



HMP/YOI STOKE HEATH

**Annual Report
For the period**

1st May 2013 - 30th April 2014.

14th July 2014

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/YOI 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 750 Category C and young Adult prisoners and 16 Cat D prisoners. Over the last 12 months there has been a temporary reduction in the numbers of young adults at the prison to enable transfers of CAT C Adults from HMP Garth. The CAT D unit for 16 adults and young adults has been operational now for approaching 2 years and it appears to be working satisfactorily. The location of the prison is at Stoke Heath near Market Drayton Shropshire.

HMP/YOI 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 monitoring 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 Board have seen the refurbishment of E Wing almost completed, exercise areas built for all the H block wings, the implementation of the new ways of working, and the ongoing development of the Clive Unit

The Board does have concerns about some areas of the work of the prison and its related network and these are detailed in the body of the report in particular

- a) Prisoners with Mental Health Needs
- b) Health Care and in particular the Staffing issues and response to complaints
- c) Too Few work opportunities or purposeful activity in the prison
- d) Equality issues particularly in relation to disability and age related matters
- e) The Prisons forthcoming re-configuration in to the role of Resettlement which will cover Wales and the NW of England

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

The prison landscaping and gardening activities have continued to have the desired effect and the garden areas look good and well kept.

The West Mercia Police and Crime Commissioner has set up links with the prison including local business and communities and has generously provided a vehicle at a nominal cost to assist with the transport of prisoners involved in ROTL work. HMP/YOI Stoke Heath was successful in their bid for funding for a new people carrier from a charity previously administered in HMP Shrewsbury.

Particular Issues requiring a response

- The Board have great concern that after convincing local communities to Stoke Heath regarding security, potential sex offenders taking part in ROTL and a host of other reservations over the last two years the prison have proven through their professionalism that they can safely manage some very high profile projects meeting government expectations that the drive will be lost through the “New Ways of Working” initiative due to the shortage of escort staff.
- The Board continue to be concerned with insufficient staff levels (following the work on Fair and Sustainable and Benchmarking, and the implementation New Ways of Working) that there are insufficient staff on the wings. Concerns are being raised by staff in relation to safety when prisoners are on Free Flow. Whilst it is accepted that there are now more wing based staff on some wings prior to bench marking the IMB board have had to make the decision not to go onto certain wings unless accompanied by a colleague for their own safety as staff are not available to support them. This issue has also been raised by other staff seconded into the prison at a number of meetings.
- We continue to be concerned about the amount of time that prisoners with mental health problems are held awaiting hospital treatment. This frequently means that prisoners are on constant watch in the usually mothballed lower Health Care unit which really is not a conducive atmosphere for prisoners with Mental Health problems.
- We are concerned about the lack of programmes for prisoners in relation to Restorative Justice given the governments drive in promoting its use and hope to see an improvement this year.
- The Board are concerned about the difficulties the Health Care Department has over the recruitment of staff –particularly qualified nurses. Meaning the existing staff do not have sufficient time to spend on the wings, attend all ACCT reviews and meet the needs of the prisoners as they would like to.
- The Board would like clarification about its role in relation to Health Care and the monitoring of complaints. We are aware that a number of prisoners have made complaints and do not receive a response and this then results in an application to the IMB which we feel unable to resolve as we are not allowed access to Health information.

Other Issues of concern or excellence not requiring a response

- The lack of work opportunities for prisoners meaning they are left on the wings.
- The ongoing national problem of property being lost on transfer from other prisons.
- The apparent reduction in Prisoners Consultation meetings over the last 12 months.
- The lack of appropriate open air provision and association activities conducive for those with Mental Health needs in in-patient Health Care Facilities and are subject to constant watch.
- We are concerned that since the introduction of New Ways of Working there has been an increase in the use of the segregation unit particularly for those prisoners subject to Care and Control issues.

- The Board are concerned that since the implementation of “New Ways of Working” there is a lack of areas for IMB members to have confidential interviews with prisoners in a safe setting, especially within the F and G wings
- The IMB are concerned that the role of Personal Officer to prisoners seems to have fallen by the wayside in this reporting period as staff state they have no time to undertake the role appropriately. Prisoners have raised the issue in applications to the IMB that they no longer know who to approach despite the Personal Officer role according to the prison being undertaken by all staff on the wings

Previous Years concerns

Last year the annual report raised the following:

- 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 We continue to be in the same position as we have for the last two years and we view this as an area that requires attention of the utmost urgency

Section 5

5.1 Equality and Inclusion

5.1.1 The equality meetings have representation from across the prison estate. The main meeting is preceded by an informal Focus type group which is carried out in a more relaxed format and appears to serve the purpose of giving people the opportunity to raise issues in venues they feel comfortable in.

In the summer of 2013 an Equalities audit was carried out and the outcome was good for the prison. However in January 2014 the performance of the prison in relation to equality issues was rated red in the measures of life audit for Prisoners from BME communities

5.1.2 The Chaplaincy continues to play an active role in supporting the work of the committee and also the pastoral care of the prisoners. In January 2014 a Chaplaincy assurance review undertaken by an independent assessor rated the service as excellent and one of the top 5 in the country. Particular credit was given to the work in relation to the Children and Families Pathway. It was also felt that an appropriate range of services are arranged to meet the needs of the prison population.

5.1.3 The Board have received no Diversity related Applications over the last 12 months.

5.1.4 In regard to disability, arrangements have been made during the year to put ramps in place in order that staff and prisoners can access portacabins on the site, however The Board are of the view that with the ageing population in the prison more needs to be done to meet the needs that will arise in relation to shower and toilet facilities and facilities in cell.

5.2 Education and Learning and Skills

5.2.1 Education operated through Manchester College has continued to provide 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 are concerned that although allocation to courses has increased there has been no increase in those attending through prisoners just not turning up. Ongoing information is being gathered to help address this situation

5.2.4 At the present time the Learning and skills available in the Prison include the Canal and Lock gates project, Horticulture, Re-cycling and access to Stoke College, Business Vocational training programmes, most of which have qualifications acceptable to Skills and Engineering. The Deputy Governor is taking a personal lead in making contact with the Business community to ensure that HMP Stoke Heath can be considered if they are seeking places for external contracts. During the reporting period the re-cycling building has been refurbished.

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 achieved for the prison providing its own local programmes for the prison radio service. Work is progressing to put this into place and 5 prisoners have been involved in the process

5.2.6 The IMB is pleased to note that we continue to have a small % of prisoners going on to University to complete their education once they leave Stoke Heath

5.3 Healthcare and Mental Health

5.3.1 The Healthcare department has continued to have difficulties recruiting staff and this has been the case throughout the year

5.3.2 Following the re-role of the establishment the in-patient facilities closed. Over the last year it has been necessary to reopen two of the cells for constant watch – the need to open the beds has on a number of occasions been because of the prisoner's mental health issues and has led to a substantial stay as there have been difficulties in transferring the prisoner to secure hospital provision. The Governor and the Health service staff are seeking to find a way of managing the situation and developing a strategy for the future

5.3.3 The local Health Board undertook an inspection during the year and were impressed in many respects; and looked at how service could be improved including considering ways on how the inpatient facilities could be reopened. However their visits to the wings were not so positive particularly with regard to the facilities available for dispensing medication on the wings. The inspection team felt that the nursing / medication bays on the wings are not fit for purpose and the Prison has been advised of what actions are necessary to remedy this concern.

5.3.4 Following a three month trial on C wing in possession medication was introduced into the prison. This has not been without its difficulties with some prisoners using the opportunity to trade drugs, but overall has integrated well into most wings

5.3.5 It is pleasing to note that the waiting list for dentistry has been reduced substantially during the year after the Regional Commissioning body accessed additional funding for the service

5.3.6 The use of nearby hospitals for out patient and inpatient cases had not encountered significant problems but with the New Ways of Working being introduced it has led to reductions of staff in flexible work areas being taken off important duties which may be security related when a prisoner needs to be escorted by three prison officers. External hospital appointments are increasing due to the client group and the high medical needs and a solution within the prison needs to be found

5.3.7 The New Ways of Working have impacted on the Health Care Delivery of services— staff are at full stretch to undertake the medication rounds on time and oversee the in cell possession of medication.

5.3.8 Clinics continue to be very busy but the introduction of a pass which the Prison Officers give to the Prisoner has ensured that more prisoners attend appointments so that clinic time is not lost.

5.4 Purposeful activity

5.4.1. Vocational Training and Manufacturing

The Prison has put in place a Prisoner Opportunity Board with the Labour allocations staff to help to ensure that prisoners are able to access purposeful activities. The Board also manages prisoners who are unable / unwilling to work.

5.4.2 The prisoners are able to choose from a good range of employers and improve job satisfaction.

5.4.3 The Engineering workshop had a major reconfiguration in 2013 to accommodate the powder coating plant, which enables Stoke Heath to finish products they manufacture, most of which go to Branston (central prison stores). These include beds, brake trolleys, wheelbarrows and fencing; more opportunities to learn new skills in precision engineering have been made possible with the acquisition of £50,000 of capital funding for a vertical machining centre.

Qualifications that can be obtained in manufacturing are NVQ level 1 and 2 City and Guilds.

5.4.4 Outside contracts for precision parts have been renewed; the contractor remains happy with the quality and standard of workmanship. The outside contracts are vital to the prison as they provide essential work experience for prisoners and revenue for HMP; prisoners have also produced a number of one off items for the local community

5.4.5 In the car mechanics workshop, 5 learners take a five week course on motor vehicle studies, this results in an ABC level 1 Diploma from Manchester College.

The bricklaying course is always popular –six prisoners on each course.

5.4.6 Rail track; this course is for seven weeks and has twelve prisoners on each course— they tackle track laying, maintenance and personal safety at least sixty prisoners have taken the course since it began in 2013.

5.4.7 The Establishment is working hard to forge links with companies in order to create more opportunities for prisoner training but there are still too many prisoners on the wings during the day as there are too few jobs available. This is a major concern for the establishment as the Bench mark profile requires there to be full time employment provision available for prisoners

The contract for Christmas trees went very well and a larger contract is expected in the later part of 2014

5.4.8 A decision has been made to close the Laundry and to send washing to Stafford prison as it will be more cost effective

5.4.9 There are opportunities for NVQs in areas of the prison, namely the kitchen, gardens, valeting, industrial cleaning, painting and decorating.

Funding has been obtained to pay for thirty six prisoners a year three per month to be put through the fork lift Truck course but these prisoners must be ROTL approved as it is an outside course.

5.5 Resettlement

5.5.1 The last year has seen a number of challenges to the resettlement programme, the staff within Resettlement have met the challenges and objectives of the programme with great effectiveness within the resources they have available, “New Ways of Working “ has seen some of the initiatives within resettlement pulled back due to the lack of available staff.

It is noted that Healthcare have failed to support monthly Resettlement meetings and although agreed to send written reports none in this reporting period have been received. Ongoing initiatives include the implementation of the “Shannon Trust Reading Plan” giving every prisoner help and assistance to enable them to read.

The Learner Record Service (LRS) has been set up for the recording of records associated with the Learning of skills etc, however it is disappointing that a number of Offender Supervisors are not using the system.

Virtual Campus (VC) system had been set up and is proposed to go live within the next reporting period; there have been issues with IT connections and reception that have delayed its progress.

5.5.2 ROTL The prison continues to forge links with local authorities, community clubs and local industries to acquire some high profile community work projects that have been well recorded by the local communities and local Press, within the reporting period no prisoners absconded whilst on ROTL from this prison.

Projects undertaken by the prison include work on behalf of the Commonwealth War Graves Commission, Joint venture with Walford College, Kitbag for families, refurbishment of local community rugby and cricket clubs, assisting Shrewsbury Council with its Britain in Bloom work etc.

5.5.3 Restorative Justice The Board are more than frustrated that Restorative Justice has been suspended within Stoke Heath. However the Board were pleased to learn in February that funding from Staffordshire Police had been received for Restorative Justice Training for 2 staff and there are currently three Restorative Justice trained staff in OMU but a system of using this method of working has yet to be developed and introduced.

5.5.4. Pathways

Pathway 1 Accommodation on release - Through the efforts of NACRO 278 out of a total of 672 released sought help for accommodation, from that they achieved a 98% success in locating prisoners in accommodation.

Pathway 2 ETE - The prison again achieved an above target score, those leaving the prison in training were 5% above and those in employment were 6% above performance level required.

Pathway 3 Mental Health issues have been raised earlier in the report. Physical health is catered for through activities within the gym. The prison has its own football team that plays in a local league, visiting teams enjoy the games and make note of the player's good attitude and discipline when on the field.

Pathway 4 Drugs and Alcohol - The number of prisoners receiving treatment and education on drug and alcohol addiction equalled 39% of the prisons population, the work being undertaken in this critical area is effective and positive.

Pathway 5 Finance Benefit and Debt - A number of prisoners have opened bank accounts with the Halifax Bank throughout the year, debt advice, assistance is given through NACRO and with the help of the Citizens Advice Bureau who attend the prison once a month

Pathway 6 Children and Families - The chaplaincy continues to deliver the Family Days and administer the DVD for dad's scheme that the prisoners appreciate.

Pathway 7 Attitudes, Thinking and Behaviour - The establishment currently provides a Thinking Skills Programme; whilst other programmes are being considered the capacity to deliver them is low.

5.6 Safer Custody

5.6.1 The aim of Safer Custody is to ensure a safe environment is maintained within the prison with a focus on Bullying, Self-Harm and Violence. The implementation of the objectives in this area is monitored by the Safer Prisons Custody Team having regular monthly meetings which the IMB attend. These meetings enable an in depth analysis of all vulnerable and at risk Prisoners and decisions taken as to what action is to be taken.

To address the problems surrounding Bullying the TAB system has been revised to concentrate on tackling Bullying and has been renamed TBB (Tackling Bullying Behaviour). An area of concern is that some Prisoners transferred into Stoke Heath are arriving without sufficient documentation to identify those at Special Risk.

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. ACCT documents are regularly monitored and found to be satisfactory. The number of ACCT documents opened during the year has increased. The total number of ACCTs opened during the reporting period was 151 and the number closed was 234. Unfortunately owing to the decrease in nurses they have been advised that they no longer need attend all ACCT reviews at present subject to the assessed needs of the prisoner.

5.6.3 Stoke Heath has a well-established Listener scheme and it is controlled by the Samaritans who provide the Listeners with training. A listener has been allocated to the Reception unit to support prisoners newly arriving at HMP/YOI Stoke Heath. The Local Safer Prisons action plan set as a priority ensuring that prisoners are safe during initial custody as this is a vulnerable period for suicide and self-harm. There are currently 6 Listeners in the prison.

5.6.4 Multi Agency Safer Health weekly meetings are attended by all agencies within the establishment.

5.6.5 There has been an increase in the number of threats to staff reported – 4 serious assaults and 14 less serious. Serious Assaults on staff have been reported to the police.

5.6.6 There has also been a number of assaults on Prisoners by Prisoners including a stabbing, throwing of Hot Water over a prisoner.

5.6.7 As an IMB we are satisfied that security is at a high level within the prison

5.7 Segregation, Care and Separation, Close Supervision

5.7.1 The prison has during the year seen an increase in the use of the Segregation unit. It is to be noted that since the New Ways of Working has been implemented the wing constant watch cells can no longer be used during the day owing to the free flow of prisoners and insufficient staff to provide the necessary cover, particularly the cell on B wing. Following the intervention of the Prison Officers Union the establishment agreed to use the cells in the segregation unit as it was easier to administer and gave a quieter environment despite this not really being within the ethos for the use of the segregation unit. In addition the staff cover for the wing constant watch cells was one member of staff and this could place them in a vulnerable position.

5.7.2 “With the change in the Ways of Working” the staffing compliment on the Segregation unit has reduced. However the unit is to be complemented on its efficiency.

5.7.3 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 unnecessary use of force within SRU within the reporting period and a member of the IMB attends Use of Force meetings periodically.

5.7.4 A member of the board also attends SMARG meetings where the work of the Segregation unit is monitored.

5.7.5 The Board were pleased to learn that the showers in the segregation unit were to be refurbished. This work is likely to take place in the summer of 2014.

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

5.8.1 Accommodation - In the last report the board were concerned about the fabric and conditions of E Wing.

We are pleased to report that full refurbishment work has commenced on E Wing during the year and is due for completion in the near future.

5.8.2 The work on I wing to replace faulty floors and plumbing will be undertaken on completion of the E Wing refurbishment

5.8.3 The revised roles of the other wings as described in the last Annual report has yet to be bedded in and has been hampered by the reduction in places owing to the closure of E Wing.

5.8.4 D Wing has become the induction wing and is usually at full capacity. The wing is normally settled and this is reflected in the relatively small number of applications received by the IMB. Because the wing is relatively trouble free prisoners are reluctant to relocate once they have finished the induction phase

5.8.5 Work on the provision of fenced exercise yards for the H block has been undertaken and staff and prisoners are working to see how each area can be made more “personal” to the wing it covers –e.g. bench seats, a garden area

5.8.6 Late Arrivals: After being assured there would be no Friday afternoon arrivals at the prison this is still happening making it difficult to undertake full induction and run D wing efficiently. The constant watch cell that was opened on D wing has been used on numerous occasions but has not caused any problems with staffing. The IMB are not always informed when a constant watch cell is being used which is of some concern.

5.8.7 The removal of Senior Officers on the wings has meant there is no central control, there is no one in authority to give advice and support to wing staff –

The new ways of working introduced this year is making it difficult for officers to take breaks as required despite the fact that staff are profiled their scheduled breaks in their shift pattern. Whilst there is also two roaming senior officers on duty every day whose role is to give advice and support to wing staff—this is not seen in the same way as Senior Officers being on the Wings to give direct support

5.8.8 A movement system for prisoners going around the prison has been introduced.

5.8.9 The IMB were made aware two new areas of development within the prison;

a) To introduce dormitories on one of the wings to give more capacity and also to cater for vulnerable prisoners who find it difficult to be in a cell alone or in a shared cell.

b) To reopen the beds in the Health Care unit for prisoners with physical health problems to include an end of life unit.

5.8.10 The CAT D Wing (Clive unit) has continued to develop well and most of the prisoners in the unit progress to returning home and into employment.

5.8.11 Food, Catering and Kitchens

The prison introduced new catering arrangements in the autumn last year to co-incide with the new ways of working regime. The availability and accessibility of comments books at serveries at meal times has been variable which is of some concern. The catering team make regular checks of the comments books but are dependent upon them being available to prisoners and completed in a timely and constructive manner

5.8.12 During the year the availability of Halal meat was affected by the provider going into administration. This was resolved quickly with the appointment of another supplier

5.8.13 The prison continues to undertake a Prisoner Satisfaction Survey every six months, this is used to gauge responses to the catering provision. The response to the latest survey is awaited.

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. The reception area has recently been repainted and information boards added which has made a difference for prisoners arriving.

6.1.2 The reception area was particularly busy in the early part of this year when all of the young adults in the prison were decanted out to enable HMP/YOI Stoke Heath to take 36 prisoners from HMP Garth. IMB have been advised that despite this movement HMP Stoke Heath will remain a Dual registered prison

6.1.3 There continues to be a problem with property being lost in the system – especially when transfers take place from one prison to another. A substantial number of Applications are made in relation to this matter

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.

6.2.1 It is of concern that it is not always apparent that the senior leadership team at the prison are following the advice of the Health and Safety Officer with regard to Health and safety legislation. Of particular concern is the prison was not collecting information about accidents to prisoners and staff. IMB are pleased to note that arrangements have been put in place during the year to rectify this matter

6.2.2 An operational audit undertaken by an independent team has rated Occupational Health to be rated Green/Amber.

6.2.3 In the summer of 2013 the IMB were informed that majority of the staff at the prison had Health and Safety Training outstanding ----this is an area that the board will monitor carefully over the coming year

6.3 Time Out of Cell

6.3.1 This has improved since the last report and a letter sent by the IMB to the Minister by the IMB board in 2013.

6.3.2 The new regime introduced in November gives time out of cell over lunch periods which previously was not available to prisoners. However there has been some consequential loss during the evenings.

6.3.3 The addition of four new exercise yards, one for each of the” H Block wing” has made exercise in the open air more directly under the control of the wing staff and is an excellent development.

6.4 Deportees

The Board was concerned last year about the number of deportees who remained in prison following the completion of their sentence. This situation has improved considerably and at the end of April only one prisoner had stayed beyond the date of the completion of his sentence

The UK Border Agency have visited and spent a day in the prison to review those awaiting deportation. As a result of this training has been provided for staff at HMP/YOI Stoke Heath on the role and requirements of the UKBA

6.4.1 A Foreign Nationals Focus Group has been established and links have been made with HMP Hewell to ensure best practice is adhered to

6.5 OMU

6.5.1 In the autumn of 2013 The Offender Management Unit was re-organised which brought together all areas of the unit into a common base. The numbers of posts has been increased to comply with the core day but the team continue to have large caseloads.

6.5.2 The Parole Boards are held on a regular basis with reports being provided and co-ordinated by the OMU staff.

6.5.3 In January 2014 a review of the probation service “Through the Gate” confirmed that probation Officers will continue to be placed in prison but the existing probation service in the community is likely to change and could become contracted out to the Private Sector. This may make communication and co-operation between the services and agencies more challenging

6.6 Gym and Physical Education

The main area of concern is access to the Full Gym by prisoners in the Clive Unit .They are unable to access the Gym in the Prison and have found it difficult to access a Gym in the community . The Governors are aware of this problem and have taken steps to provide some keep fit equipment on the unit.

6.6.1 There has been a new rota for access to the Gym introduced which means that prisoners have more access to the facilities.

6.7 Incentives and Earned Privileges

The Incentives and Earned Privileges scheme was reviewed and a new scheme implemented in autumn of last year. The scheme affects transfers into the prison who no longer carry an IEP status with them and all incoming prisoners will be placed on Basic and earn enhancements on assessment by HMP/YOI Stoke Heath staff.

6.8 Lifers

There are currently 12 lifers in the prison (this figure does not include the indeterminate sentence prisoners which would bring the total to around 40) As stated in the last Annual report a member of the IMB has spent time undertaking a review on how they and Prisoners with an indeterminate sentence are catered for in the prison.

6.8.1 The ISP prisoners are dealt with in the OMU by the 3 officers. There are currently 36 prisoners with an ISP but this alters almost on a weekly basis as prisoners are transferred in and out of the prison.

6.8.2 Generally the 16 week Sentence Plan is not undertaken at HMP Stoke Heath as it should be undertaken in a CAT A or B prisons. HMP/YOI Stoke Heath undertakes an annual review for prisoners transferred to them. The Prisoner attends the Review and completes a form following the review to confirm he is satisfied with the objectives set and how the review was managed

6.8.3 The work undertaken by the OMU staff is excellent. However, of concern is the failure of other prisons to complete a sentence plan for a prisoner which is a cause for concern

6.9 Personal Officer

A Personal Officer system used to operate within the Prison and prisoners were told of their allocated officer on admission to each wing. However since the introduction of new ways of working the Personal Officer Scheme has been difficult to operate owing to the low numbers of prison Officers on each wing. Each Prison Officer now takes a comprehensive role which means a prisoner has no one directly allocated to them to address any issues

6.10 Complaints Procedures/Internal Ombudsman, Ombudsman NHS

IMB board has concerns about the complaints system for the NHS and it is in this area that we receive a number of applications. The IMB feel that there is no overall system to monitor complaints in relation to the Health Service Provision and it appears there is no active progression of complaints leaving prisoners very frustrated

6.10.1 Concern has also been expressed that the Governing Governor does not have an active role or overview of the complaints being received regarding the Health Care of Prisoners

6.10.2 Particular issues include prisoners arriving at HMP/YOI Stoke Heath without prescriptions, mental health issues not being identified

6.10.3 The IMB are concerned that they are unable to access information about how complaints are being dealt with, who is dealing with them and the progress of them so little help can be given to prisoners

6.11 Transfers

The Board continues to be concerned about four areas of the current system for transfers:

- Firstly; some prisoners continue to arrive 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 which can affect Parole applications

6.12 Visitors and Visitor Centres

Stoke Heath visitors reception centre is located in a building outside the main entrance; this is where visitors are booked in; the facilities are tired looking and would benefit from some up grading. Once inside the main visits hall there are refreshments available, there is also a small crèche both of which are run by volunteers from the outside community.

6.12.1 There have been a few improvements made during the year, the seats have been bolted to the floor for added security and the walls are in the process of being painted. Visits are arranged Tuesday to Sunday for 2 hours. Whilst we are aware that improvements are to be made during this reporting period no details of the work to be undertaken had been shared with the IMB.

6.13 Prisoner Consultation Meetings

The IMB board are concerned that the Prisoner consultation meetings and forums are not being held as frequently as they were and the IMB have not been notified of meetings

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 active Board Members for some periods of time. At the present all Board members are back working within the prison.

A number of issues have been discussed:

- Concern was expressed about the slow process and procedure in relation to the recruitment of IMB members and the effect this is having on the board's ability to carry out its work. HMP/YOI Stoke Heath IMB board are currently awaiting the response from the secretariat to the two candidates who have had their names put forward following interview. Once that decision is known it will be 12 months in training before they are able to take on full Board duties
- The Board members have proactively taken forward the Annual Team Performance Plan and implemented all the actions.

- Following the change in working practices the Board have had a number of discussions about visiting alone or in pairs owing to the fact that the free flow system has made board members and other staff feel vulnerable. Discussions have taken place with the Governing Governor about the possibility of introducing some kind of alarm system for Board members to carry
- The Board were concerned to learn that the “New Ways of Working “ was creating a number of difficulties in particular a lack of support from Prison officers when IMB members interview prisoners on the wing during free flow
- The board were concerned to learn that there is no National standard rate of pay for prisoners which creates problems when prisoners transfer between prisons
- The Board have been informed that HMP/YOI Stoke Heath is to become a Resettlement Prison covering Wales. However details have not been circulated to the Prison or to the IMB detailing what this will involve

IMB BOARD STATISTICS 2012/13	
Recommended complement of Board members	17
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	10
Number of new members joining the Board	0
Total members leaving in the reporting period	0
Total number of Board meetings in reporting period	12
Total number of visits to the establishment	428
Total number of segregation reviews held	180
Total number of segregation reviews attended	176
Date of Annual Team Performance Review	May

Applications

Code	Subject	2008/09	09/10	10/11	11/12	12/13	13/14
A	Accommodation	1	6	2	9	6	6
B	Adjudications	1	8	11	4	9	11
C	Diversity related	0	2	1	9	5	0
D	Education / employment training	3	8	4	11	15	5
E1	Family / Visits inc Mail & Phone issues	0	13	12	15	13	23
E2	Finance and Pay	n/a	n/a	n/a	n/a	n/a	26
F	Food / kitchen related	1	6	2	71	4	1
G	Health Related	7	6	4	33	34	27
H1	Property (Within current location)	22	46	47	55	49	12
H2	Property (during transfer/ another location)	n/a	n/a	n/a	n/a	n/a	28
H3	Canteen, Facilities, Catalogue shopping.	n/a	n/a	n/a	n/a	n/a	3
I	Sentence related	13	30	6	25	62	12
J	Staff /prisoner /detainee related	23	43	40	38	58	15
K	Transfers	19	37	25	47	31	23
L	Miscellaneous	31	43	18	26	25	14
Total		121	248	172	343	311	206

Applications dealt with by the IMB have averaged at 17 per month which is lower than the two previous years

Again the loss of property when transferring between prisons is and continues to be a major issue, however this is not isolated to Stoke Heath as it appears to be a national problem .

Health related issues are covered in the NHS Healthcare complaints procedure. It is noted that the IMB even so continue to have a high number of complaints using the IMB application system.

Section 8

Glossary of Establishment related terms and abbreviations used in this report

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

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Signed Chair of Stoke Heath IMB