



**INDEPENDENT MONITORING BOARD**

**HMP GUYS MARSH**

**ANNUAL REPORT**

(For the Reporting Period)

1st DECEMBER 2013

TO

30th NOVEMBER 2014

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

## **Section 1 Statutory Role of the IMB**

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

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

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

## **Section 2 contents**

<p><b>Section 1 Statutory Role</b>  <b>Section 2 Contents</b>  <b>Section 3 Description of HMP Guys Marsh</b>  <b>Section 4 Executive Summary</b>  4.01 Policy Issues  4.02 Operational Issues  4.03. Overall Judgement  <b>Section 5 Key Areas of Activity</b>  5.01. Equality and Inclusion  5.02. Education, Learning And Skills  5.03. Healthcare And Mental Health  5.04. Purposeful Activity  5.05. Resettlement  5.06. Safer Custody  5.07. Segregation, Care and Separation, Close Supervision  5.08. Residential Services  <b>Section 6 Other Activities</b>  6.01 Family Contact and Children  6.02 Visits  <b>Section 7 The Work of HPM Guys Marsh IMB</b>  7.01. The Board's Diversity Statement  7.02. The work of the Board  7.03. Board Statistics  Acronyms</p>	
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### **Section 3 Description of Guys Marsh Prison**

3.01. HMP Guys Marsh (HMPGM) is a Category C (Cat C) Adult Male Training Prison located two miles South West of Shaftesbury in rural Dorset. Its operational capacity is 578. Currently HMPGM accommodates fixed term offenders, Lifers, IPP, PPO's, MAPPA, and FN Offenders.

3.02. The main contractor for the provision of education, learning and skills is Weston College. Dorset Healthcare Trust provided Healthcare and Dental Care to the Prison population. The contract for healthcare was changed during the reporting period to the Dorset Healthcare University NHS Foundation Trust.

3.03. There is extensive commercial light industrial activity at the prison which includes offender manned workshops for lighting unit assembly, lighting unit and associated electrical item recycling, unit packaging of small technical items and new for this reporting period a laundry contract.

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

3.05 HMPGM has been designated a resettlement prison.

## **Section 4 Executive Summary**

### **4.01 POLICY ISSUES**

4.01.01 The Board is very much aware of the pressures under which HMPGM is obliged to operate and recognises the efforts of the overwhelming majority of staff in providing a safe and decent environment for offenders in this prison.

4.01.02 As stated in previous reports, the Board continues to be very concerned about the number of prisoners with mental health problems appearing at HMPGM. It appears that as these offenders are in prison they are deemed to be in a safe environment. Even after a prisoner has been sectioned, it takes many weeks before they can be moved to a secure hospital environment.

4.01.03 Staff, especially those who work in the care and separation unit, manage the situations that arise from having to deal with these prisoners, in a professional and patient manner. The Board praises these staff and their exemplary conduct.

### **4.02. OPERATIONAL ISSUES**

4.02.01 The Board in its last report expressed grave concern about freely available illegal drugs. During this reporting period the emphasis has moved to legal highs, notably Spice and Black Mamba, which are undetectable. Those who take these drugs exhibit extremes of behaviour which are very difficult to deal with. There is also the spiral of debt and criminality linked to the use of these drugs. The Board hopes that more resources will be available to stop these drugs entering the establishment and that a test for the detection of them will be available quickly.

4.02.02 As a consequence of a prisoner getting into debt through drugs, he will often self isolate and enter the segregation unit hoping for a quicker transfer to another establishment. The vicious circle then starts again until there are very few options left for both the offender and prison staff.

4.02.03 The Board is still concerned about the low attendance rate at courses provided to improve the prisoners` skills. As the prison is moving to resettlement status, it becomes increasingly important to have better attendance and therefore completion rates for all courses.

4.02.04 There continues to be a shortfall of work places within the establishment and this, coupled with a poor attendance rate, makes it difficult for everyone concerned to provide a proper working environment such as will be needed for a good resettlement prison.

4.02.05 The last three Board reports have expressed concerns about transport related issues. The last year has been no exception. We still receive a large number of complaints from prisoners about property lost in transit to this establishment. The resolution of property complaints is time consuming and creates financial issues for the prison estate. The Board hopes something will be done in the current reporting year to improve the situation.

### **4.03. OVERALL JUDGEMENT**

4.03.01 The Board continues to view HMPGM as a decent and humane environment in which to hold men serving their custodial sentences. The Board has however, some serious reservations in relation to the availability of legal and illegal drugs, the lack of employment, and staffing issues, all of which have had an adverse effect on the quality of life for all who live and work in the establishment. .

## **Section 5 Key Areas of Activity**

### **5.01. EQUALITY and DIVERSITY**

5.01.01 In connection with the Equality Act 2010, employees at HMP Guys Marsh and those associated with the establishment have a responsibility to contribute to:

- Eliminating unlawful discrimination, harassment and victimisation
- The provision of equal opportunities.
- Fostering good relationships

5.01.02 In another challenging year, the staff and prisoner representatives at HMP Guys Marsh continued to monitor, challenge and act upon perceived or substantiated instances of discrimination and inequality with determination and diligence.

5.01.03 The Board suggests that the senior management team, the staff and prisoner representatives were conscientious in identifying and working to address areas of concern. Most welcome was the increased involvement of prisoners' representatives in accepting responsibility, taking initiative and being pro-active in finding solutions to unsatisfactory situations. Challenges to progress seemed to be attributed to demands on staff time, lack of support from some outside agencies and the complexities of bringing about change efficiently and speedily whilst the whole estate struggled with locally and nationally acknowledged demands.

5.01.04 From December 2013, the IMB received 7 applications from 6 prisoner which related to matters of Equality and Diversity, a proportion of 3.37% of all applications received. These applications concerned disability access (2), categorization (1), discrimination (2) and unfair treatment by a Custodial Manager (1). Of these 7 applications, 4 were the subject of DIRFS(Discrimination Incident Reporting Forms) submitted by 3 prisoners, Whilst recognising these applications should not be necessary, the Board of Guys Marsh believes that efforts to rectify problems have been continuous.

5.01.05 The relationship between staff and prisoner representatives appeared to be mutually respectful and cohesive and was demonstrated in a variety of ways not least at quarterly Equality Action Team (EAT) meetings in the preparedness of both staff and representatives for the meetings, in the initiative and commitment shown by prisoner representatives, by the Officer with responsibility for Equality and Diversity, the Assistant Officer and by the leadership of the Responsible Governor.

5.01.06 Equality Action Team meetings were attended regularly by most prisoner representatives, the Chaplaincy and by some staff and Governors though not all. Some invitees were not able to be present at any meeting. Demands of other duties and limited time were attributed however reasons for non attendance were not always available. There was an apparently beneficial continuity in staff personnel. Prisoner representatives changed over the year and new roles were created including foreign nationals, for older prisoners and for violence reduction.

5.01.07 Prisoner representatives were involved in focus groups, in promoting amongst prisoners understanding of the strategies for identifying and rectifying problems, offering guidance to other prisoners on how to address their concerns and by bringing to management attention issues that they felt needed to be addressed. Prisoner representatives contributed to the discussion on underlying problems within the estate- debt, bullying supply of drugs and phones, equal opportunities for release on temporary license, the particular problems of Foreign Nationals including preparation of paperwork, access to Cat D status and feelings of being unsupported.

5.01.08 The Gypsy Traveller Representatives (GTR) surveyed their group to hidden Traveller specific problems. In line with national concern, was the level of literacy and numeracy amongst the GTR population; other issues were contact with travelling families, feelings of social exclusion and concern for personal safety.

5.01.09 The dynamic RECOOP (Resettlement and Care of Older Prisoners) group highlighted the situation where prisoners were being discharged without access to pensions which typically took two months to organize whereas paperwork for release arrived very close to release date. More positively a volunteering project encompassing recycling in partnership with Volunteer Dorset was organised as was a scheme to facilitate peer mentoring.

5.01.10 Faith Forums were instigated by the Chaplaincy with the aim (amongst others) of encouraging Faith Representatives to take proactive roles in the different faith forums' activities and materials.

5.01.11 Monitoring through Hub data was a regular component of EAT meetings. Problems arising from self declaration continued to feature and were a concern particularly in relation to identifying for transgender prisoners and for sexual orientation. There was acknowledgement that this area needed to be further investigated and mechanisms for support built into protocols after well considered risk assessment protocols had been initiated. The need for more robust Data on disability, including mental health, was also identified and a strengthened link with the Healthcare Team was put in place.

5.01.12 The Equality Action Plan was updated and management tools including the Feasibility Action plan which considered FN's experience of contacting solicitors, UK Border Agency, staff understanding immigration issues, support and provision for prisoners with physical disability, equality in provision for worship, staff attitudes to diversity and timely access to medication.

5.01.13 The prison management received 32 DIRFs during the reporting period although the figure for November was not available at the time this report was written. Race and ethnicity were the most common reason for DIRFs even though most DIRFs were submitted by white prisoners or by staff. An investigation into this anomaly was begun. Most DIRFs were dismissed leading to consideration of how DIRFs were used by prisoners. Data suggested that the origin of DIRFs was evenly spread across the estate. It was reported that the requirement for the 28 day completion of investigations into DIRFs has been difficult to achieve because of lack of facility time.

5.01.14 At the request of the responsible Governor, the IMB submitted a DIRF part way through the year. The Board wished to carry out a thematic monitoring in the prison workshops following an allegation by a prisoner, who did not want to submit a DIRF. He was afraid of adverse repercussions. He alleged that although men were allocated to workshops in an equitable way he believed that discriminatory practise meant that work there was not given out fairly. Plans for monitoring were shared with the responsible Governor and results delivered to the Equality Action

Team. Findings did not support the suggestion that unfair decisions were made by workshop staff. The monitoring involved only a small number of participants and was not tested for statistical significance, so a consideration that white British men had the most understanding of placement, job retention and progression was not quantifiable.

#### 5.01.15 FOCUS ON PROTECTED CHARACTERISTICS

##### A) Age

The Board is pleased to recognise the NVQ Qualifications officers are receiving in the care of the elderly, as there are an increasing number of older prisoners

##### B) Disability

With an increasing elderly population in the prison, there are more disability issues which the prison and the Health Care Centre do their best to address. The residential units are not suitable for men with limited movement.

##### C) Gender reassignment, Marriage and Civil Partnership

No issues were identified by the IMB this reporting period, but the issue will be looked into by the prison next year.

##### D) Sexual orientation

The Board has received no applications with regard to this issue but welcomes the prison looking further into this issue as bullying may be preventing the issue being addressed.

##### E) Race

The use of DIRFs and issues of discrimination has been discussed in other parts of this report.

##### F) Religion and Belief

The Multi Faith Centre is used by about a quarter of the prisoners and the staff work very hard to provide a welcoming and peaceful environment. The Staff team regularly talk to prisoners undergoing personal difficulties and provide a place for any of the men who have experienced bereavement. The Board wishes to express their thanks for the continuing good work of this team.

5.01.16 In conclusion the Board considers that the staff of HMPGM are working hard in the area of Diversity and Equality.

## 5.02. EDUCATION, LEARNING AND SKILLS

5.02.01. **Education and Vocational Courses.** Weston College, the provider of educational and vocational courses at HMPGM, has suffered a number of staffing problems this year. The existing manager resigned in May and a part-time manager operated until a new full time manager began in August. He resigned after one day and part-time managers were used again until the current manager was appointed and commenced his duties in October. The very competent deputy suddenly died in July and a replacement has recently been appointed.

There have been a number of staff resignations and consequent lack of cover but the situation is now more stable.

5.02.02 Some courses have not been offered due to the staffing problems. These include Painting and decorating (since March 2014), and Catering; and the barbershop has not operated for two years. These particular courses are due to recommence in early 2015.

5.02.03 The Before You Go programme (B4UGO) was introduced in 2013 but was not a success because prisoners did not see it as relevant. The course has been re-titled and re-structured as Resettlement in part-time sessions and should be particularly appropriate as Guys Marsh moves to a resettlement prison.

5.02.04 Other courses that are offered are English, Mathematics, IT, Bricklaying, Horticulture, Stop the Violence Act (STVA), Becoming Victim Aware (BVA) and Customer Service. Many of these courses are offered at Levels 1 and 2.

5.02.05 There has been a recent change to the wage structure of employment and educational courses. Some Employment (DEXTRA) has been on piece work basis allowing some prisoners to earn far more on than attendances on courses. This has now been standardised.

5.02.06 The HMIP inspection of the prison stated that ‘The majority of teaching observed was good’ and that the operation of educational provision was “Very positive now”.

5.02.07 In our last report the IMB were most concerned by the figures for actual attendance on as actually taken up courses. Over a 4 month period, the figures for capacity (1), Allocations (2), and Actual (3) attendance gave figures of 84% for 2/1, 73% for 3/2, and 62% for 3/1 meaning that less than two thirds of available educational provision was taken up. The reasons were numerous but two conclusions could be drawn. The first was that the prison (OMU, Careers, Weston College) were not filtering enough prisoners to fill the places. The second and more serious failing was that prisoners were not attending for sometimes trivial reasons and the prison was lax in improving attendance. This year, the comparable figures for the whole year are as follows:-

Capacity 29878	Allocated 25588	Actual 19513
Thus: - Allocated as percentage of Capacity =86%		
Actual as percentage of Allocated=72%		
Actual as percentage of Capacity =62%		

There was a steady improvement in the figures during the year but the yearly average shows little change from 2013.

5.02.08. **The Library.** The Library is an excellent resource as it is well stocked, has computers in an adjacent large area and supports “Story Book Dads”. The post of librarian has been particularly difficult to fill over the last two years. Two left for posts within HMPGM and the latest will not take up her duties until February 2015. Assistant librarians have done their best but the library has been a much underused resource.

5.02.09. **Education and Skills Summary.** Within education and skills, offenders at Guys Marsh are treated with respect and great efforts are taken to put offenders on suitable courses. The majority of those offenders, who attend and complete the courses and gain the relevant certification, will have benefited from the programmes putting new found skills to good use. The Prison leadership and staff need to work harder to improve attendance and the Ministry of Justice needs to consider a wider range of courses to attract and motivate a larger

proportion of the prison population to embrace the acquisition of learning and skills to a higher level.

5.02.10. Two prisoners have been awarded degrees by the Open University. Weston College and the prison have helped to fund the courses. There are now 50 prisoners studying at higher level, a positive increase from 30 in the last reporting period.

5.02.11. **Other Areas.** The work performed by the Gym Staff is excellent and during the reporting period there was a change in the procedure to access the gym. This has been a very positive move as it is now fairer and all the staff and prisoners have benefitted.

### **5.03 HEALTHCARE AND MENTAL HEALTH**

5.03.01. The Healthcare Department is always busy and for routine needs, an appointment system is in operation. There are still a significant number of “no shows”, but there has been some progress in improving the links between the health care and wing staff this year. Hopefully this will continue as an improving situation.

5.03.02. There have also been some changes to the layout of the Health centre to utilise the space and to create a more private environment. However the drugs are still distributed in a very public space and this is not good practice as recipients can be targeted and bullied to sell them on, adding to the endemic drug abuse present in the prison.

5.03.02. There is continuing difficulty in recruiting and maintaining health care staff, but this has not been quite such an issue as in the last reporting year. A new doctor has been appointed, who had a different prescribing regime, which initially created difficulties for the prisoners who has been used to long term painkillers and other medication. This situation has become less of an issue in the latter part of the reporting cycle.

5.03.03 Smoke stop has continued to work well in the prison, which is now a smoke free environment, with the continuing positive atmosphere for all around the estate. However, sadly, smoking has been reinstated in the Tarrant Unit. This is a national decision based on human rights legislation and the prison has no control over this decision, which is viewed as a negative one by the majority of prisoners, staff and the Board.

5.03.04 The Physiotherapist continues to provide medically directed patient services within the gym one day a week. This valuable, much needed service is excellent as are the other medical services which are provided on a regular basis.

5.03.05 Dental services have been monitored closely throughout the year. The attendance of the dentist and other dental services has fluctuated during the recording period. At the end of the recording period the waiting list was low but this has not always been the case. All other health services have been provided usually at monthly intervals

5.03.06 the Board is pleased to report that following close monitoring, the transport and escort services to outside appointments has improved over the recording period. Staff have worked hard to make this a more seamless experience for all involved.

5.03.07. The problem of offenders with serious mental health issues, remains a cause for concern for Board members, who again have witnessed the distressing impact of apparently mentally ill offenders often confined to the Care and Segregation unit. The prison with the help from the on-site mental health team does its best to cope with these men, but the majority of the officers have had no mental health training to deal with what can be extremely difficult behaviour on the part of these offenders. The Board is still of the opinion that HMPGM is not a suitable or safe environment for anyone with a serious mental health issue. We continue to observe that getting an offender to be sectioned under the Mental Health Act is difficult and this does not lead to a quick move to a secure hospital facility.

5.03.08. The backlog of prisoners needing to be seen by the mental health team has fluctuated during the year, but the Board is pleased to note that at the end of the reporting year the figure was low.

5.03.08 The Prison Health Action Group has met quarterly during the year and could be a very valuable monitor of the overall health of prisoners when all the people invited turn up. The wing representatives need to be able to express their views on all matters relating to their health. The Board would like to see this group being given a higher profile with everyone involved.

5.03.08 The Board is aware that the needs of offenders are many and complex, but in our experience the men are always treated in a fair, caring and polite manner. The men have good access to health services through the doctor and other health care professionals. The Board is pleased to report that concerns raised in previous reports have been addressed and solutions have been found.

5.03.09 SUBSTANCE ABUSE The continuing availability of illegal drugs in the prison continues to be a major concern for the Board. Besides the issues relating to debt this has a major impact on the health of the prisoners. The synthetic drugs, "Spice" and "Black Mamba", where the outcome for the user is unpredictable and long term effects unknown, is a major cause for concern. As these drugs are also undetectable, it is hard for the prison to deal with the issues around them. The Board would like more publicity put out to the wings so the men have some idea of what could happen if they use them. It goes without saying that the Board would like more vigorous security and screening to stop these substances getting into the prison in the first place. The Board is also concerned about the continued brewing of illicit alcohol, which again has unpredictable effects on the prisoners.

5.03.10 DRUG STRATEGY The mandatory drug testing figures were high at the beginning of the reporting period but saw a decrease throughout the year. It is hoped that staffing levels will be maintained so that intelligence led testing can be used rather than MDT. Buprenorphine with cannabis is the drug of choice and Benzo and opiates are also used. As stated above legal highs (which are illegal in prison) are an issue with some prisoners requiring hospitalisation. Until testing is available this will continue to be a cause for concern and it is hoped this will be available in 2015. The Board is pleased to report that the drug dog has now been trained to detect "hooch" with some significant results.

5.03.11 The prison now has two defibrillators situated in the main administration block and the gym, for emergency use. As the prison is in a rural location, this can only prove useful in an emergency.

## **5.04 PURPOSEFUL ACTIVITY**

5.04.01 HMP Guys Marsh as a training prison continues to provide some excellent work places for prisoners. There is some excellent practice developing a range of work based skills in a number of key areas. The industries area continues to provide work in electrical assembly, packaging and recycling. The recycling area is growing and there are relocation plans to allow for expansion in the immediate future. The laundry facility has recently obtained a contract with a local outside provider, and is making plans to expand, providing added employment opportunities.

5.04.02 The Farms and Gardens facility is a real asset to the prison, in not only providing high quality food for the kitchens, but also in creating a visually pleasing environment. The kitchens continue to provide invaluable work placements both internally and externally at the Jailhouse Cafe. The latter reopens in February after a refurbishment.

5.04.03 The Board notes that there are some important areas for further development. There is a high unemployment rate. At the end of the reporting period it was 103. This can only be de stabilising for the prison population and is a poor preparation for release.

5.04.04 Further development of work based qualifications is needed. The Kitchens and Farms and Gardens have in the past been hugely successful in working with prisoners to gain NVQ qualifications. This has sadly been curtailed because of lack of funding for the accreditation process.

5.04.05 A greater diversity in industrial placements is required; whilst recognising that the prison is not immune from economic pressures from outside, locally negotiated developments as in the Laundry contract, are to be applauded and encouraged.

5.04.06 Further ROTL provision for those who qualify for it would be a welcome development. The current very limited provision is highly successful.

## **5.05. OFFENDER MANAGEMENT UNIT, REDUCING REOFFENDING and RESETTLEMENT**

5.05.01 This has been a hard pressed year for the OMU which acknowledges the difficulties it is facing in fulfilling its role as the driving force of the prison. The movement of Band 4 Officers to Offender Supervisor positions has continued with 12 in post at the end of the reporting year. All the officers received OASYS training, but the two day Offender Supervisor training is not yet complete with those officers feeling that the quality of their work, their time management and professional reputations has been adversely affected. More specialist training in the management of MAPPA and Lifer prisoners as well as in how to use the information gained from OASYS would be welcomed.

5.05.02 The Board has noted the reduction in the size of caseloads with the number of Band 4 Officers in place. The difficulties facing the OMU have been largely due to staff shortages within the prison which has meant that all too often throughout the year OMU officers have been required

to work on the landings and assist in staffing the prison and thus have not been able available for their offender supervising work. The Table below illustrates this point.

<u>Month</u>	<u>Offender Management hours</u>	
	<u>Available</u>	<u>Worked</u>
May	1922	193.15
June	1748.33	197.30
July	2009.33	440.18
August	1964.30	299.15
September	1942.17	645.45
October	1951.23	165.15
November	Almost 1900	Almost 500

5.05.03 As reported in two previous Annual Reports, offenders continue to arrive at Guys Marsh with no or incomplete OASYS documents. This occurs because resources at local prisons are also stretched. An initial OASYS screening takes between 3-5 hours. At the time of writing there were 154 outstanding documents. Six months ago there were 210. The reduction was due to some additional funding to allow completion by staff on payment plus.

5.05.04 One consequence of the above is that whilst all offenders arriving at Guys Marsh are informed by letter of their Offender Supervisor, they are not always able to meet their OS within the two week target period. Offenders may make written applications to their OS but they do regard this as second best. The number of sentence related applications to the IMB is second only to applications about property.

5.05.05 There is currently a back log in the processing of paperwork for consideration for HDC and CAT D status, but it is accepted that this may be due to a number of reasons beyond the OMU's control. However the OMU is 100% on target for meeting the requirements for parole hearings in a year in which the number of offenders requesting an oral hearing has doubled.

5.05.06 As reported previously, Offender Supervisors are well supported by Case Work Administrators. Board members dealing with OMU related prisoner applications continue to be impressed by the knowledge of the OMU team have of individual offenders. It should be emphasised that this remains the case despite some long term absence caused by serious health problems.

5.05.07 Despite these pressures, the OMU remains a hardworking and supportive environment and there is general optimism that the situation will improve. The Officers who have moved into the unit enjoy their work.

## REDUCING REOFFENDING AND RESETTLEMENT

5.05.08 The manager with responsibility has continued to hold regular meetings to monitor progress across the seven pathways a number of which are reported separately within this Annual report.

5.05.09 Offending behaviour programmes-TSP and RESOLVE have continued to work well and are on course to meet their targets. The Board notes there has been a downturn in the number of referrals to the TSP course. KAINOS, Challenge to Change, has continued to struggle to fill places available with those offenders most likely to benefit from the course and create the necessary supportive community base for the course within the residential unit in which it is housed. This is disappointing for all staff involved especially as those offenders who complete the course recognise its value.

5.05.10 The Board has noted that the Resettlement course, offered within the final six weeks before release, is no longer running at the end of the reporting year. It is to be redesigned pending future changes arising from the HMP Guys Marsh being designated a resettlement prison and in the light of possible changes to the roles of the residential wings.

5.05.11 Once again the numbers of prisoners released to appropriate accommodation is at 95.3% above the target set-90%. The Housing officer maintains good contact with prisoners preparing for release.

5.05.12 The National Careers Service interviews all offenders during induction. Numbers released into employment, education or training are running below the target towards the end of the reporting year but as reported in last year's Annual report figures are self reported by offenders and there are no resources available to verify just how many of those released move into employment, education or training.

5.05.13 FAMILY CONTACT Six high quality family visits have taken place throughout the year, facilitated by Barnardos and prison staff and involving a number of areas of the prison e.g. the Gym and Library. All Board members who have attended have been impressed by the range of activities offered and by the close involvement of fathers with their children- such as one would hope to find at home.

5.05.14 VISITS These continue to take place on Friday, Saturday and Sunday afternoons each week. These are always well run. Visitors are always welcomed by all staff in a friendly, efficient manner and due attention is given to security. The Board records its thanks once more to the Mother's Union and to the Friends of Guys Marsh for the serving of hot drinks and biscuits to friends and family on arrival at the Visitor's Centre before entry to the prison.

5.05.15 FOGM continues to support many resettlement initiatives and once again the Board recognises this valuable contribution. Funds attracted by FOGM subsidise a bus service to the prison on one of the Visits days each week, purchase equipment or clothing to help offenders into working life as they leave Guys Marsh, payment for the manager of the crèche during some visits sessions and for the employment of the PERC-Prisoner Effective Resettlement Co-ordinator valued by prisoners in assisting offenders with problems of debt, family contact, rent and mortgage problems. Sadly, current funding for this post will end in December 2014 and with the contracting out of resettlement services it has not been possible for FOGM to apply for funding of a post not yet defined

## 5.06. SAFER CUSTODY

5.06.01. The Board considers the HMPGM Safer Custody policy and practice is clearly rooted in the Human Rights Convention and NOMS policy of Duty of Care of offenders throughout their sentences.

The Safer Custody Committee (SCC) meets regularly, once a month bringing together as core attendees the Governor Head of Safe Decent and Secure Custody, the Governor Head of Residential, Custodial Managers for Decency Respect and Safer Custody, Healthcare (including Mental Health) Team, and from amongst the prisoner population the Listeners and representatives for Diversity and Equality, Safer Custody, Foreign Nationals, Older prisoners and Gypsy Travellers. The GM Governor and his Deputy frequently attend and, in addition others are invited depending on agenda items.

5.06.02 The Violence Reduction and Anti- Bullying Prison service policy statement `Promote a Safe Environment for Prisoners and Staff` is always re-iterated and emphasised and staff training is continuing. The Anti-social Policy is managed and reviewed regularly by the SCC as are Tackling Anti Social Attitudes (TASA), prisoner documents which are analysed and reported to the monthly meetings as graphs and bar charts for comparison..

5.06.03 As a result of the multi-disciplinary approach to Safer Custody, issues that have emerged are being tackled holistically in principle. Mental Health, Self Harm and ACCT procedures are undergoing further review. Following a mid-year audit deficiencies were highlighted relating to accurate record keeping, inconsistency in noting conversations with prisoners, lapses to follow up ACCT case reviews and core maps which need to be SMART; specific, measurable, achievable, realistic and time-bound.

5.06.04 In mid September, a CM was appointed to overhaul the ACCT procedures, continue to challenge intransigent staff attitudes, due to lack of understanding or knowledge about the underlying causes of self harm and the link to mental health, and to encourage the best practises by training and specializing.

5.06.05 With very little time to demonstrate sustained improvement HMP Guys Marsh was visited by an unannounced HMIP inspection which reported that there was a lack of strategic approach to tackling Violence. Other issues facing the prison included no regime for self isolating prisoners, high levels of ACCT's with many issues around prisoners feeling unsafe and/or being in debt or being bullied.

5.06.06 A report investigating triggers for self harm and violence at Guys Marsh commissioned by Governor Dabinett. has produced some stubborn themes which have been picked up by HMIP. No-one is unaware of bullying, drug and tobacco debt, gang issues, lack of structure, cell thievery and negative attitudes to authority. The most obvious solution, and the one most difficult to achieve with the current level of staffing triggered by the core day, detached duties and staff absence `prisoners participating in educational, vocational and industry-based programmes are less likely to be involved in violence`

5.06.07 The change in medicine prescribing protocols caused an early spike in tension and prescription drugs continue to be an issue which is being monitored. (see 5.03)

5.06.08 Violent Incident Data continues to be collected and analysed noting that the bulk of incidents are involving younger aged prisoners and are happening in the Grounds ( now considered to be the most threatening place) and on Saxon and Anglia wings. Saxon is twice the size of the other wings and is populated by prisoners at various stages of coming to terms with substance abuse. There are still too many unexplained assaults. The re-location of the wing office is being actively considered, as is the introduction of CCTV to improve observation.

5.06.09 Incident reporting has improved and security intelligence is now disseminated to the Safer Custody team for decisions to be made about appropriate TASA actions although there are still some issues surrounding timeliness. Safer custody and Security also need to be included in cell-sharing risk assessments to ensure that prisoners are located in safety.

5.06.10 An emotional Health Group has been formed and a Mindfulness Presentation has elicited much interest from both staff and prisoners.

The Listeners have gained traction and acceptance and there are trained, working to the Samaritans lead. The Listeners have done an audit and as a result identified the need for clearer informational materials on using a Listener, using a Samaritan telephone and writing to the Samaritans. The Listener's Suite has been refurbished to offer a more conducive atmosphere for confidential conversation.

5.06.11. The IMB fully supports the over arching message for all representative attending SCC meetings to take back to the wings: violence will not be tolerated at HMPGM.

5.06.12 The SCC also gives much consideration to what is termed `Complex Offenders` who have multiple issues affecting their behaviour and/or vulnerability. The working definition and multi-disciplinary protocols put in place have identified prisoners who are closely monitored. The discussion of each prisoner at the monthly SCC meeting has evolved into a weekly meeting dedicated exclusively to evaluation of complex offenders; the IMB supports this new initiative.

5.06.13 The Board shares the concern of the SCC that good behaviour/vulnerability in the prison continues to be challenged by the easy availability of the drug `Spice`, which escapes conventional detection, and the supply of illicit alcohol.

5.06.14 the Board is encouraged by the hard work, professionalism and dedication of the SCC and Teams. Much has been achieved this last year despite all the challenges and difficulties.

5.06.15 The Board notes here, and in other places in this report, the detrimental effect of the core day and the consequent staffing arrangements on the work of the SCC team and the Chaplaincy, with the Violence Reduction Officer, Samaritans, Offender Supervision, Mental Health team, wing officer representatives and, from amongst the prison population, the Listeners, the Community, Diversity and Safer Custody representative, and in addition others invited dependent upon key agenda item

## **5.07. SEGREGATION, CARE AND SEPARATION, CLOSE SUPERVISION**

5.07.01. As in previous years the segregation unit (Tarrant) has continued to be very busy with occupation at near capacity, with prisoners held on GOOD or own interest making up the majority of the unit. The transfer in of prisoners directly from segregation units at other prisons has resulted in significant damage to cells. Damage to cells has also been caused by prisoners who have felt they are not being transferred to other establishments quickly enough. This places a strain on an already tight budget and reduces the capacity of the unit whilst repairs are carried out.

5.07.02 The Board feels that more should be done to redesign the cells' furniture to minimise the potential for damage. Also alternative ways should be found of dealing with prisoners who feel threatened by debt and regard segregation as a safe haven and a quick route to another establishment.

5.07.03. Staff shortages have resulted in inexperienced staff being drafted in to the unit on many occasions. Despite this the Board commends the staff for their determination to provide a normal regime and their patience in dealing with prisoners' intent on causing disruption.

5.07.04 The non smoking policy in the unit has been abandoned. This is a national decision.

5.07.05 As reported previously the monitoring of Tarrant has not been helped by the inconsistent reporting of statistics. After frequent complaints by the Board the SMARG meetings have been reinstated in the last quarter. It is expected that this will improve the monitoring particularly with respect to the use of the Special accommodation.

5.07.06 During the reporting period there were a total of 1230 adjudications, compared to 1115 in the previous period. The Board's expectation that a more vigorous application of the IEP scheme would significantly reduce this number has not been met.

5.07.07 The reported use of force to restrain prisoners was 69. However since none were recorded from July to October the accuracy of this figure is uncertain.

5.07.08 The special accommodation was used on 27 occasions. The Board is concerned it is not always informed when this has happened.

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

5.08.01. Staff shortages have continued to dominate the management of regimes within the prison. With the absence of prison officers on long and short term sick leave, on loan service to other establishments and on professional courses, the average complement shortfall throughout the year has remained around 15%. This has affected all aspects of prisoners' lives, including time spent on lock down, availability of personal officers and offender supervisors, availability of gym and availability of escorts for external visits. Recruitment is underway but the benefits are slow to materialise and problems for the management team persist. New routines introduced by the governor to alleviate shortage of staff cover in the gym

have reaped benefits in recent months, with the availability of the gym going up from 30% to well over 50%. The prisoners appreciate a fairer system of time allocation.

5.08.02. The objective of achieving an all day working regime with prisoners remaining in their work place over lunch remains an aspiration that will not be met in the foreseeable future. This is due to a combination of factors including a lack of sufficient contracted work, insufficient funding for extended education hours and a lack of staff to make it viable. Prisoners currently return to their wings for lunch followed by an hour's lock down which is frequently extended due to delays in effecting handovers of staff.

5.08.03 The number of cells marked for double occupancy is 72. An average of 90 men is accommodated in double cells, slightly down on last year due to a small reduction in the prison population. This is still higher than is desirable as most of the cells were designed for single occupancy.

5.08.04 Problems remain relating to the recording on the wings of prisoners' written applications. IMB members are frequently approached by prisoners complaining that their applications have not been actioned in a timely manner, or at worst have been ignored. Whilst this is not always factually correct, the perception is strongly held by a large number of prisoners. The absence of a completed audit trail makes it hard for staff to establish the facts and convince prisoners that their concerns are being addressed. Adherence to the criteria laid down for application response times is essential to allay prisoners' mistrust of the system. This is harder to achieve without recording the completion of an application. The Board would like this situation to be rectified quickly.

5.08.04 A frequent subject raised in Applications to the IMB is that of missing property, usually following the transfer to Guys Marsh from another prison. The inability of prisoners to be accompanied by their property during transfers is considered a significant flaw in the system, with the length of delay in property arriving often stretching to several weeks. This unsatisfactory situation is a major cause of anxiety and discontent at Guys Marsh.

5.08.05. The full impact of the assignment of Guys Marsh as a Resettlement prison next year is still far from clear and is viewed with a degree of apprehension by all the staff the Board has talked to.

## CATERING

5.08.06 The catering department continues to provide impressive standards of food on a budget of £2.02. . Random tastings carried out by IMB members have always proved more than satisfactory. The use of food suggestion books on the wings continues to be negligible, though occasionally the books are not immediately accessible at meal times. Similarly the monthly catering meetings are very poorly attended with only one or two wings represented. This is due partly to a lack of major grievance and partly general apathy amongst the prisoners. Overall, the general impression gained by the IMB is that the prison is well served by the kitchen staff; the quality and quantity of the food is good, and their flexibility in dealing with different cultural requirements, particularly over such periods as Ramadan, is commendable.

5.08.07 It was a major disappointment when the excellent catering training programme had to be withdrawn due to budgetary constraints. Funding has now been obtained to continue training in a reduced form with a part-time trainer, but to date no candidate has come forward to fill that role and all training remains on hold.

5.08.08 The Jailhouse cafe, located in the Learning Centre outside the prison perimeter, continued to do well, manned by prisoners under the leadership of the Catering manager, providing snacks and beverages as a commercial enterprise. It is currently closed for refurbishment, having obtained a licence to open to the public. It is hoped to have a new manager in place to commence business in the New Year operating under the auspices of the charitable organisation IPSA. The prison's rural location will however make it difficult to attract passing trade.

## Section 6 Other Activities

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

6.02. **Visits.** Visits continue to take place on three afternoons each week, Friday, Saturday and Sunday. The booking process remains friendly, helpful and thorough. The process of checking visitors' credentials is completed in the Visitors' Centre outside the secure estate before the start of the visits sessions so maximising their length. Activities for children are always available and the Board is pleased that a Play Project Worker has been recruited with the assistance of the Barnardo's Consultant to promote cooperative play and interaction between fathers and their children during visits sessions. Security is given high priority during visits and the passive drug dog is frequently present. Searches of visitors continue to be carried out in a thorough but friendly and sensitive manner. The Board wishes to record our gratitude to FOGM for subsidising the bus which transports visitors to and from the station on Saturdays, representing a huge saving over the cost of a taxi for users of the service, and to FOGM and to members of the Mothers' Union for serving hot drinks to visitors in the Visits Centre on two of the visits days.

## **Section 7 The Work Of Guys Marsh IMB**

### **7.01. The Board Diversity Statement**

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

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

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

7.01.04. Our Equality and Diversity principles are to:

- Encompass all protected characteristics (Equality Act 2010), that is: age; disability; gender reassignment; pregnancy and maternity; race including ethnic or national origins; religion or belief, including lack of belief; sex; sexual orientation; and marriage or civil partnership status.
- Value diversity as enabling differences to be expressed without disrespect or discrimination against others.
- To embed equality considerations into the everyday work of the Board and are the responsibility of all members.

### **7.02. The work of the Board.**

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

7.02.02 In-service training for the Board members has been on a bi-monthly basis usually on the morning of our Board meeting. The training has been co-ordinated by the BDO and the HMPGM in-service provider and this has worked smoothly and effectively thanks to the cooperation between all concerned. Subjects covered have been delivered by governors, custodial managers, or by civilian staff. The subjects covered have been as follows: The role of the custody manager, Kainos its purpose and operation, Safer Custody, Weston College and Mental Health. The Board had a full day of training on 15<sup>th</sup> October when we considered the IMB National Report and completed our annual performance review.

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

### 7.03 BOARD STATISTICS

Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	16
Number of Board members at the end of the reporting period	12
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	1
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	451
Total number of segregation reviews attended	85
Date of last Annual Team Performance Review	16/10/14

Code	Subject	Year 2013/14
A	Accommodation	10
B	Adjudications	12
C	Equality & Diversity (inc religion)	10
D	Education/employment/training inc IEP	12
E1	Family/visits inc mail & phone	3
E2	Finance/pay	16
F	Food/kitchen related	1
G	Health related	29
H2	Property (during transfer/in another establishment)	60
H3	Canteen, facilities, Catalogue shopping, Argos	1
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	52
J	Staff/Offender/detainee concerns inc bullying	19
K	Transfers	12
L	Miscellaneous	24
	Total	260

## ACRONYMS

AA	Alcoholics Anonymous
ACCT	Assessment, Care in Custody Teamwork
BME	Black Minority Ethnic
CAB	Citizen's Advice Bureau
CALM	Controlling Anger and Learning to Manage It
CARATS	Counselling, Advise, Referral, Assessment & Through Care
CAT D	Offenders who can be reasonably trusted in open conditions
CM	Custodial Manager
DIRF	Discrimination Incident Reporting Form
EAT	Equality Action Team
ESOL	English for Speakers of Other Languages
FN	Foreign National Offenders
FOGM	Friends of Guys Marsh
GOOD	Good Order or Discipline Rule 45
HDC	Home Detention Curfew - early release 'tagging' scheme
HMCIP	Her Majesty's Chief Inspector of Prisons
HMPGM	HMP Guys Marsh
IDTS	Integrated Drug Treatment Strategy
IEP	Incentives and Earned Privileges Policy
IPP	Indeterminate Public Protection
IR	Information Report
IRC	Immigration Removal Centre
ISP	Individual Sentence Plan
Listener	Prisoner trained to support those at risk of self-harm
MAPPA	Multi-agency Public Protection Arrangements
MDT	Mandatory Drug Testing
MIAP	Managing Information Across Partners
MARSH	Motivation to Abstinence and Recovery Starts Here
NA	Narcotics Anonymous
NFA	No Fixed Abode
NVQ	National Vocational Qualification
OASys	The Offender Assessment System
OCA	Observation, Classification and Allocation
OI	Own Interest Rule 45
OLASS 4	Offender Learning and Skill Service Contract 4
OMU	Offender Management Unit
P-ASRO	Prisoners Addressing Substance Related Offending
PERC	Prison Effective Resettlement Co-ordinator
PPO	Priority Prolific Offenders
Recoop	Charity promoting the care, resettlement and rehabilitation of older prisoners
ROTL	Release on Temporary Licence 29
SIR	Security Information Report
SMARG	Segregation Monitoring and Review Group
SMART	Systematic Monitoring and Analysis of Race Equality Template.
SMPT	Substance Misuse Psycho-Social Team
SMT	Senior Management Team
SO	Senior Officer
TSP	Thinking Skills Programme
UKBA	United Kingdom Border Agency