close links with the farming community.

## **Section 6**

### **Other areas of the Prison regime**

#### **6.1 Induction/Reception**

Reception presents few problems with the systems working well with very few incidents. However at a Coroners inquest reference was made to the management of information coming with the prisoners from other prisons and making sure that staff are aware of a history that the prisoner may have which could affect his management. Mention must be made of the staff in Reception who when we have queries and applications concerning prisoners property are only too willing to help to resolve the issues. Another area in which there have been problems is that of late arrivals. We are pleased to report that this problem appears to have significantly improved.

Induction takes place on E Wing when both Young Adults and Adults undertake the induction programme together although they are not mixed in their accommodation cells. The initial induction programme is delivered by the insiders who deliver the programme in a highly professional presentation.

#### **6.2 Health and Safety**

An IMB member attends the Health and Safety meetings at the prison and a number of issues have been discussed. Of particular concern to the Board is the poor state of some of the shower areas on the wings where the flooring is damaged and ventilation is poor. Also of concern is the lack of facilities for Prisoners who are elderly or disabled in terms of Shower and Toilet facilities which may lead to falls. Another area raised by the Board at the Health and Safety meetings was the lack of rails to bunk beds which has led to at least one prisoner falling out of bed.

### **6.3 Time Out of Cell**

The prison regime allows for between eight and nine hours out of cell activity each day normally split into three periods. There are variations dependent upon employment and to allow for weekends. The proposed regime commencing April 2013 reduces this partly as a result of changes to staffing levels. Redeployment of staff to exercise duties will mean cleaners on four wings will no longer be out of cell over the lunch period. The arrangements whereby some meals can be taken in the dining room on a rotation basis will also cease in these wings. Gardens staff will no longer be able to work over the lunch period.

The Board have received a number of applications very recently (since the change in working practice) complaining about the reduction in access to the open air. Prisoners are allowed by regulation 30 minutes per day in the open air –however at Stoke Heath the way access to open air is calculated on an average basis of movement from cell to work base we are aware that some prisoners are receiving as little as 2/3 minutes per day in the open air. Whilst these changes can be seen as marginal they will result in a negative change to the regime and atmosphere of the establishment.

Further changes are anticipated in April 2014 including loss of evening association, balanced by lunchtime free flow. Visits on Saturday and Sunday mornings are at risk, these are poorly utilised and the lack of a shop at these times for visitors may be an explanation. The Board is concerned that these reductions will be to the detriment of the generally positive environment that exists at Stoke Heath and impact on the establishment's effectiveness in terms of outcomes for prisoners.

### **6.4 Deportees**

The Board has been concerned about the number of prisoners awaiting deportation In January 2013 it was reported that there were 23 Foreign Nationals in Stoke Heath some had been awaiting deportation at the end of sentence for a considerable time. For instance 3 prisoners all on IS91 were still in the Prison in April 2013 when the release dates were September 2012; October 2012; February 2013: One Prisoner who spent time on SRU saw his sentence come to an end on the 26<sup>th</sup> February 2011 and he was not deported until December 2012. Owing to the length of time awaiting deportation often a long distance from the "home" area visits from Family and Friends is difficult.

### **6.5 OMU**

Recent re-organisation of the Offender Management Department has seen a move of all staff to one location within the establishment. This has been a big improvement in the efficiency of the department and at present with the unlocking of over 700 prisoners daily the departments performance can only be described as impressive. However following the changes to working patterns in April it has been reported to the Board that prisoners have been informed that contact with their offender manager will probably be reduced owing to each officer having a higher caseload. The increase in case load could well lead to poorer outcomes in terms of resettlement and rehabilitation for prisoners upon release.

### **6.6 Gym and Physical Education**

The Gym is in high demand within the prison and all prisoners who wish to use the gym can have access to it. However high demand means that prisoners are sometimes not able to access the gym as much as they would like.

### **6.7 Incentives and Earned Privileges**

The Incentives and Earned Privileges scheme is currently under review. However generally the prisoners understand the scheme well and are constructing arguments for reinstatement when the level the prisoner has been allocated has been modified or withdrawn. The board has not seen evidence or pattern of unreasonable restriction of the scheme. The number of Category D prisoners as at end April 2013 was 41. The places

available in Cat D accommodation is 16 with a current occupancy of 9. The number of prisoners who are ROTL approved is 30 and 2/3 of these go out on ROTL each day –this includes the prisoners on Clive Unit. The number of prisoners on IEP enhanced during March amounted to 60% of the prison population. Difficulties in finding Category D transfers for those who have complied with the system means some prisoners themselves frustrated and disheartened, once again to the detriment of outcome for them as individuals. The change in local rules for TV ownership to comply with NOMS instructions was handled well the expected flood of complaints did not materialise. Good communication of the issue to staff and individuals affected should be commended in avoiding a difficult situation.

### **6.8 Lifers**

There are currently 4 lifers in the prison and the Board is currently reviewing how the care and treatment of such prisoners is monitored by an IMB Board member.

### **6.9 Offending Behaviour programmes**

The only accredited Offending Behaviour Programme offered by HMP&YOI Stoke Heath is the Thinking Skills Programme. This programme has however not been running since March 2013 due to recruitment difficulties which were exacerbated by the closure of HMP Shrewsbury. This has resulted in a number of prisoners being unable to progress with their sentence plan targets whilst at the establishment despite efforts being made to transfer those presenting with the highest level of need. The recruitment campaign is in the advanced stages and it is forecast that the programme will be up and running again by November of this year. The change in population and subsequent change in criteria for the Thinking Skills Programme has raised a concern that there are insufficient interventions to enable prisoners to demonstrate reduction in risk in advance of their release. The establishment is in the process of completing a Needs Assessment to determine whether or not consideration should be given to increasing/changing programme delivery to better meet need. The results of this Needs Assessment will be presented to the commissioners for consideration in advance of the next commissioning cycle (2014/15).

Specialist Psychological Services are now provided to the establishment through Service Level Agreement with Regional Psychological Services. There is a clear and published criteria against which services are prioritised and referrals are submitted directly from Offender Supervisors/Probation Staff to the Regional Psychological Services Functional Mailbox. The establishment has a designated Chartered Psychologist and an allocated Trainee who 'co-ordinate' the delivery of services to Stoke Heath however, they also provide services elsewhere as well as other staff providing services at the establishment based on the type of service required and the most appropriate individual to complete it. This is the second year that Specialist Services have been delivered in this way and there has been a substantial increase in the number of referrals made to region. This said, there is still considered to be a level of unmet need at Stoke Heath both as a result of non identification and an insufficient capacity at a regional level to respond to all referrals. The establishment receives periodic consultative support from Regional Services to try and ensure that need is being identified and that the referrals made are appropriate.

### **6.10 Personal Officer**

A Personal Officer system operates within the Prison and prisoners are told of their allocated officer on admission to each wing. Some Prisoners claim they are unaware of who their Personal officer is and then fail to take advantage of the support that could be given. This is a matter that we discuss with the Governor at IMB Board meetings to encourage information being provided to the prisoner and the staff on the role of the Personal Officer. As a result of the Fair and Sustainable work that is being undertaken in the Prison we are concerned that as we see a reduction in staff on the wings it is less likely that officers will have time to work productively with the prisoners.

## **6.11 Security**

Security issues to date concern mainly drugs, mobile phones and other prohibited articles being brought into the prison. The Security Department remains vigilant throughout the prison and concern for the safety and security of the establishment remains a priority. The Board would like to commend the Department's hard work in a difficult and demanding area.

## **6.12 Transfers**

The Board are concerned about four areas of the current system for transfers:

- Firstly; some prisoners are arriving at Stoke Heath with only part of their property due to the space available on the transport vehicle. They then spend a considerable length of time trying to retrieve it from the previous prison. If and when their property arrives there are often items missing most of which are of sentimental value. The situation described often leads to them seeking compensation at considerable cost to the prison service;
- Secondly; prisoners being transferred into Stoke Heath from the Private Sector Prisons often experience difficulty in getting their cash accounts transferred frequently with some delay. This situation does not help them to purchase items from the canteen sheet. On occasions there have been situations where a prisoner has ordered his canteen at his previous prison before being transferred and then finds he cannot have what he ordered until the prison verify what was ordered and paid for from the previous prison ;
- Thirdly; some prisoners are being transferred to Stoke Heath when they have very limited time of their sentence to run, whilst this may be necessary in some instances it does cause unnecessary disruption for all concerned;
- Fourthly; for some who transfer to Stoke Heath the ongoing access to courses they have been undertaking is put at risk as different courses are offered at different prisons.

Transfers out of Stoke Heath run smoothly with every effort being made by the prison to meet the needs of the particular prisoner especially those placed a long distance away from their homes and families.

## **6.13 Visitors and Visitor Centres**

From an outside reception centre visitors are booked in and then progress through to the main prison. The visits hall has refreshment facilities and a small crèche. Visits can be arranged most days Monday being the exception and are generally for two hours; CCTV is in place but the drug dogs are used on a shared basis with other establishments. Family days organised by the Chaplaincy have proved to be successful with positive feedback from visitors and prisoners; they have the opportunity to spend the day with parents, partners and children. Activities and a meal are included: spending time as a family and having a meal with dad were appreciated. The two days that were arranged for February this year saw 30 prisoners given places and 104 visitors attended. Visits are also arranged for dads to spend time with new babies these take place in the quieter atmosphere of the chapel. The Board are concerned about the effect the changes in regime in 2014 may have on visits to prisoners.

## **6.14 Vulnerable Prisoners**

The issues concerning vulnerable prisoners are discussed in great detail at the monthly held "Safer Prisons" meeting which is a merger of the Safeguarding meeting and the Violence reduction meeting. The meeting is chaired by the Deputy Governor and every prisoner who is described as vulnerable is discussed in detail and action where necessary is taken. All ACCT documents are discussed and close monitoring of the documents are carried out and any shortcomings addressed.

## **Section 7**

### **The work of the Independent Monitoring Board**

The Board have had a busy year and we have seen a reduction in the number of Board members.

A number of issues have been discussed:

- The Board considered the impact of closing Shrewsbury Prison on Stoke Heath and were assured that very few prisoners would be moved from Shrewsbury owing to the nature of the offences committed
- The Board were advised that the Minister at the Ministry of Justice had stated that more time should be spent with prisoners involved in activities –the Board were advised that this could see a reduction in association time.
- The Board were concerned to hear about the way the Fair and Sustainable review and implementation was being introduced with some staff being told at the end of their interview process of decisions such as that they had failed to secure a place by either email or a telephone call, this was considered as unprofessional by the Board.
- The Board were advised that the Benchmarking team had been into the prison and were indicating that the number of staff in the prison was too high and the prison management would have to aim to reduce staff by 39.5 –this figure includes 2 Senior Managers.
- The Board were pleased to hear of the work being undertaken in relation to Prisoner/detainee relations a range of issues had arisen e.g. Lack of cover when a particular religious lead was on holiday; clothing, translators; Property not being transferred from another prison. The Board were particularly pleased to note that the group is now chaired by a prisoner, and the agenda is also set by them.

The Board have a rota system for dealing with applications, attending reviews and attending a range of meetings as observers –each board member has areas of special interest and reports on activities undertaken are given at each board meeting.

<b>IMB BOARD STATISTICS 2012/13</b>	
Recommended complement of Board members	<b>20</b>
Number of Board members at the start of the reporting period	<b>12</b>
Number of Board members at the end of the reporting period	<b>10</b>
Number of new members joining the Board	<b>0</b>
Total members leaving in the reporting period	<b>2</b>
Total number of Board meetings in reporting period	<b>12</b>
Total number of visits to the establishment	<b>408</b>
Total number of segregation reviews held	<b>89</b>
Total number of segregation reviews attended	<b>85</b>
Date of Annual Team Performance Review	<b>May</b>

## Applications

IMB APPLICATION COMPARISON YEAR ON YEAR .						
Code	Subject	2008/09	2009/10	2010/11	2011/12	2012/13
A	Accommodation	1	6	2	9	6
B	Adjudications	1	8	11	4	9
C	Diversity related	0	2	1	9	5
D	Education / employment/ training	3	8	4	11	15
E	Family / visits	0	13	12	15	13
F	Food / kitchen related	1	6	2	71	4
G	Health Related	7	6	4	33	34
H	Property / Money	22	46	47	55	49
I	Sentence related	13	30	6	25	62
J	Staff /prisoner /detainee related	23	43	40	38	58
K	Transfers	19	37	25	47	31
L	Miscellaneous	31	43	18	26	25
<b>Total</b>		<b>121</b>	<b>248</b>	<b>172</b>	<b>343</b>	<b>311</b>

Applications dealt with by the IMB have averaged at 26 per month which is on a par with the average of last year

Again the loss of property when transferring between prisons is a major issue, however research shows that it is not a Stoke Heath only problem but one that occurs in all of the HMP establishments.

Sentence, Staff/Prisoner and Detainees related issues factor high in the number of complaints, the Board have acknowledged that missing documentation when transferred in from another prison results in prisoner frustration, however we are satisfied that matters are dealt with effectively once documentation is received.

Health related issues are covered in the Health care paragraphs.

IMB APPLICATION COMPARISON BY MONTH BY CATEGORY 2012/13															
Subject	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total		
													YTD	%	
A Accommodation	0	0	0	2	2	0	0	1	1	0	0		6	2.09	A
B Adjudications	0	1	1	2	1	2	0	0	0	1	0		8	2.79	B
C Diversity related	0	0	0	0	2	0	1	0	0	1	1		5	1.74	C
D Education / employment/ trai	2	2	0	2	1	0	0	2	2	2	2		15	5.23	D
E Family / visits	0	1	3	1	0	0	0	1	0	1	1		8	2.79	E
F Food / kitchen related	0	0	0	0	1	0	0	1	0	1	0		3	1.05	F
G Health Related	1	2	0	1	5	5	5	3	6	4	0		32	11.2	G
H Property / Money	3	2	5	6	5	2	7	2	1	7	5		45	15.7	H
I Sentence related	6	3	7	2	4	7	7	7	3	7	4		57	19.9	I
J Staff /prisoner /detainee rela	5	5	9	5	4	7	5	2	6	7	3		58	20.2	J
K Transfers	1	0	5	1	6	3	5	4	3	0	0		28	9.74	K
L Miscellaneous	2	3	3	1	3	3	1	0	0	4	2		22	7.67	L
<b>Total</b>	<b>20</b>	<b>19</b>	<b>33</b>	<b>23</b>	<b>34</b>	<b>29</b>	<b>31</b>	<b>23</b>	<b>22</b>	<b>35</b>	<b>18</b>	<b>0</b>	<b>287</b>	<b>TOTAL</b>	

The number of Confidential Applications dealt with by the Chair and Vice Chair over the year was 36.

## **Section 8**

### **Glossary of Establishment related terms and abbreviations used in this report**

<b>IMB</b>	Independent Monitoring Board
<b>IRC</b>	Immigration Removal/Reception Centre
<b>OMU</b>	Offender Management Unit
<b>DDC</b>	Deputy Director of Custody
<b>SRU</b>	Separation and Reintegration Unit
<b>NOMS</b>	National Offender Management Service
<b>IDTS</b>	Integrated Drug Treatment System
<b>BME</b>	Black & Minority Ethnic
<b>INR</b>	International Normalized Ratio
<b>ROTL</b>	Release on Temporary Licence
<b>ACDT</b>	Assessment, Care in Detention & Teamwork
<b>IS91</b>	Authority to Detain under Immigration Powers
<b>IEP</b>	Incentives Earned Privileges
<b>CCTV</b>	Close Circuit Television

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Signed Chair of Stoke Heath IMB

## **Annex A**

### HMP Stoke Heath - E Wing Water Supply

At our Board Meeting on Wednesday 24th April 2013 we were advised through the written Governors Report that the refurbishment of E Wing had been put on hold until further notice. This news was received with dismay by the Board, we had expected work to start during the forthcoming summer. It was resolved that the circumstances be brought to your attention with particular reference to the lack of piped in cell drinking water.

E Wing was built about 40 years ago with two landings. It is the most cramped and in the poorest condition of the eight main wings at Stoke Heath. In January 2009 the decision was taken to restrict the use of the in built piped water supply to washing and cleaning purposes only as it was deemed not suitable for drinking. The reason given was a high reading for bacterial growth in the cold water supply. Apparently this was due to internal deterioration of the iron pipes resulting in the contamination of the water with various oxides. We are assured close monitoring of Legionella virus is maintained. As a consequence the 60 cells and on average 100 occupants have to be supplied with bottled water at lock up. Specific new water pipes were installed to supply cold water fountains, hot water drinking boilers two of each on a landing and the servery. Nevertheless in cell piped drinking water has not been available. The Board were satisfied that as a short term measure pending refurbishment that this was a reasonable position. It is now over 4 years since this short term measure started. Dates for the refurbishment have slipped but never before become completely open ended until now, this can no longer be described as a short term measure.

We as a Board believe this matter now needs to be addressed urgently so that in cell piped drinking water can once again be made available on E Wing and any possible health or safety issues avoided. The refurbishment will also address the poor quality water that has to be used for showers, washing etc. However the electrical wiring issues, the leaking window frames and extensive use of asbestos throughout we are advised will not now be addressed. It seems unfortunate that this opportunity is likely to be missed as the wing will have to be empty for the plumbing work to be undertaken.

Could you please press for this refurbishment to be given priority in the works schedule.

Chair  
IMB Stoke Heath

## HMP Stoke Heath – “Time in Open Air”

At our Board Meeting on Wednesday 24th April 2013 we discussed a number of complaints from prisoners about apparent reductions in exercise opportunities. This was discussed briefly with the Deputy Governor at the same meeting. Subsequent Rota visits by members have exposed further verbal complaints. It was resolved that the circumstances be brought to your attention.

It appears that with the new regime introduced at the beginning of April covered in a document called Profile 2013 compiled by J.Hoffman, J.Marshall & R.Deeley has changed the Core Day. The effect appears to be a reduction in exercise opportunities, association and time in the open air. Complaints seem to be most prolific from those engaged in work and education. Their walking time to and from these locations is calculated as 15 mins in each direction, which in accordance with PSI 10/2011 appears to give the laid down 30 mins. However, many, probably most, are only a minute or two from their wing to place of work. Education does not even require nearly a third of the inmates to leave the H block building. Those working in kitchens, laundry and other fairly intense locations claim they are unable to get time in open air at weekends.

Another aspect is adding to the grievances raised. The newly installed zone fencing is making provision of time in the exercise yard more readily available to those not working, this is perceived as rewarding lack of engagement.

We as a Board recognise the financial constraints. However the new regime does seem to be depriving many prisoners at Stoke Heath of the ability to spend 30 mins per day including weekends in the open air in accordance with PSI 10/2011. This could, if not addressed urgently, prove detrimental to the stability of the establishment and undermine the otherwise good work being done to secure positive outcomes upon release.

Could you please review the position.

Chair  
IMB Stoke Heath