



**INDEPENDENT MONITORING BOARD**

**HMP GUYS MARSH**

**ANNUAL REPORT**

(For the Reporting Period)

1st DECEMBER 2014

TO

30th NOVEMBER 2015

**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:

1.02.

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.

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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 579. Currently HMPGM accommodates Fixed Term Offenders, Lifers, IPP, PPOs, MAPPA, and FN Offenders.

3.02. The main contractor for the provision of Education, Learning and Skills is Weston College. Dorset Healthcare University NHS Foundation Trust is contracted to provide Healthcare.

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 laundry contracts.

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 partnership 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 is 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 challenging prisoners, in a professional and patient manner. The Board praises these staff and their exemplary conduct, hoping that more training can be provided for them.

4.01.04 The Board hopes that changes will be made so that this Dorset prison can house prisoners from the Dorset area.

### **4.02. OPERATIONAL ISSUES**

4.02.01. The Board in its last two reports, expressed grave concern about freely available illegal drugs. During this reporting period the emphasis has moved to legal highs, notably forms of NPS including Spice and Black Mamba, which are virtually 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 more of them will be available quickly. Plans for Zone fencing, which should help to alleviate this situation, have been fully funded, but there are still procurement difficulties with Carillion.

4.02.02 The Board knows that 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. The Board is pleased with the efforts to challenge this idea and hopes these efforts will continue.

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 in 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 be provided with a proper working environment such as will be needed for a good resettlement prison.

4.02.05 The last four 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 has seen an improvement in the Reception area and thanks the staff working in the area.

4.02.06 Deterioration in the maintenance of the buildings and contents since 'Carillion' took over the care of the estate, is a serious cause of concern to the Board. The Board believes the current provider must urgently improve its systems, so that issues are dealt with promptly. Having toilets not working for days on end is not acceptable, nor is the delay to large projects which affect the working of the prison.

4.02.07 The Board hopes that all staff will improve their paperwork so that issues can be dealt with in an efficient and timely manner.

4.02.08 Litter around the estate is a serious concern to the Board. Prisoners throw out rubbish which is not only a health hazard but could mask the distribution of drugs among the inmates. The Board would like to see this addressed as a matter of urgency.

4.02.09 The Board is concerned about staff shortages and stability, especially when staff have been needed to move from their role to man the detail.

#### **4.03. OVERALL JUDGEMENT**

4.03.01 As was written in last year's report, 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 very serious reservations in relation to the availability of legal and illegal drugs, the lack of employment and staffing issues, (whilst staffing is now at the correct level under Benchmarking there are too many staff on extended sick leave) 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 Equality and Diversity at Guys Marsh is monitored, controlled and reported through the Equality Action Team (EAT) meeting monthly. Since May, the EAT is chaired by the Governing Governor or Deputy Governor, often they have both attended. They have always provided their personal guidance, support and direction at these meetings. The meetings are managed by the Head of Residency and Safety and there has been regular attendance by prisoners' representatives. Two meetings were cancelled by the overriding workload experienced by the senior management team and other key staff. Such pressure of work has been typical across the prison over the year and it has had a detrimental effect on EAT initiatives.

5.01.02 An example of this detrimental effect was the failure to overhaul the DIRF form to make it more user friendly and to tighten up the overall administration. All prison staff need to be briefed about their responsibilities. This had not happened by the end of the reporting period.

5.01.03 The Board can confirm that the DIRFs have been dealt with fairly and that the number, content and actions following have not caused us any concern. As in previous years we have received very few direct discrimination applications.

#### **Focus on Protected characteristics.**

5.01.04 AGE: RECOOP provide support to this group and unless they have specific health issues these prisoners continue to join in with the life and work of the prison. As this group is growing the board would like to see more provision made for them, in respect of activities and exercise.

5.01.05 DISABILITY: The prison was not built with disability in mind. It is possible for a wheelchair bound prisoner to function at a basic level, but there is no provision other than that.

5.01.06 GENDER REASSIGNMENT, MARRIAGE AND CIVIL PARTNERSHIPS, PREGNANCY AND MATERNITY: No issues.

5.01.07 SEXUAL ORIENTATION; The EAT had not been able to attract a Prisoner representative for this group which probably does signal the fact that it remains a potential safety issue for prisoners.

5.01.07 RACE: At the start of the reporting period HMIP identified that BME prisoners had responded to their survey in respect of not being treated equally and being safe in the prison. In response to this the Governing Governor started to hold monthly meetings with BME representatives. The Board is pleased to see that these are continuing. The Board has also focussed on this issue and hasn't found any evidence of justify the BME's perception of inequality of treatment.

5.01.08 RELIGION AND BELIEF: The Chaplaincy delivers an outstanding service to prisoners of all faiths and beliefs and none. It has provided immediate and lasting support to all in response to the deaths in custody in the prison.

**Diversity and Equality conclusion:** The Board considers that HMP Guys Marsh Senior Management have shown sound leadership and achieved much in respect of Equality and Diversity and that targets and initiatives started in 2015 have generally improved the establishment for the better. We consider that maintaining wide involvement in EAT meetings is essential for the dissemination of the key diversity messages to the whole staff so ensuring minority groups feel safe in the establishment.

## 5.02. EDUCATION, LEARNING AND SKILLS

5.02.01 This year has seen continuing problems with inadequate staffing levels, as a result of sickness, training, staff changes and resulting vacancies, and the effects of reshuffling staff to meet priorities. The Board recognises that Wing Officers are a key element in ensuring that prisoners attend courses on time and that OMU staff are key in placing prisoners on the right course without delay. Whilst recognising the valuable work the Security Department does, the Board would urge a speedier clearance of staff appointments, to ensure that staffing opportunities are not lost. The prison is well aware of the problems and is to be commended by its honest and thoughtful manner in dealing with these difficulties.

5.02.02 The Self Assessment report produced by the Head of Learning and Skills is a model of good practice. The categories of "Outcomes for Learners", "Teaching, Learning and Assessment", "Personal Development and Behaviour" and "Leadership and Management" are all rated grade 3 with strengths and weaknesses clearly identified. Underlying improvements, the formulation and adoption of a key mantra "acting in an orderly and timely manner" has been a simple and highly effective recipe for required results.

5.02.03 The OLASS success rate was 87%, these courses include Level 2 Barbering, Kitchen Services, Painting and Decorating, Brick laying, Horticulture, Cleaning, Becoming Victim Aware, Forklift Truck Driving and Waste & Recycling. The Laundry has a number of outside contracts (one was to clean wedding dresses for a charity) and prisoners can reach a high standard leading to a Laundry operatives qualification. The Gym delivers Level 1 City and Guilds Sports and Active Leisure course very successfully but has been hit hard due to staff being taken to cover other areas of the prison. Weston College is delivering quality teaching with 89% of lessons observed (OFSTED) being good or outstanding. Staff gradings for the year placed 11% at Grade 1, 78% at Grade 2, 11% at Grade 3 and none at Grade 4.

5.02.04 Attendance on courses has continued to improve with monthly figures (Actual/Places) reaching the high 80%. Plans are in place to improve these figures further by following the Exeter model (i.e. sanctions!!). There is much Capacity to be used as Actual/Capacity percentages are much lower, rarely reaching 70%. Superficially, it would seem that the "system" is lethargic in placing prisoners on appropriate courses, but it must be emphasised that the prisoner population is subject to rapid change, with 12.7% staying less than 1 month, 25.2% for less than 3 months, 24.7% between 3 and 6 months and 81.5% less than a year at Guys Marsh.

5.02.04 The Library has become a distance learning centre and the efforts of a single prisoner to secure grants are to be greatly applauded. Prisoners can study up to degree level and 75 prisoners are now following courses. The work of the team including prisoners, on Story Book Dads is highly commended by the Board.

5.02.05 There has been no additional Library prisoner access to address the concerns of HMIP. The library does therefore present a paradox as on the one hand it is fully staffed and well equipped with well motivated orderlies, on the other attendance is disappointing. It is clear that once in the library the men become motivated to use the facility. The problem lies in getting the Wings to release and direct prisoners to the Library at the appropriate times.

Guys Marsh has been fortunate this year in having a number of high quality and dedicated staff. The prison has clear plans for improvements to attendance, the quality of teaching, the greater use of collegiate reviews, and a whole prison approach to purposeful activity. The Board will continue to review progress with a keen interest.

### 5.03 HEALTHCARE AND MENTAL HEALTH

5.03.01 The illegal use of banned substances is a major problem at Guys Marsh and has a serious impact on the mental and physical health of those involved. Reaction to a substance has often led to the user losing self control and led to violent and abusive behaviour - endangering both the user himself and others. Some prisoners have undoubtedly hoped to leave the establishment having overcome their dependency on drugs. The temptation and the ready availability of banned substances are making this ambition less likely to be realised. The Board would like to see more done to stop the flow of drugs into the establishment.

5.03.02 Health complaints are processed by the local Health Care Trust and although the IMB take time to visit prisoners who have concerns, it is not part of our remit. Having said this, discussions with prisoners show that they become anxious when their medication is changed, especially when arriving from other establishments - and resentment towards medical staff can result. Guidelines from the National Institute for Clinical Excellence confirm that medical staff in prisons must attempt to reduce dependency on prescription medicines. To meet this aim, the prison GP may well see it as appropriate to change a prisoner's medical plan and this may create conflict in the patient/doctor relationship. Time constraints may well make discussion and explanation about treatment between doctor and prisoner difficult.

5.03.03 Guys Marsh has recently introduced a Prison Health Forum where prisoners are welcomed to meet with Health Care staff in a group situation, discuss concerns and ways in which systems could be improved to increase efficiency and enhance quality of care. Prisoners attending showed an awareness of budgetary constraints but did feel strongly that improvements could be made to the Health Care waiting area, which they say does not put patients at their ease. It can be cold and has often been overcrowded with an element of jostling. As a result, those who are anxious find, when it is their turn, difficulty in clearly articulating their medical symptoms or needs. The prison establishment has recently taken a positive step to alleviate overcrowding by the introduction of wing by wing time allocation in the waiting area.

5.03.04 Guys Marsh does not have the facility to accommodate prisoners with severe mental health problems. In many cases, Management has felt that sufferers' behaviour has necessitated a transfer from the wing to the Care and Segregation unit. This accommodation falls short of the needs of the individual, and staff are expected to cope - but are untrained in dealing with mental health problems. There is little or no association in this Unit. The time it takes to transfer a prisoner diagnosed with severe mental health problems to a suitable environment, which can take many weeks, the Board finds unacceptable.

5.03.05 A number of prisoners, with lesser - but very real mental health problems have been witnessed by other prisoners as being in distress on the wings. The Prison Health Forum suggested that were more 'green prescriptions' - that is calming and productive activities - to be offered to these prisoners would be helpful in overcoming these problems. Currently there are no therapeutic music or art courses in the prison, only one Yoga class for 15 men. Health care staff have agreed to look into the possibility of a Mental Health Awareness Day early in 2016.

5.03.06 11% of Guys Marsh prisoners were recorded in this reporting period as being in the over 50 years of age group. No prisoner has made an Application to the IMB as having been discriminated against due to age. Indeed some have spoken well of the service they have received. Prison management has arranged for prisoners to be assessed by external agencies for age related problems. This will become a matter of concern across the prison service as the number of older prisoners continues to rise.

5.03.07 In September Dorset Health Care took on the provision of dental care at Guys Marsh, replacing Somerset Health Care. Prior to this change, the IMB had been concerned about the

length of the dental waiting list, which stood at approximately 150 patients. The new providers have organised extra clinics to address this problem.

5.03.08 Physiotherapy continues to be successfully provided in house.

5.03.09 The Board is pleased to note that outpatient visits to hospital for prisoners has continued to be provided even when this has put a strain on the everyday regime.

5.03.10 DRUG STRATEGY At Guys Marsh substance misuse was formerly managed within Reducing reoffending, but 2015 has seen a new system in place because of the increased incidents due to New Psychoactive Substances (NPS). This results in many violent reactions to staff, other prisoners and to the men themselves, who do not realise the unpredictable nature resulting from taking these substances.

5.03.11 Andy Rogers, Deputy Director of Custody (South West Prisons), said in September that the full facts of the prevalence of NPS in prisons is not known. It is hoped that a Bill going through Parliament would make it an offence to produce, supply, import or export NPS with a maximum sentence of 7 years. The IMB at Guys Marsh would support this.

5.03.12 The two drug dogs at Guys Marsh have been trained to trace NPS but at the moment Mandatory Drug Testing (MDT) is not likely to pick up NPS due to the variable components involved.

5.03.13 Apart from NPS, other illegal substance used at Guys Marsh are alcohol made from hooch and prescription misuse. There have been significant drug finds during the year but there has been an increase in drugs coming into the prison via visits, the post and over the fence.

5.03.14 There is now a monthly Drug Strategy meeting; this new increased overview will hopefully help to firstly disrupt supply, secondly to reduce demand and lastly build on recovery programmes and support men in recovery. There is a new member of staff in charge of the Extra Drugs Partnership (EDP) to manage the prescription side and there are now family and resettlement workers aiming to take men off prescription drugs.

5.03.15 Saxon Wing, the substance misuse wing, is being halved to house 60 men to enable the help given to men in recovery to be more concentrated, replicating support offered in the community.

## **5.04 PURPOSEFUL ACTIVITY**

### **5.04.1 Industries**

Since the last report, there has been a considerable expansion in the Recycling of CDs and VCR tapes. The facility has been relocated to Workshops 1 and 5 and has the capacity to employ up to 60 prisoners. The contract is a long term one and all the indications are that there is considerable scope to further expand the facility. All Dextra lighting contracts have been relocated to Workshop 6; work through put is occasionally variable with resultant short time working for a number of men. Workshops 8 and 9 are busy with packing of oils and scents, bulk hardware packing and food packing. The Laundry has continued to be a considerable success with commercial contracts with Stalbridge Linen and Julia's House. There are good training opportunities here. Farms and Gardens continues to provide excellent work and training opportunities whilst meeting targets for kitchen produce. The kitchens continue to provide valuable training opportunities for prisoners. The continued success of the Jailhouse Café is to be welcomed. The Board welcomes the re-introduction of the Barber's shop offering prisoners NVQ opportunities as well as providing a valuable service to prisoners.

5.04.2 The IMB has several concerns : firstly, there is still a shortfall of work placements across the prison. The recent HMIP report highlighted that there were too many prisoners not engaged in either Education and Training and Work. At the time of writing the figure was 63 unemployed and 39 on no pay. There are hopes that new contracts can be drawn into the prison, but these are very much at an early planning stage. Secondly, some of the work opportunities are limited and do not provide suitable training. Those areas offering NVQ qualifications (Laundry/Farms/Kitchens /Barbers) continue to be the model of good practice. Lastly, work attendance varies; communication between wing staff and work placements is not as good as it should be. Prisoners need to be off the wing and ready for work in a more timely fashion.

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

5.05.01 This has been a further hard pressed year for the OMU, but also one where progress has been made towards the more proactive management of offenders

5.05.02 Following the report made by HMIP at the beginning of our reporting year, a new OMU management team has been in place at Governor, Custodial Manager and Hub Manager level. In addition, there have been changes at Offender Supervisor and Casework Administrators. It is clear that team members work well together. It was envisaged that 6 Band 4 officers with larger caseloads should work within the unit whilst the remaining 5, with smaller caseloads, would also work on the wings as Senior Officers in a supervisory capacity. Sadly, this has not proved possible: benchmarking levels, staff shortages for 8 months of the year and staff sickness and absence have all meant that all too often the number of Offender supervisors working within the unit have been severely limited. The Governing Governor aimed to guarantee that 2 Offender Supervisors would be available on the Unit each day but managing the detail has prevented even this. However time management by the CM has allowed Offender Supervisors to pre plan OS hours to meet important deadlines.

5.05.03 It is therefore commendable that in spite of the above, a number of improvements have been made. The number of outstanding HDC and CAT D reviews has been reduced whilst from August, fortnightly Risk Assessment Boards have been introduced, with the emphasis on medium and high risk offenders, enabling "borderline offenders" to discuss their circumstances and feel part of the process. Parole deadlines have been met and improved facilities provided for parole Boards. Offender supervisors are able to attend offender reviews following completion of TSP and RESOLVE courses. At the end of the reporting year, all offenders were invited to take part in a 'Needs Analysis' survey to allow the Unit to assess to what extent the needs of the current population were being met. There have also been plans to establish an OMU resource centre, accessible to offenders, but this is not yet available at the end of the reporting year.

5.05.04 The Board shares the frustrations of those working in the Unit. Offenders are informed of their OS by letter within 10 days, but face to face introductory meetings do not often happen. The number of incomplete OASYS documents remains high because of pressures on local prisons. The impact of Resettlement and Discipline moves impacts on the Unit. Training courses have not always been available in a timely manner. All of these in combination with the limited presence of offender supervisors working on the Unit have meant that prioritizing has been necessary with the consequent pressure felt by many staff.

5.05.05 Board members dealing with OMU related prisoner applications continue to be impressed by the knowledge the OMU have of individual prisoners. OMU remains a hard working and supportive environment. The Board regrets that the shortage of staff hours within the Unit prevents it from achieving its for potential in supporting the many complex aspects of the offender's journey through his sentence.

## REDUCING RE OFFENDING AND RESETTLEMENT

5.05.06 This function is headed by a newly appointed Governor, who has continued to hold regular meetings to monitor progress across the seven rehabilitation pathways, a number of which are reported separately in within this Annual Report. The Board has noted the closer links and integrated working now taking place between these pathways and the OMU.

5.05.07 Offending behaviour programmes, Namely TSP and RESOLVE are on target to deliver the number of completions for April 2015 to April 2016 set when staffing levels were much higher, namely a Treatment Manager and just 4 facilitators. Sadly provision for these courses at Guys Marsh has been reduced so that fewer courses will be available in the future. The team is now planning further work in violence reduction.

5.05.08 **Kainos, Challenge to Change**, is now in its third year at Guys Marsh, and has had a difficult year, with only 7 completions of the recently ended 24 week course, and with an attrition rate that has jumped to 30%. Difficulties are linked to the mix of offenders on Mercia wing where the course is housed, and prisoner use of NPS, which has resulted in the immediate removal from the course. There are significant changes to course delivery which the board hopes will lead to a greater success rate notably: the course is now under new management, there is to be a move to a new wing expected over the next 3 months, an acceptance by NOMS of a notice to change to a reduced target of 15 likely to be achieved, and that a team of one treatment manager and four facilitators is now in place. The board strongly supports these efforts to re-establish '**Challenge to Change**'

## COMMUNITY RESETTLEMENT COMPANY-CRC- CATCH22

5.05.09 As a designated resettlement prison, Guys Marsh has from April 2015 had responsibility for resettling offenders within its Community Package Area to Avon, Bristol, Somerset, Gloucester and Wiltshire, while it is of course, located in Dorset. The CRC is contracted to help in providing accommodation, seeking employment and advising on money and debt within the last 12 weeks of sentence. These services are provided by an enthusiastic and well knit team of three in place since August, although promised in April. The Board notes that bank cards and citizenship cards are issued but shares the concerns of the team in securing accommodation for all offenders before release. There have been instances of local authorities agreeing housing, which turns out not to be available when those newly released report to it and then have to make their own emergency arrangements or even worse sleep on the streets. It is the intention of the team leader to visit the housing departments involved to ensure understanding and seek improvements. Since this is a contracted out service, it is difficult for Guys Marsh and its IMB to monitor. In addition the Shaw Trust is contracted to provide resettlement services to those most vulnerable offenders who have been unable to engage with the prison regime throughout their sentence.

5.05.10 The National Careers Service interviews all offenders during induction. Numbers released into employment, education, or training are self reported by offenders and there are no resources available to verify just how many of those move into employment, education or training. The Board would like to see this.

## 5.06. SAFER CUSTODY

5.06.01 The Board considers that HMPGM Safer custody policies and practices are clearly rooted in the Human Rights convention and NOMS policy of Duty of Care of Offenders throughout their sentences and the policy statement To Promote a Safe Environment for Prisoners and Staff is always re-iterated at the beginning of each of the related Safer Custody meetings even though the practise has been increasingly difficult.

5.06.02 Following a very critical report generated by an HMIP unannounced inspection of Guys Marsh in November 2014, there was radical reorganisation of the Senior Management Team in the year beginning 2015. As a result, the leadership is still not secure as the team awaits the appointment of a permanent Head of Safer Custody Governor. However, there is a very capable group of people managing the changes that are in the Action Plan, well led by an Acting Governor.

5.06.03 Safer Custody had been making significant improvement in the previous year but had been found deficient in key areas by HMIP. Currently, emphasis is being placed on improving integrated safety at Guys Marsh. The monthly, well focussed Safer Custody Meetings are instrumental in addressing HMIP concerns.

5.06.04 A Complex Offenders meeting is held weekly to focus on individuals causing concern and to be able to feed information into the Violence Reduction and Suicide and Self harm meetings. The definition of a Complex Offender is now accepted and co-ordinated agency teams are working to the criteria (Health Care, ISMS). Submission of regular case notes is emphasised (to include movement between wings, employment location, courses and transfer to other prisons) as extremely important to ensure proper support and tracking.

5.06.04 Self Isolators: A previous habit of self isolators was to retreat to the CSU for sanctuary. This is no longer an option so the management of these prisoners is trending to Cambria Wing for collective safety and better potential for engagement, intervention and additional support. However, there is a disturbing rise of self isolators and this is putting a strain on the regime in Cambria. Interlinking reasons for the Self isolators are the effects of the CPA bringing together rival gangs from Bristol and Gloucester in a most illogical plan for local release from a Dorset prison. The levels of debt and outright fear from gang members, together with the open layout of Guys Marsh and the difficulties of zoning areas make threat of attack in the open grounds a real problem.

5.06.06 Food and Fluid Refusal: There is a better awareness of the mental health aspects of this action and the need for the ACCT route.

5.06.07 Suicide and Self Harm: Quarterly meeting have been initiated to focus on trends in self harm in more detail. There is much to be done, particularly in assessing the difference between an act of self harm as a release from internal tension and self harm as a genuine attempt at suicide. Also, there is concern that the ACCT documentation is not yet at a consistently high standard. There has been much improvement in motivating staff to take threats seriously and to open ACCT documents, but more training is needed. Induction has been highlighted as a critical point in the assessment of vulnerable prisoners. This is a weak point in the policy but will be rectified as a new, dedicated induction wing is planned.

5.06.08 Prisoners on ACCT: Procedures continue to improve with multidisciplinary involvement with the reviews, much better record keeping as there is consistency in staff management of case, and training of staff so as to better understand the need to open an ACCT. This is a priority, as it is a weakness that is constantly brought up at meetings.

5.06.09 Violence Reduction: Tackling anti-social attitudes, bullying and intimidation is taken very seriously at Guys Marsh. Levels of violence are unacceptably high. The HMIP report identified the general lack of safety, fear amongst prisoners, high levels of assaults and fights, debts enforced by

intimidation and boasting about the "Power" in the prison. Much has been done to combat this. Guys Marsh is a campus with many blind spots in the grounds, which is where significant violence occurs. The plan is to put in zoned area fencing and mirrors in dark corners to spot patterns of behaviour. Time is slipping by as nothing is done. Much better vigilance is helping to build perceptions of greater safety. Intelligence-led operations have resulted in interceptions of large quantities of drugs and mobile phones which are thought to be the tip of the iceberg.

5.06.10 There is a growing problem about the access that the Listeners have to vulnerable prisoners because of the routine of the Core Day and the availability /flexibility of staff to open doors on wings. Also, several of the prisoners volunteering to be Listeners have been turned down for security reasons which is putting pressure on the existing team of Listeners. It would be a serious deficit if the Listeners could no longer operate efficiently as they have the ability to reduce tensions in the large number of call outs they receive.

5.06.11 With the arrival of Governor Millett, reorganisation of the Senior Management team and the overall settling down of Guys Marsh staff there is some sense of purpose but positive morale is variable. Clear enforcement of behavioural standards is expected now and understanding of what is/is not acceptable. The message is personal responsibility.

5.06.12 The Board finds that HMP Guys Marsh will still be facing stubborn problems following the recent phases of prison reorganisation, staffing shortages and budget cuts. As a result of being designated a resettlement prison, numbers of men from rival gangs, with backgrounds in serious and violent crime, and drugs related crimes have been and still are arriving in the prison with inappropriate categorisation. There are 60 such prisoners with violent gang and organised criminal backgrounds operating in Guys Marsh.

5.06.13 The Board finds that the use of drugs , especially the range of `Legal highs` constantly available, along with illicit alcohol continues to undermine the good effort by staff to keep prisoners safe. The recent intelligence led drugs finds are very encouraging, although as previously mentioned, is the tip of the iceberg. One very serious development in the overarching safety regime is the ability and enthusiasm of prisoners to "Google" inmates to discover the nature of offences and this is also contributing to self isolation.

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

5.07.01 At the beginning of 2015, as in previous years, the Segregation unit on Tarrant continued to be consistently at or near capacity. Prisoners held on GOOD or OI made up the majority of prisoners, with damage to cells happening at an unacceptable rate.

5.07.02 Tarrant unit had become a departure lounge for exit out of Guys Marsh, so it became custom and practice to do something destructive to get onto the wing as a precursor for removal.

5.07.03 At the inaugural meeting of the newly configured Segregation Monitoring and Review Group (SMARG) in June, it was noted that this practice has been turned around and the CSU has altered the time the prisoners have spent in the CSU. `There is greater emphasis on re-integration and implementation of a robust strategy to manage prisoners in normal locations.` However, after a promising start, damaged cells are regularly out of action, with the current maintenance contractors `Carillion` very slow to render the cells habitable again. This a major concern for the Board

5.07.04 There has been inconsistent reporting of instances where prisoner restraint has been used. A spreadsheet is being devised which will be the responsibility of the Orderly officer to update whenever physical restraint is used. Reports now have to be submitted within a 72 hour time frame. Staff training is to be implemented.

5.07.05 The Use of Special Accommodation Policy needs updating in line with latest requirements and this is in hand.

5.07.05 The Action Plan gives notice that Segregation monitoring will be completely updated and the link with equality will be refreshed.

5.07.06 Cells have been repainted and damaged washing and toilet facilities have been replaced with new damage-resistant units. However, the Board is disappointed to note that these new units are as prone to damage as their predecessors. CCTV has been installed, although it has been frequently out of use.

5.07.07. The Board is concerned that in the event of a `dirty protest` in the unit support teams moving in wear disposable overalls, but the wing staff do not. The random use of old screens f around such cells cannot be hygienic.

5.07.08 The Board as always, commends the staff who work in this unit for their extremely compassionate and professional manner at all times when dealing with an extremely difficult and challenging group of prisoners.

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

Reception-Prisoners arriving at Guys Marsh

5.08.01 Improvements have been made to the appearance and efficiency of the reception environment by reception staff despite a heavy workload.

5.08.02 The Board has had concerns about the poor condition of first night cells and the effect this may have on a group of vulnerable prisoners.

5.08.03 In June 2015 the Board reported that it felt the Induction process was not working well. After changes in the location of the Induction wing, established prisoners were given the responsibility for delivering induction together with gym and education staff, an initiative the Board

felt was more positive. Despite frequent requests the Board was not able to present to new prisoners. This has been an unhelpful omission.

5.08.04 The Board has concerns with the plan to house new prisoners in a spur wing next to those on Drug Dependence treatment programmes, given the potential for intermingling. Assurances have been given that men in both spurs will be kept separate.

## **Property**

5.08.05 Applications to the Board about property were proportionately high. Unresolved situations followed prisoners from prison to prison, making missing items difficult to trace. Staff had limited time to resolve property issues.

## **Catering and Kitchens**

5.08.06 The Board recognise the constraints and difficulties in catering and commend the staff in meeting requirements especially for festivals and special diets. Cooperation between the land based industries and the kitchens in growing and using food to feed prisoners helped to avoid gluts and kitchen staff have devised ways to use surplus produce.

5.08.07 The Catering Manager offers prisoners opportunities to comment on meals including comment sheets, regular meetings for food representatives (often cancelled because of a lack of prisoner representatives) and an open door policy. Choice and quantity were good. Complaints to the Board have been infrequent.

5.08.08 The newly installed Jailhouse Café is much valued for its contribution to the establishment. It is used by staff, visitors, the general public and the Board, and offers a friendly and relaxed atmosphere with cost effective, reasonably priced food, some grown in the prison grounds. Staff shortages have meant it has not been open as much as it could have been. Prisoners employed in the cafe were polite and helpful. The Board hopes the security issues that have led to staff shortages will be overcome.

## **Section 6 Other Activities**

### **6.01 Family contact and Children**

6.01.01 Six high quality family visits have taken place throughout the year, facilitated by Barnados and prison staff, notably the gym. 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.

6.01.02 The future of the contract with Barnados remains uncertain at the end of the reporting year as it was last year. As family support is considered to be of such great importance in preventing reoffending, the Board hopes that provision will soon be secured. Friends of Guys Marsh have regularly paid a large portion of the cost of lunch and refreshments for which the Board is most grateful, as it is to the many prison staff who volunteer to make these worthwhile days possible. It is regrettable that there is no funding for this pathway and only a very limited number of prisoners are involved.

### **6.02 VISITS**

6.02.01 These continue to take place on Friday, Saturday and Sunday afternoons each week. They are always well run. Visitors are always welcomed by all staff in a friendly, efficient manner but with due attention to searches and to security. The Board records thanks once more to the Mothers`

Union and the Friends of Guys Marsh for serving hot drinks and biscuits to family and friends on arrival in the Visitors` Centre.

6.02.02 The Board has been concerned that the toilets in the Visitors` Centre are not always cleaned between visits days and inappropriate material is not always removed.

6.02.03 THE FRIENDS OF GUYS MARSH continue to support resettlement initiatives and once again the Board recognises their valuable contribution. The FOGM continue to subsidize 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, fund payment of the manager of the creche during some Visits sessions and for Yoga classes and 3 Mindfulness courses. The Board thanks the charity and believes Guys Marsh is lucky to have the extra resources it provides.

## **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.

To 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 12 members divided into four teams for weekly Rota purposes. As a routine the Rota team will respond to all written applications made to the IMB having conducted an information gathering exercise and consultation 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 regular basis at the start of our Board meeting. The training has been co-ordinated by the BDO and this has worked smoothly and effectively thanks to the cooperation between all concerned. We had our annual away day on the 16th October when we held our annual performance review.

7.02.03. The Governor attends for a section of each Board meeting and provides a Prison overview 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 remit.

### 7.03 BOARD STATISTICS

Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	13
Number of new members joining within the reporting period plus transfers from other prisons	2
Number of members leaving within reporting period	1
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	482
Total number of segregation reviews attended	85
Date of last Annual Team Performance Review	16/10/15

Code	Subject	Year 2014/15
A	Accommodation	9
B	Adjudications	8
C	Equality & Diversity (inc religion)	8
D	Education/employment/training inc IEP	19
E1	Family/visits inc mail & phone	14
E2	Finance/pay	12
F	Food/kitchen related	2
G	Health related	24
H2	Property (during transfer/in another establishment)	47
H3	Canteen, facilities, Catalogue shopping, Argos	7
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	53
J	Staff/Offender/detainee concerns inc bullying	5
K	Transfers	7
L	Miscellaneous	20
	Total	237

## 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
HMIP	Her Majesty's Inspector of Prisons
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
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
PPO	Priority Prolific Offenders
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
SMT	Senior Management Team
SO	Senior Officer
TSP	Thinking Skills Programme
UKBA	United Kingdom Border Agency