



HMP/YOI STOKE HEATH

Annual Report

1st May 2014 - 30th April 2015

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 prison was reconfigured to take on the role of resettlement for NW England and Wales and has been moving towards this new role over the last year the establishment currently houses 766 Category C and young Adult prisoners and 16 Cat D prisoners. 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 board have been monitoring in relation to their role. The Board are pleased to report that has only minor concerns about the prison.

During the year we have seen two serious incidents which have been dealt with appropriately by the prison. Sadly a number of staff was injured in one of the incidents.

The Board have seen the completion of the refurbishment of E Wing; the repairs to I Wing; an increase in the numbers and range of employment opportunities; a general updating of facilities for prisoners and visitors in the visitor centre and the continuation of the reconfiguration of the prison to its role of Resettlement.

The Board does have minor concerns about some areas of 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 and the sometimes long waiting period they can have for transfer to an appropriate psychiatric unit
- b) Health Care and in particular the current staffing difficulties
- c) In the Resettlement Role the number of Prisoners from Wales and the problems this causes for prisoners in maintaining contact with and visits from relatives.
- d) The sometimes inappropriate use of the SRU.
- e) The slight increase in violence between prisoners
- f) The increase in legal highs within the prison specially the so called legal high Mamba

Particular Issues requiring a response

The Board are concerned about the National Problem of the use and availability of MAMBA in the prison estate and the effects it has on vulnerable prisoners both short term and long term who may be forced to take it when bullied. We would like to see positive steps expedited nationally regarding the detection and eradication of such drugs. We can report that HMP/YOI Stoke Heath are taking this matter seriously and have a local policy including detection measures.

The board is concerned about the number of prisoners who transfer from other prisons without completed OASys documents, and other important and essential documentation e.g. ACCT documents and achievement records - thus increasing the workload on staff in Stoke Heath Further concern is that prisoners are removed from other prisons to Stoke Heath the day or two after an ACCT document has been closed, we state and feel this is a very dangerous practice and that there should be a national waiting period before a prisoner can be transferred after the closure of an ACCT document

Other Issues of concern or excellence not requiring a response

The Canal Lock Gate project is worthy of note whereby a partnership with British waterways has led to old and disused oak from Lock gates being recycled by Prisoners into benches, picnic benches, tables and other items. In addition the work the prison is undertaking in collaboration with the Police and Crime Commissioner from West Mercia and the HAWK group is to be commended.

A Company has been established by the West Mercia Police and Crime Commissioner in order that goods made in all prisons within the West Mercia area can be sold and proceeds after cost made payable to victim support providers.

There was a use of force incident involving a prisoner when the video recorder was not used due to the lack of charge in the recorder's battery. The Board were concerned that there appeared to be no procedure in place to check regularly the status of the battery charge.

The work of the ROTL team is to be highly commended and in particular the projects that the team has undertaken in the community. We have seen many letters of appreciation for this work from the community.

The work of the Chaplaincy Team is also to be commended - they not only provide pastoral care but also a range of services for the prisoners and their families and this is much appreciated by all those involved.

Previous Years concerns

4.1.1. The Board had concern that after convincing local communities of Stoke Heath regarding issues of security around ROTL and Clive House the Cat 4 unit and a host of other reservations, over the last two years the prison has proven through their professionalism that they can safely manage some very high profile projects meeting government expectations. The prison staff are to be commended for this and the board continue to hope that this success will not be damaged by the reduction in staff that we have seen over the last 12 months.

4.1.2. The Board has concerns about the insufficient staffing levels in some areas of the prison. Whilst it is accepted that there are now more wing based staff on some wings there are other areas of the prison that struggle to do the work they are required and expected to do. Of particular concern is the Security department despite having an extra officer there as part of the transitional arrangements.

4.1.3. We continue to be concerned about the amount of time that prisoners with Mental Health needs are on constant watch in the usually mothballed lower health care unit, which is really not a conducive atmosphere for prisoners with mental health problems. Although we accept the need for the use of the provision we feel that arrangements need to be made for more association with other prisoners. We also feel that Healthcare staff should be assigned to Health screening duties rather than constant watch, prison officers we feel are the best suited to constant watch needs.

4.1.4. We were concerned about the lack of programmes for prisoners in relation to restorative justice given the government's drive in promoting its use – sadly little progress seems to have been made in this area.

4.1.5. The board were and remain concerned about the difficulties the Health Care Department has over the recruitment of staff - particularly qualified nurses and the effects this has on colleagues and the prison.

4.1.6. The lack of work opportunities for prisoners meaning they are left on the wings.

4.1.7. The ongoing national problem of personal property being lost on transfer from other prisons is still the biggest issue brought to our attention by prisoners, enquiries are demanding on staff time as well as that of the IMB. The cost implications to all prisons must outweigh the cost of a solution.

4.1.8. The apparent lack of meaningful Prisoner Consultation meetings. This continues to be of concern to us and whilst we appreciate that they meetings do take place they are not on a regular basis and are often cancelled or date and times of meetings are changed at short notice.

4.1.9. The increased use of the Segregation unit particularly for those prisoners subject to care and Control issues continues to be an area of concern for the board.

4.2.0. The board are concerned that the role of the Personal Officer seems to have fallen by the wayside. Prisoners no longer appear to know who to speak to and this leads to a lack of trust between prisoners and staff. The Board would like to see this role this dedicated role returned to the prison.

4.2.1. It is noted that some areas of the prison are looking tired and are in need of a tidy up in terms of decoration etc.

4.2.2. The lack of a direct regular public transport service to the prison or near the prison limits visits to some prisoners especially those from South Wales.

Section 5

5.1 Equality and Inclusion

5.1.1 The Equalities meetings have continued to take place on a monthly basis and are now chaired by a Governor Grade officer. A representative from the prisoners on each wing has been appointed, the meeting acts as a conduit between the prisoners, staff and management. Each wing now has a notice board where equality matters can and are being displayed

5.1.2 The Heads of Functions have written a number of Policies in relation to the various protected characteristic areas. There are issues to be addressed to make the prison accessible to all types of disability – particularly the ageing prison population but steps are being taken to rectify this.

5.1.3 The prison is now able to compare itself with other prisons in the region and where work is required to improve performance an action plan is produced.

5.1.4 The excellent work of the Chaplaincy team continues, they support all aspects of Equality, Diversity and Inclusion and they have started a Monday afternoon club for the over 50s, they also continue to arrange family events on an annual basis. At a recent assurance and compliance visit the auditor stated “it is clear the chaplaincy team is an integrated part of the prison and not an add on function”

5.1.5 The Board remain of the view that work needs to be done to ensure that cells and wings are accessible to the aging population particularly in relation to showers and toilet facilities and outdoor activities. In addition, the Prison needs to develop an end-of-life policy as a matter of urgency

5.1.6 The Board is concerned that it appears to be difficult to get prisoner representatives from all of the wings and this is exacerbated by the changed role to resettlement prison where prisoner’s time at Stoke Heath is short. On occasions the staff do not give priority to attending the meeting.

5.1.7 As of February 2015 there were 173 prisoners who had declared that they had a disability - this is an increasing number

5.2. Education and Learning and Skills

5.2.1 The Education Department is still maintaining a high basis of services for the prison population. The courses are well attended with a good standard of achievement both educational and vocational training. The educational Barista area offers the reality of a live environment by selling drinks and snacks to staff and visitors.

However the lack of numbers using the Virtual Campus and also the improved location and refurbished library is disappointing due to the lack of prisoners using the service.

5.3. Healthcare and Mental Health

5.3.1 The IMB attended one inquest of a prisoner who unfortunately took his own life and the coroner was critical of the Mental Health Services available in the prison. The Coroner published his recommendations and these are being taken forward by the prison and the Health care Department In addition a policy has been produced stating that a prisoner

needs to be assessed to determine if they are well enough and able to attend adjudications or punishment.

5.3.2 Health Care is a busy service dealing with many demands and needs of a large prison population. It covers GP, Dental, Nursing and Mental Health problems. Such diverse services are a daily challenge but in the view of the IMB are well met by a dedicated team of staff. However there is a serious ongoing problem with insufficient nursing staff in post. This is despite a Continuous attempt to recruit the staff required. The IMB hope that the situation will improve as a matter of urgency.

5.3.3 The Health Care Department have raised concerns to the Governor about a number of issues e.g. Prisoners not wearing protective clothing in hot weather especially when out in direct sunshine, the use of MAMBA, and attendance at Gym if prisoners are taking painkillers. As a result of this policies and procedures have been drafted. Of particular note is the Prisoners substance misuse group that has been established.

5.2.4 The prison has had one case of TB reported this year and worked closely with the Environmental Health Department of the Local authority to contain any outbreak.

5.3.5 The IMB are concerned that the GP has been subjected to a range of abuse when medications are reduced - the SMT acted swiftly in regard to this and introduced a policy whereby a prisoner doing this would be immediately put on basic regime. The IMB have received an increase in the number of applications regarding this matter.

However the action of the GP to review and reduce medication has to be commended. Many prisoners have been taking prescribed drugs for a long time which has now been proven they don't need. This has removed the surplus amount of opiate based drugs from the prison and saved the NHS a substantial amount of money. Many of these prisoners have been transferred into Stoke heath from other prisons where such prescriptions appear to have been given too readily.

5.3.6 The IMB observed and agreed on a recent occasion the use of the body restraint for a patient suffering a serious Mental Health issue we commend the actions of the prison and healthcare staff on what could have been a death in custody situation if not for their quick reaction.

5.3.7 The IMB are concerned that prisoners that have appointments with the Health Care Services externally are missing appointments due to staffing issues.

5.4. Vocational Training and Manufacturing

5.4.1 The prison has established a weekly labour allocations meeting which looks at numbers of prisoners going out to work and aims to allocate all prisoners either work or purposeful activities. We are concerned that 167 prisoners as of the end of January 2015 were without fulltime employment

5.4.2 The prison is constantly looking at ways to increase the range of work available such as the canal project whereby the River and Canals trust have been working with the prison to provide work in the form of recycling old canal lock wood into benches, chairs and small items such as candle holders. Despite this the prison does not always have the range and amount of work required to keep all of the prisoners occupied.

5.4.3 The Prison is working with the Hawk Group at developing an academy concentrating on training prisoners for working on heavy plant machinery.

5.4.4 The IMB report that there is still a small but consistent number of prisoners who are taking an interest in Catering Qualifications Barista skills, Recycling, Rail tack qualifications in Horticulture. The recently installed new double glazed greenhouses are hopefully going to attract more into the horticulture courses.

5.4.5 In March, 131 Solutions will conduct the first audit of the manufacturing department who are striving to achieve ISO9001 Quality assurance certificate. The precision engineering contracts are going well with the quality of workmanship rewarded with repeat orders. The Christmas tree contract was a great success and has been renewed for next year. The prison continues to supply the HMP prison service with beds, fencing and some furniture

5.4.6. The Gardening Team have 9 prisoners undertaking a level 1 diploma in horticultural skills and 4 doing a work based diploma in Horticulture level 2

5.4.7. The prison has identified further opportunities with two social enterprise groups regarding the provision of employment for those prisoners about to be released.

5.5.1 Resettlement

5.5.2 The prison is actively in discussions with a Welsh Rehabilitation Company regarding employment opportunities in Wales. This is welcome news to the IMB as a substantial proportion of prisoners now come to the prison from Wales.

5.5.3 The IMB was concerned to learn that as from April 2015 there will be a change in housing conditions in Wales and there will no longer be a requirement for them to find housing for released prisoners.

5.5.4 The board acknowledge that the prison is working with HAWK Plant operators and Bulldog (Security material company) and others to locate employment opportunities for prisoners due for release. The scheme is also supported by the West Mercia Police and Crime Commissioner in terms of funding and support

5.5.5 The board note that the prison has been reported to be the highest achieving prison in terms achieving resettlement targets and the team who have produced this result are to be commended.

5.5.6 The board are also pleased to record that the prisons category D unit (Clive Unit) is achieving good results in terms of prisoners moving into employment. One prisoner has done extremely well and has started his own business.

5.5.7 It is noted that performance in relation to accommodation on discharge is 100%; however the hours worked in industry and classroom efficiency remain areas that need to be addressed and improved upon.

5.6. ROTL

5.6.1 The Board is concerned that the ROTL screening and activities that became highly thought of by a sceptical community and have resulted in a number of appreciative press releases may now be placed in jeopardy due to the Ministers recently imposed restrictions on ROTL. This could have the effect on purposeful activity and a reduction in prisoner's abilities to achieve successful rehabilitation

5.7. Restorative Justice,

5.7.1 The Prison is undertaking a survey on admission of Prisoners with offences of Domestic violence. The Prison is also seeking to monitor the mail of those who have a restraining order. As an outcome of this the prison is seeking to involve Prisoners who have Domestic Violence issues in a programme. This programme will also link to alcohol related issues programmes.

5.7.2 The prison has seen an Increase in the demand and need for Drugs and Alcohol related courses and is seeking ways to address this.

5.7.3 The board is concerned that insufficient is being done in this area within the prison and assume that owing to staffing reductions the situation may not improve in the coming year.

5.8. Safer Custody

5.8.1 The aim of Safer Custody is to ensure a safe environment is maintained; the focus is 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: they are attended by the IMB. The TBB system has been revised to include an investigation of the allegations: the information will be recorded on CNomis and logged by safer prisons. Weekly MASH meetings enable an in depth analysis of all vulnerable and at risk prisoners and decisions are made as to what action if any is to be taken.

5.8.2 The prison has taken to decision to involve the prison police liaison officer in any incident involving a prisoner in any kind of assault of a member of staff. The IMB support this policy decision

Staff work hard to challenge anti-social behaviour; prisoners are placed on basic regime if they do become violent and aggressive.

5.8.3 We are concerned to report that debt continues to be an issue for Prisoners and some of the prisoners then seek to move to the Segregation unit for their own safety which on occasions appears to be a misuse of the segregation unit.

5.8.4 We are pleased to report that prisoners are now involved in the Safer Prisons meeting and are able to raise issues that are of concern to their wing.

5.8.5 Zero Tolerance and Every Contact Matters policies have now been agreed and posters have been displayed around the prison

5.8.6 The prison are constantly looking at ways to improve security within the prison such as improved arrangements at the Manufacturing unit and improved fencing of the recreation areas.

5.8.7 The IMB were pleased to learn that CCTV will be installed in E Wing and a trial with Prison Officers using body cameras is about to commence. The board were however concerned that the need for CCTV does not appear to have been included in the contract for the refurbishment of E Wing.

5.9. Prisoners thought to be at risk

5.9.1 Prisoners thought to be at risk of self-harm are assessed to see if an ACCT document should be opened. ACCT documents are regularly monitored and found to be satisfactory. The number of ACCTs and prisoners identified as having complex needs has increased during the year: On average there are 14 prisoners a day on an ACCT; this is considered a very low average compared to other cat C prisons. In the reporting year 241 ACCT documents were opened. The board note that the evidence produced to us indicates a fall in prisoners self-harming

5.9.2 At the end of 2014 the body belt was used owing to the extreme self-harm behaviour of the prisoner, it was also agreed that if the need should occur in the future then the IMB should be informed and sign that they agree with its use. That said the board were pleased to endorse its use after the event and were satisfied that all staff dealt with the situation in a highly professional manner to safeguard a very vulnerable prisoner

5.10. Listener Scheme

5.10.1 Stoke Heath has a well-established listener scheme, currently there are 12 listeners with another 4 being recruited; The listeners are trained by The Samaritans and wear special T-shirts so they can be easily identified; this is a paid job.

5.10.2 The listeners' suite on F is to become a constant watch facility and the listener's suit on G wing is to be refurbished.

5.11. Segregation, Care and Separation, Close Supervision

5.11.1 The prison has continued to see an increase in the use of the segregation unit which is of concern to the IMB.

5.11.2 Despite the staffing being reduced the IMB wish to compliment the staff on the efficient running of the Segregation unit and the associated tasks of arranging reviews and Adjudications. We especially note that the demands of those that have used drugs especially Mamba are extremely aggressive and taxing to all that operate within the segregation area.

5.11.3 A member of the IMB attends the use of force meetings which are held weekly and we are satisfied that the use of force is monitored and only used when appropriate to do so.

5.11.4 The Board is very concerned however that on one occasion when it was necessary to use restraint that the video recorder was not working - simply because the battery had not been charged. The IMB are of the view that this reason is not acceptable and acknowledge that arrangements have been put in place to ensure the situation does not occur again.

5.11.5 We report that after a substantial delay the showers in the Segregation unit have been refurbished. We note that some work has been undertaken by a Red Band to repaint some of the doors and walls in what appears to be a very tired part of the prison.

5.12. Residential Services (includes accommodation, food, catering and kitchens)

5.12.1 The IMB have noted that changing the day of issuing Canteen to a Thursday has improved the service, prisoners are behind doors from 5.15pm on the day for Canteen to be issued which enables any issues regarding canteen to be dealt with on Fridays. The residential staff on the wings have also taken the responsibility of issuing canteen and the catalogues

5.12.2 The Regional Catering Manager visited the prison early in this monitoring period and rated Catering poor. Since then a lot of work has been put into place and an improvement has been made and the grading has improved.

5.12.3 The Refurbishment of E has been completed; however the failure to install CCTV at the time has meant that funding and retro fitting has had to be applied. Repairs to I Wing have been completed after which the main boiler failed meaning prisoners have had to shower on other wings .D Wing Is the induction wing; prisoners only stay for a short time; days rather than weeks; two dormitories have been created making twelve extra places in total; Prisoners have to be assessed for suitability to share but no problems have arisen at this moment in time. There are a number of prisoners on this wing who for various reasons cannot be move to other wings this can be a problem when room has to be found for a new intake they are effectively bed blocking. This wing also has a constant watch cell but it is rarely used, the IMB are informed when it is. A red band does a lap top presentation as an induction for new prisoners; this includes information about the IMB.

5.12.4. The new Exercise yards are now complete structurally and in most wings have been personalised for that area. In addition netting has been placed over the exercise wings that are vulnerable to throw overs

5.12.5 With the closure of the prison laundry the prison are going to replace the standard domestic washing machines that are were purchased and constantly fail with commercial machines for use on the wings by the wing orderly. The IMB are of the view that this needs to be done as a matter of urgency

5.12.6 The HMIC have raised concerns regarding reception following the HMIC visit an action plan was put in place to replace cells and create holding areas. Work is underway to refurbish the reception area and develop waiting areas that are light and welcoming. Prisoner information will be updated once the building work is complete Red bands now act as orderlies and talk to prisoners as they arrive and ensures a full pack of clothing is given to each prisoner showering continues to be an issue as no shower facilities are available

5.12.7 On occasions there is a problem regarding the accessibility to a nurse from Health Care at reception owing to staffing difficulties.

5.12.8. Concerned that we have to report that the Boss Chair is frequently breaking down thus making drugs and mobile phone and other illegal contraband detections more difficult. Insufficient staff since benchmarking in reception does mean prisoners are sometimes delayed on the Geo-Amy vehicle

5.12.9 The size of food portions remains an issue and has been raised at a number of meetings; in addition concerns have been raised about the separation of Halal meals from other meals. There has been an issue in relation to the provision of Vegan Meals. The issuing of meals has been brought to the attention of the Equalities meeting and now the Chaplaincy and the Equalities officer undertake regular audits.

5.12.10 Healthy eating is being promoted by the introduction of a salad pot choice has been introduced to the Kitchen menu and seems to be popular with the prisoners

5.12.11 The IMB have been advised and made aware that the maintenance / facilities function would be moving to a private contractor Amey and that staff would be subject to TUPE

5.12.12. We have been advised that the continuation with the laundry at the prison is currently being looked at and it is likely to be contracted out to another prison to provide more space for other work opportunities, work to upgrade the laundry would not be not cost effective

5.12.13. A decision has been made to introduce a two hour lock up in a morning – this gives the staff time to undertake tasks and for the cleaners to do their work. In addition, the doors remain closed for those who do not have work for a substantial part of the day. However prisoners who are awaiting allocation to work and those who do not have work through no fault of their own are unlocked for the rest of the day.

Section 6

Other areas of the Prison regime

6. Induction/Reception

6.1 The prison has introduced an induction programme which takes place on the wings and involves a range of staff who describe what facilities and job opportunities are available.

6.1.1 The prisoners now write a newsletter which is circulated to all prisoners and an Information Centre on the TV - to show case the courses etc. that are available to prisoners on arrival to Stoke Heath

6.1.2 The Operational Head is currently considering recruiting a Redband to promote Educational courses with new arrivals to Stoke Heath

6.2. Health and Safety

6.2.1 Health and safety meetings continue to take place on a regular and priority basis and in the middle of the year the Audit rating improved from Amber Red to Green rating

6.3. Deportees

6.3.1 The IMB report that only 15 deportees in the prison and that the system in relation to Deportation seems to be working better. HMP Hewell offer sessions to help with deportee's issues. A notice board for Deportees with useful addresses and telephone numbers has been established on each wing

6.4 OMU

6.4.1 The IMB note that there was an excellent IOCCO inspection in January 2015

6.4.2 The Performance against Key performance indicators is excellent particularly the target for CPA11. At 95% Stoke Heath is the highest in the country

6.4.3 57% of the prison population are Welsh Offenders and for them clothing is an issue. Within the Welsh Prisons prisoners are not allowed to wear their own clothing and on transfer to HMP Stoke Heath the prisoners have been unable to bring their clothing with them and this means clothing has to be purchased for from canteen allocations - this is not the situation for those transferred from English prisons.

6.4.4 HMP Stoke Heath has reached and exceeded its National Reconfiguration Target for the 2nd Quarter. ie there are 146 Welsh Offenders due for release against a target of 146.

6.4.5 Concern has been expressed by the IMB about the new arrangements involving the Community Rehabilitation Company's and how this will affect responses to prisoners. This could lead to an increase in the number of applications to the board

6.4.6 The board is concerned about the number of prisoners who transfer from other prisons without completed OASys documents, and other important and essential documentation e.g. ACCT documents and achievement records - thus increasing the workload on staff in Stoke Heath.

6.5. Gym and Physical Education

6.5.1 The IMB congratulate HMP Stoke Heath prisoners football team who have performed well this year and have been commended by referees and visiting teams in terms of attitude and behaviour.

6.5.2 Prisoners have completed active 1Q Entry level in healthy living and a further 8 completed the course in February. A number of prisoners have been selected to undertake the higher level qualifications.

6.5.3 The new PE programme went live in February 2015. This gives prisoners more opportunities that work or attend education.

6.6. Incentives and Earned Privileges

6.6.1 The incentives and earned privileges scheme has been reviewed and introduced to the prison which sees more prisoners returned to basic if they do not comply with the prison regime.

6.7. Lifers

6.7.1 The number of lifers as of the end of January was 25. This reduction is being made owing to the reconfiguration of the prisons role. The lifers who remain find it difficult on occasions to manage the constantly changing prison population.

6.8. Personal Officer

6.8.1 The board are concerned that this role appears to have been lost within the prison and nationally, thus meaning confusion and trust for prisoners about who to talk to about issues and no one taking ownership of individual prisoners needs. The board would like to see this role reinstated if at all possible.

6.9. Transfers

6.9.1 The transfer of property remains an issue as it is still being left at the previous prison and arranging for it to be moved can take prison staff a lot of time. The IMB understand that Stoke Heath now arranges for any excess of property to be sent to a transferred prison by courier.

6.9.2 Concern has been expressed that some prisoners are on the escort van for a number of hours without access to food or a drink. The IMB are checking files and seeing prisoners to see if this is the case and if so will raise issues with the No1 Governor.

6.9.3 An Issue has arisen regarding the transfer of prisoners from HMP Cardiff - HMP Cardiff had a complete prison clothing system creating difficulties when prisoners arrive at SH with only the clothes they travelled in to alleviate the problem prisoners have been allowed a one off clothing parcel to be sent in.

6.9.3 The IMB is pleased to note that a piece of work is taking place at the IMB National Council level regarding the transport of property and the costs of claims when property is lost.

6.10. Visitors and Visitor Centres

6.10.1 We acknowledge report that the refurbishment of the visits area has been undertaken; the visitors' reception (outside the gates) has had various information posters put up. In addition, a children's area has been created walls have been painted and prisoner's artwork is on display. Sandwiches and cakes produced by the Barista are proving popular; fruit bags for children will soon be introduced. Red bands serve the Barista food.

6.10.2 A visits charter has been produced by the prison and an Information board is placed in the visits hall which gives information about ROTL as well as resettlement and vocational training.

6.10.3 Concerns that with the increasing number of Welsh prisoners arrangements need to be reviewed for transport. We know of a small number of situations where a prisoner's family have travelled for many hours to get to Stoke Heath owing to the lack of any public transport in the area.

6.10.4 The board would also like to see a video link with the Welsh probation department offices to aid prisoner's communication.

6.11. Prisoner Consultation Meetings

6.11.1 The prisoner consultation meetings take place on a monthly basis and a range of issues has been raised – including the creation of a newsletter, the development of the prison radio, prison clothing and bullying and debt.

6.11.2 Prisoners from Wales have raised concern about the lack of a TV channel in the Welsh language. The prison is now arranging for S4C to be installed.

Section 7

The work of the Independent Monitoring Board

- The IMB can collect alarms from comms for their personal safety if they wish to use them
- The Recruitment of new members is going well and one has now been fully inducted
- The IMB have introduced a revised procedure for dealing with confidential complaints which ensures that a copy of the complaint is retained for future reference
- Following a Corners hearing in the later part of the year, The IMB have introduced a policy that they will not agree to a review going ahead in the Segregation unit unless a nurse is present and signs the algorithm before commencing a review
- The board have introduced a system of testing the Whistle that each member has to see if it is responded to by staff. The first unannounced (except for permission from security) test was extremely successful and will be repeated

IMB Board Statistics 2014/5

Recommended complement of Members	17
Number of Board Members at the beginning of the Reporting period	10
Number of Board Members at the end of the reporting period	9
Number of Members joining the board	2
Total Number leaving in the reporting period	3
Total number of Board meetings in the reporting period	12
Total number of visits to the establishment	441
Total number of segregation reviews held	216
Total number of Segregation reviews attended	176
Draft of Annual Team Performance Review	May 2015

Applications

IMB APPLICATION BY MONTH BY CATEGORY															2014/15		Total	
Code	Subject	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	YTD	%			
A	Accommodation	0	0	0	0	0	0	0	1	1	0	1	2	5	2.21			
B	Adjudications	0	0	0	1	1	0	1	3	7	1	0	1	15	6.64			
C	Diversity related	0	0	0	0	0	0	0	0	0	1	1	0	2	0.88			
D	Education / employment/ training	0	0	0	0	0	2	1	2	1	1	1	0	8	3.54			
E1	Family / Visits inc Mai & Phone issues	1	3	2	0	0	1	3	0	1	1	1	3	16	7.08			
E2	Finance and Pay	1	0	2	1	2	1	0	0	2	1	2	0	12	5.31			
F	Food / kitchen related	0	0	1	2	0	0	0	1	1	0	1	1	7	3.10			
G	Health Related	0	0	0	2	0	5	3	1	2	4	6	3	26	11.50			
H1	Property (Within current location)	0	1	2	2	0	2	1	1	0	1	0	1	11	4.87			
H2	Property (during transfer/ another location)	5	3	4	6	5	4	3	2	2	2	1	2	39	17.26			
H3	Canteen, Facilities, Catalogue shopping.	0	0	0	0	0	0	0	0	1	0	0	1	2	0.88			
I	Sentence related	3	1	5	1	1	1	0	2	4	0	6	0	24	10.62			
J	Staff /prisoner /detainee related	1	1	0	2	6	2	0	0	3	3	4	1	23	10.18			
K	Transfers	2	4	0	2	0	0	1	0	1	0	3	0	13	5.75			
L	Miscellaneous	2	1	1	1	1	0	1	3	3	5	3	2	23	10.18			
Total		15	14	17	20	16	18	14	16	29	20	30	17	226	TOTAL			
														check	226	100		
YEAR ON YEAR COMPARISON																		
		May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	YTD				
2011/12	Total Apps dealt with per month	16	16	10	15	24	35	31	76	42	31	34	13	343	TOTAL			
2012/13	Total Apps dealt with per month	20	19	33	23	34	29	31	23	22	35	18	24	346	TOTAL			
2013/14	Total Apps dealt with per month	14	16	19	21	15	12	14	13	14	29	15	24	206	TOTAL			
IMB APPLICATION COUNT PER WING																		
Code	WING	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	YTD	%			
1	A Wing	0	1	3	3	0	0	3	0	2	8	4	5	29	13.30			
2	B Wing	1	2	4	5	5	2	1	4	4	3	1	4	36	16.51			
3	C Wing	0	2	1	5	1	1	0	2	3	2	6	2	25	11.47			
4	D Wing	2	1	4	0	1	1	0	0	4	0	2	0	15	6.88			
5	E Wing	Closed	Closed	Closed	Closed	0	7	2	4	2	1	1	1	18	8.26			
6	F Wing	5	4	2	3	5	1	0	3	5	3	4	2	37	16.97			
7	G Wing	4	1	2	2	0	3	6	2	6	3	9	3	41	18.81			
8	I Wing	1	1	1	1	Closed	Closed	Closed	Closed	1	0	0	0	5	2.29			
9	Clive Unit	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00			
10	S R U	1	0	0	1	4	1	1	1	2	0	0	0	11	5.05			
11	Health Care	0	0	0	0	0	0	1	0	0	0	0	0	1	0.46			
Total Apps dealt with per month		14	12	17	20	16	16	14	16	29	20	27	17	218	TOTAL			
Confidential Comp 2 Forms to IMB in total										8	0	2	check	218	100			
2013/14	Total Apps dealt with per month	13	14	17	18	14	11	14	13	13	29	14	23	193	TOTAL			

Applications dealt with by the IMB have averaged at 18 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 application IMB 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
HAWK	A large Construction and Agricultural Equipment
ACCT	Assessment, Care in Custody Teamwork
TBB	Tackling Bullying Behaviour
MASH	Multi agency Self Harm
IOCCO	Interception of Communication Commissioners Office
BULLDOG	Security Based Company
ISO9001	A certified Quality Management System

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Signed Chair of Stoke Heath IMB