



HMP & YOI MOORLAND

**INDEPENDENT MONITORING BOARD (IMB)
ANNUAL REPORT**

MARCH 2014 – FEBRUARY 2015

1 STATUTORY ROLE OF THE BOARD

The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and Immigration Removal Centre (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:

(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/she has delegated authority as it judges appropriate, any concern it has.

(3) report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

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

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3. DESCRIPTION OF THE PRISON

HMP & YOI Moorland is a Category C Resettlement prison, which holds up to 1027 adults (1006 before the national population pressures). At the time of writing this report there were 340 Sex Offenders, 63 Young Offenders (YO), 9 YO Lifers, 52 Imprisonment for Public Protection (IPP) Prisoners, 203 Foreign National Prisoners and the remainder were Category C Adults.

There are six accommodation blocks and a Segregation Unit which holds up to 28 prisoners. There is a further unit holding up to 40 prisoners (this was once designated as the Induction unit but pressures on spaces has meant that it is now used for Induction and the housing of kitchen workers). There are currently 14 operational workshops, Vocation Training (VT) catering, kitchen, gym chaplaincy, visits centre, healthcare, two education areas, library, Home Office Immigration Enforcement (HOIE) office, gardens and administration offices.

Healthcare is run by Nottinghamshire Primary Care Trust and Education by Manchester City College.

4. EXECUTIVE SUMMARY

4.1 Overall IMB Judgment

The prison has gone through a very turbulent 12 months with many changes and processes to implement. The Senior Management Team (SMT) and staff have managed and dealt with this admirably. Low staffing, and the number of changes resulted in low staff morale. However, the SMT recognised this and did all they could to manage it as positively as possible. The prison should be commended on how quickly they introduced Benchmarking and Fair and Sustainable processes.

4.2 Report Summary

As a result of the decision not to privatise HMP & YOI Moorland, the prison had just 9 months to implement Benchmarking and Fair and Sustainable processes. Other establishments had 2/3 years for implementation. In view of the limited timescale, the prison managed to achieve this incredibly well. Although there was very little impact on normal prison life/routines during the implementation, there was an impact on staff morale.

There were nine serious incidents during the year requiring the Command Suite to be opened at which IMB member/s were in attendance. Of these four were incidents at height, three were barricades, one incident on a roof and the other related to a ligature around a prisoner's neck. All were dealt with professionally and were brought to a peaceful and satisfactory conclusion.

There were three deaths in custody during the reporting period, two by natural causes and one suicide.

The Board have identified a number of concerns relating to Healthcare, which are detailed in section 4.3 (For the Prison) below.

The Board recognise that the Segregation Unit deals with the most difficult and troubled prisoners on a day to day basis and would like to commend them for the care, concern and support they give to the individuals located there.

The Board has a very good relationship with the Security Department and appreciate all the help and support given to them over the reporting period.

The Board would also like to commend the Braille workshop for the work they do in providing activities and gifts for the family days, the Recycling workshop for the work that they do for the prison, the Prison's approach to resettlement and work done with prisoners during 2014-2015 and the Kitchen for the valued work that they do

At the end of the reporting period there were seven IMB members and at times during the year, due to sickness, resignations etc. the Board was actually down to only three active members.

4.3 Particular Issues Requiring a Response

For the Minister

The Board would like to request that all establishments be reminded that complaints received from other establishments should be dealt with as specified in PSI timescales and given the same priority as those received in-house. (Section 6.2)

The Board would like assurance that Geoamy are able to transport the appropriate amount of property and that this is transported with the prisoner. (Section 6.2)

For the Prison

The Board are concerned with the allocation of healthcare sessions between Res 1 and Res 2 prisoners. It may be disproportionate to the number of prisoners in each category and their specific healthcare needs. (Section 5.3)

There are some days when rooms are at a premium to accommodate the various clinics being held. The Board would suggest there is a need to allocate more space for additional clinics (Section 5.3)

The Board request that finance be made available to purchase a new dentist's chair (Section 5.3) and that additional sessions be provided to reduce the waiting list for dental appointments (Section 5.3)

The Board would like to ask if there is any way that the prison can manage attendance for healthcare appointments differently to ensure appointments are kept (Section 5.3)

The Board are concerned about the number of cancellations of escorts for hospital appointments. Could the prison complete a review to ascertain why this is happening and make every effort to resolve it (Section 5.3)

4.4 Previous Years Concerns

With the setting up of a separate IMB for HMP Hatfield all concerns relating to this establishment will now be detailed in their IMB's annual report and are therefore no longer an issue for this Board.

The Board are pleased to note that Sex Offender Treatment Programme (SOTP) courses will be running at HMP Moorland in the near future.

All other issues raised in the 2013/2014 report have been addressed.

5. AREAS REPORTED ON

5.1 Equality and Inclusion

The Prison holds a quarterly Discrimination Incident Report Form (DIRF) Scrutiny panel at which DIRF report forms are scrutinised. Each houseblock also has a PID (Prisoner Information Desk) worker who aims to help prisoners through the system.

The Prison recognizes that its population profile includes Foreign National Prisoners (of formal interest to the HOIE and convicted Sex Offenders (Res 2 prisoners) as well as Category C prisoners (adult male).

HMP/YOI Moorland is a complex establishment fulfilling several roles and serving a diverse population who present very different challenges. The Senior Management Team (SMT) work very hard to meet these needs and challenges.

5.2 Education, Learning and Skills

During the period 2014-2015 the Prison carried out a full health check into areas of delivery that are covered by OFSTED during HMIP Inspections. Areas of best practice and areas for improvement were identified. Quality Improvement Meetings were set up to look at all aspects of education and training

The prison had activity spaces for 93% of the population and the number of enrolments had increased since the previous year by 36%. Retention rates were high at 99%. Attendance was averaging 81%.

The partnership with The Manchester College (TMC) was positive. Regular meetings were held with TMC so that TMC could be held to account on the contract.

On induction each prisoner had an interview with TMC to establish education needs and vocational requirements. A pathway was then set to try to ensure individual needs could be met. The pathway is reviewed at regular intervals. Links were also being made with employment bodies in South Yorkshire.

The Board is impressed by the commitment and enthusiasm of the Governor, the Learning and Skills Manager responsible for overseeing the contract with TMC, the Education Manager and the Workshop Managers.

Areas which are being addressed include:-

- Improving low success rates in Cambridge Progression Awards in English and maths
- Wider use of Work, Learning and Skills Pathways
- Obtaining more work for Workshops
- Improving library provision
- Ensuring adequate supervision levels

Pay policy is also being reviewed with a view to achieving consistency across education and training within the prison.

The prison has been given the finance and go-ahead to run the Sex Offender Treatment Programme (SOPT) courses in-house. It has carried out a recruitment campaign to select and train personnel to run the courses. It is anticipated that courses will commence in September 2015.

5.3 Healthcare and Mental Health

The Healthcare department is very busy with limited space available. Staff losses and sickness absences have made it difficult to achieve a full complement of staff. Recruitment appears to be ongoing and is not helped by the fact that it takes 12 weeks for security clearances to be completed.

HMP & YOI Moorland holds Sex Offender (Res 2) prisoners and therefore clinics are arranged on different days in order that these prisoners are dealt with separately from all other categories of prisoner (Res 1). Res 2 prisoners tend to be older with multiple long term conditions. There are two sessions available for them and eight sessions for all other prisoners.

The Board are concerned that the allocation of sessions between Res 1 and Res 2 prisoners may be disproportionate to the number of prisoners in each category and their specific healthcare needs.

There are some days when rooms are at a premium to accommodate the various clinics being held. The Board query whether there is a need to allocate more space for additional clinics?

There are two waiting lists for medical services within the establishment which reflect those outside of the prison establishment with the exception of the dentist. ***Is there any possibility of providing additional sessions to reduce the waiting list for dental appointments?***

Issues with the dentist's chair meant that there were a number of weeks where dental clinics were not operational resulting in a backlog which has still not been resolved. There is a need for a new dentist's chair.

The Board ask could finance be made available to purchase a new dentist's chair

The prisons mental health team is made up of one primary nurse, two secondary nurses, one matron and one administrator. Every new prisoner with mental health issues is seen within five days and prisoners requesting an appointment after admission within 28 days.

The Board have concerns about the number of prisoners with possible mental health issues and the time it is taking for them to be seen by a member of the mental health team. We receive a number of complaints from prisoners, particularly those in segregation complaining about wanting to see someone from Mental Health.

It is disappointing that some prisoners do not attend for appointments. Sometimes they are not released from their houseblocks which is unfortunate. It is also concerning if they do not attend because they choose not to as the appointment is wasted and could have been given to someone else.

The Board would like to ask if there is any way that the prison can manage attendance for healthcare appointments differently to ensure appointments are kept

There have been issues with escorts to hospital resulting in a number of missed appointments (20-30). The cancellations have tended to be the result of operational pressures elsewhere within the prison and occasionally security issues. In the case of missed neurology appointments this results in the prisoner having an additional 26 weeks wait for another appointment.

Cancellations at short notice cause distress to the prisoner and of course it is a wasted hospital appointment which others could have utilised. The consultant is in great demand and lost appointments are costly to the NHS.

The Board are concerned about the number of cancellations of escorts for hospital appointments. Could the prison complete a review to ascertain why this is the case

Healthcare run health promotion programmes on a quarterly basis covering a variety of relevant topics and issues.

5.4 Purposeful Activity

All prisoners, including those with disabilities, retired prisoners and foreign nationals are given the opportunity to work and go to education. The gym runs a range of programmes to suit all prisoners irrespective of their age, skills and fitness levels.

The prison has separate workshops for Res 1 and Res 2 prisoners. Prisoners are given a work options sheet so that they can select the type of work that they are interested in, which also details the qualifications/requirements for working in that workshop. During the year some workshops have closed and some new ones have opened.

Workshops include tailors, fork lift truck and storage, painting and decorating, TV refurbishment and repairs, plastics, bricklaying, furniture repair, waste recycling, gardens, clothing exchange, joinery, breakfast packs, braille, barbering, wing cleaning and others.

The prison aims to ensure all prisoners are involved in purposeful activity during the day as far as possible unless they, for example, have a medical reason preventing them from doing so. The prison uses the Incentive and Earned Privileges (IEP) process for those prisoners who refuse to work. It is very difficult for the prison to find meaningful work for all prisoners and the Board recognise this.

Although there has not been enough work during the year to accommodate all prisoners every effort has been made to introduce new work and gain new contracts.

The prison has separate education areas for Res 1 and Res 2 prisoners and encourages prisoners to gain qualifications in areas such as literacy and numeracy. Education personnel visit various workshops and give individual tuition where appropriate.

The Board would like to commend the Braille workshop for all the work they do in providing activities for the family days. They would also like to commend the recycling workshop for the work that they do for the prison.

The prison has a library which is well used by prisoners; however this is an area that can be closed when staffing levels are low.

Apart from a wide range of library materials that meet the diverse needs of the population, prisoners also have access to computers and additional learning resources e.g. they can complete the driving theory test whilst in the library.

5.5 Resettlement

In July 2014 the Prison implemented a Resettlement Policy and Strategy document which aimed to deliver a co-ordinated and integrated approach to resettlement issues. The policy document recognised that many areas are relevant to resettlement including mental and physical health, drugs and alcohol and attitudes, thinking and behaviour. These areas are covered elsewhere in this report.

Targets set out in the policy document were all achieved by the end of March 2015 with the exception of prisoners successfully completing Offending Behaviour Courses where, 132 prisoners successfully completed against the target of 144. This was mainly due to vacancies for Programme Facilitators.

Shelter's housing advice services were provided through a specialist housing adviser to secure accommodation for 87% of prisoners on release.

Jobcentre Plus provided advice and guidance to all prisoners prior to release about finance, benefits and debt issues. All prisoners were invited to attend Jobcentre Plus six weeks prior to release to be offered help and support regarding finances upon release and to be assessed for benefit needs.

Family contact was supported and, in particular, Family days were held four times during the year and "Story Book Dads" were available at a cost of £1.00 to allow communication between prisoners and their children.

The Board commends the Prison's approach to resettlement and the work done with prisoners during 2014-2015. The challenge for the next year will be the implementation of the contract with the Community Rehabilitation Company (CRC) which will be monitored by the Board.

5.6 Safer Custody

A Safer Custody meeting is held every month in the prison and the Board has a Safer Custody lead who attends some of these meetings and gets copies of all Safer Custody statistics.

The Board tries to see any prisoner on an Assessment, Care in Custody and Teamwork (ACCT) during a rota visit and signs the relevant paperwork on the houseblock or in Segregation. Listeners are well used in the establishment.

The Board are invited to attend multi-disciplinary ACCT reviews and attend wherever possible. These reviews are well managed and professional and show great empathy and sympathy towards the prisoner.

The prison takes Safer Custody very seriously and is always very helpful in addressing any safer custody issues raised by the Board.

5.7 Segregation

Moorland segregation unit has a capacity for 28 prisoners. There are two special cells, two unfurnished cells and two observation cells. The general cell accommodation is adequate with a toilet, washbowl, a bed, chair and table. The special accommodation cells conform to the necessary designs and standards. The cells are fairly clean and there is some graffiti. Any damaged cells are speedily repaired and returned to use as soon as practicable. A rolling programme of repainting cells is ongoing and aims to remove graffiti. A small library trolley and telephone access are available. Some prisoners have a radio/ television where deemed appropriate.

The servery area is very tidy and pleasant. There are two showers which are clean but can be subject to inappropriate use by prisoners.

The two recreation yards enable prisoners to take exercise during the day and they can use some keep fit apparatus. The landing floors are as clean as possible but look worn and are in need of refurbishment.

The administration office is very small and somewhat cramped when in use by officers, doctors, health staff, chaplaincy, the IMB and visiting governors.

The office used for adjudications and reviews is more spacious and provides a non-intimidating venue which is very private for prisoners and staff to participate in the above procedures.

Staff create a positive attitude in their work with prisoners and demonstrate good interpersonal skills. Individual needs are recognised and given proper attention. There are clear policies describing procedures. Individual files for each prisoner contain daily records of prisoners' behaviour, history, monitoring and other relevant details. The files are accessible and up to date.

The Segregation unit is visited daily by Chaplaincy, Healthcare and frequently by IMB members.

Prisoners in segregation are held safely and decently. Generally they understand why they are there, the rules and routines of the unit and how to access services. They are held for the shortest possible time and helped to return to normal location as soon as possible.

The Board are always notified of prisoners being admitted to segregation and of those who are admitted under restraint and those who are located in special accommodation. The IMB attend and check that prisoners are appropriately monitored and supported.

The Board attend segregation reviews on Monday afternoons. There have been some concerns over the non-attendance/last minute attendance of healthcare at these meetings which has resulted in delayed starts. The IMB have been working with segregation to improve the quality and consistency of these reviews.

The average daily population in segregation is 12 prisoners and the average stay is 10 days. This is a reduction on the previous year.

The prison carry out adjudications on a daily basis and when required carry out additional sessions to ensure a timely review. The IMB attended a number of adjudication reviews during the reporting period and found them to be managed appropriately. There were 1600 adjudications held during the reporting period.

The Board recognises that the Segregation Unit deal with the most difficult and troubled prisoners on a day to day basis and would like to commend them for the care, concern and support they give to the individuals located there.

6. OTHER AREAS REPORTED ON

6.1 Kitchen

The Board recognise the budgetary constraints the kitchen is under and feels that they provide an excellent range of menus to suit all prisoners. It is also recognised that the kitchen produce special menus for dietary, cultural and ethnic needs together with special celebration foods.

VT catering now assists the kitchen in the preparation of specific dishes. The prisoners who are employed there are working to obtain their Level 1 qualification in Food preparation and Cooking.

The Board has never had to raise any concerns related to cleanliness or health and safety.

The Board would like to commend the Kitchen for the valued work that they do.

6.2 Property

The Board has two concerns. Often prisoner property does not arrive from other establishments and other establishments do not always respond to complaints made by prisoners concerning their missing property. This was raised in our last report. It was also a successful motion raised at the IMB Conference. The Board appreciate the Deputy Governor's help in trying to resolve this by writing to other establishments but the issue remains.

The Board would like to ask that all establishments be reminded that complaints received from other establishments should be dealt with in timescales set out in the relevant Prison Service Instruction (PSI) and given the same priority as those received in-house.

The prison also has an issue with the amount of property Geoamy is able to transport with the prisoner. Each prison uses volumetric control well, so Geoamy vans should have adequate storage space to accommodate this capacity. When property is not transported with the prisoner it can go missing. This causes distress to the prisoner as often it is personal and family items that are lost. ***The Board would like assurance that Geoamy are able to transport the appropriate amount of property and that this is transported with the prisoner.***

6.3 Security

The Board has a positive and proactive relationship with the Security department, which leads to the appropriate sharing of information. There have been significant changes in the Security department over the past 12 months with a new group of Analysts and a new group of Collators, all non-operational. This has created its own challenges but these have been managed. During this period the Mercury Intelligence System has been introduced to this

establishment. The transition appears to have gone well but the Head of Security has raised concerns over the managerial cover for the department.

TRAKA key vending and the new TETRA radio systems have been introduced and are both operating well. The establishment will shortly move to Biometrics for visits and prisoner reception/discharges.

National Drugs Strategy continues to be an area of concern in the prison and effective measures to reduce the supply have been introduced. Robust action is taken against any individual trafficking drugs into the establishment; they are arrested and banned from the establishment. (See also section 6.6 Drugs in Prison).

It is fair to say that violent incidents have increased in recent months. Any information received is competitively analysed at the Operations meeting and actions implemented to mitigate the risk.

The Board has a very good relationship with the Security Department and appreciates all the help and support they have given them over the reporting period.

6.4 Aging Population

The introduction of Res 2 prisoners into HMP/YOI Moorland has resulted in a higher age profile. This has brought with it a number of issues including additional: -

- * pressure on Healthcare
- * age related health issues
- * prisoners with a number of medication conditions
- * prisoners with mobility problems
- * prisoners on the houseblocks during the day
- * impact on evacuation plans
- * risk of more deaths in custody
- * end of life management cases

There is an open door policy for prisoners who remain on the houseblock during the day as they are retired and do not need to go to work. They are not locked up during the day and have the use of their own TV's, quiet rooms, exercise yard, an exercise bike and board games.

Older prisoners are located on the lower level to avoid the need to use stairs and are given single cell accommodation where possible. Due to the population pressures some prisoners have to share what is a small single cell that has been adapted with bunk beds to take 2 prisoners. This is not appropriate for elderly prisoners with physical limitations.

6.5 Drugs/Mobile Phones in Prison

There is a serious issue with drugs and mobile phones in the establishment which the prison takes very seriously. During the year some prisoners were taken to Doncaster Royal Infirmary for treatment due to use of altered and modified drugs.

Listed below are some of the initiatives used to address the problem:-

- * Intelligence led searches on individual prisoners
- * Lock down searches targeting particular parts of the prison based on general intelligence
- * There are five fence and wall patrols every day
- * Auto number plate recognition (ANPR) cameras around the establishment
- * Should a package be thrown over the wall the camera film is checked and if appropriate information is given to the police for investigation.
- * Prisoners found under the influence of drugs are placed on report, closed visits (where appropriate) and basic regimes.
- * There are five staff searches a year, and these are varied in approach and location.
- * Security work closely with the substance misuse team

There were 367 intelligence led searches during the annual report period of which 177 were specifically looking for mobile phones and 197 specifically for drugs.

However, despite these measures it is still recognised that drugs and mobile phones remain a problem.

7. THE WORK OF THE INDEPENDENT MONITORING BOARD

Board Statistics	
Recommended Complement of Board Members	20
Number of Board Members at start of the reporting period	9
Number of Board Members at the end of the reporting period	7
Number of new members joining during the reporting period	3
Number of members leaving within the reporting period	5
Total number of Board meetings during the reporting period	12
Total number of visits to the establishment	554
Total number of segregation reviews held	52
Total number of segregation reviews attended	52

The IMB carries out the following duties:-

- * Rota
- * Applications
- * Segregation review
- * Adjudications
- * Board meetings
- * Chair's meeting with the Governor
- * Chair's meetings with Vice Chair & BDO
- * Attendance at multi-disciplinary ACCT reviews
- * Senior Management Team Meeting
- * Attendance at Area Chair meetings

In addition to this members attend a variety of committee meetings and IEP reviews, training events etc.

APPLICATION MONITORING 2014/2015

Below is a breakdown of prisoner applications by location, month and category.

LOC	M	A	M	J	JY	A	S	O	N	D	J	F	TTD
HB1	1	2	3	9	4	4	2	4	1	5	3	3	41
HB2	6	3	2	5	2	1	4	1	0	2	5	1	32
HB3	3	14	4	1	4	1	4	4	0	3	2	1	41
HB4	9	3	2	3	3	1	2	3	0	0	2	3	31
HB5	1	1	0	6	3	2	4	5	0	4	3	2	31
HB6	5	6	2	6	7	5	9	5	6	8	6	11	76
IND/ HB7	5	3	1	6	10	6	1	0	2	2	4	2	42
SEG	1	1	2	2	0	1	0	2	1	0	1	4	15
TOTAL	31	33	16	38	33	21	26	24	10	24	26	27	309

CATEGORY

	2014/ 2015	2013/ 2014
Accommodation	6	24
Adjudications	3	10
Equality & Diversity (inc. religion)	5	4
Education/employment/training inc. IEP	32	25
Family/visits inc. mail & phone	22	20
Finance/Pay	7	23
Food/kitchen related	4	3
Health-related	35	31
Property (within current establishment)	14	26
Property (during transfer/in another establishment)	35	39
Canteen, facilities, Catalogue shopping, Argos	7	14
Sentence-related (inc. HDC, ROTL, parole, release dates, re-cat etc.)	46	45
Staff/prisoner/detainee concerns inc. bullying	41	37
Transfers	30	64
Miscellaneous	20	42
Prison complaints	2	6
TOTAL	309	413

8. GLOSSARY OF ESTABLISHMENT-RELATED TERMS AND ABBREVIATIONS USED IN THIS REPORT (alphabetical order)

Abbreviation	Description
ACCT	Assessment Care in Custody and Treatment
CRC	Community Rehabilitation Company
DIRF	Discrimination Incident Report Form
HMIP	Her Majesty's Inspectorate of Prisons
HOIE	Home Office Immigration Enforcement
IDRMT	Inter-departmental Risk Management Team
IEP	Incentive and Earned Privileges
IPP	Imprisonment for Public Protection
IRC	Immigration Removal Centre
PID	Prisoner Information Desk
PSI	Prison Service Instruction
RES 1	Cat C Prisoners Adults and Young Offenders
RES 2	Sex Offenders
SMT	Senior Management Team
SOTP	Sex Offenders Treatment Programme
TES	Training Employment Services
TMC	The Manchester College
UKBA	United Kingdom Border Agency
VT	Vocational Training
YO	Young Offender

THE END