



## **HMP/YOI STOKE HEATH**

**Annual Report.**

**1<sup>st</sup> May 2015 - 30<sup>th</sup> April 2016**

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## **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.

### **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 739 Category C and young Adult prisoners and 27 Cat D prisoners (15 awaiting transfers). 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**

The report of the IMB for Stoke Heath from May 2015 to April 2016 covers a range of areas that the board have been monitoring in relation to their role and individual reports are at sections 5 and 6.

The Board continues to be most concerned about the National Problem of the use and availability of New Psychoactive Substances (NPS) 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.

Following the report and presentation from Alan Hammel, Member of the Prison Service Board, on the illicit economy, debt and violence in prison the prison aimed to address the issues raised. The report stated that in the prison's attempts to manage the debt and bullying issues associated with illicit items were inadvertently supporting the economy by readily moving those in debt in order to safeguard them. This resulted in their perception of a 'clean sheet' to continue and accrue debt on a new wing. This behaviour would continue until their ability to remain on any wings was no longer sustainable. The result of this would be to place them in SRU until transfer to another establishment could be arranged.

In order to address this aspect of the report the prison developed a simple debt policy and increased awareness during the induction process. The aim of the awareness was to set clear parameters and consequences for getting into debt whilst a Stoke Heath.

There have been 9 serious incidents in 2015/16 an increase of 7 from the previous reporting year. Incidents included self-harm, hostage taking, a cell blockade, death in custody and incidents at height. All incidents have been dealt with appropriately by the prison. There is no doubt that some incidents were "fuelled" by legal highs.

The Board are pleased to report that the prison is well run but we do have the following concerns:

- The ongoing problem of notification of cancellation or alteration of meetings.
- Not informing the Chair of an incident which resulted in death in custody in June 2015 and when the death was announced and confirmed not informed of the memorial service.
- The collection and emptying of the recycling bins. There is a tendency for rubbish to build up due to either insufficient capacity or the frequency of emptying.
- The attendance by staff at the Equalities meeting and also the lack of wing representation.
- The problems of bed availability in secure units elsewhere for these patients continues to be one of the outstanding matters brought to the attention of The Minister year after year.

The prison is to be congratulated on the state and presentation of the extensive gardens; it is a credit to the landscaping/gardens team and delivers a calming environment.

The Board does have some major concerns with the contracted out Estate and Resettlement services.

- Amey's staffing levels have caused delays in work being carried out. There is a major problem with the shower block in B Wing with water dripping from the rusty ducting and over flows from rain water. It is, in the Board's opinion, that this is very close to being classified as a Health and Safety hazard. There have also been cost escalations.
- Contracts have been set up with duplication and omissions. Examples are duplication of Health Care workshops provided by St Giles Trust and Shropshire NHS Trust with the latter obviously better placed to give meaningful input. An example of an omission is the failure of contracts to allow for the setting up of bank accounts for those requiring them prior to release, this activity was well developed and flourishing under the previous arrangements but was abandoned. The Board wrote a letter to The Minister in March and as yet has received no acknowledgement nor reply. We are pleased to note that bank accounts have now been included in the contract.

Novus, The Education provider at Stoke Heath, is currently undertaking funding a substantial amount of building work on site which will improve the facilities and learning environments open to learners at the prison. These changes are having a positive impact on a wide range of areas, including the current Canal Lock Gate provision. Novus, as a Social Enterprise, is keen to invest into Stoke Heath. The funding for the current building work has come from profits from the Barista Coffee Shop. The new "Social Enterprise woodwork provision" will be located within the current woodwork training workshop and several meetings have taken place with The Canal and River Trust with a view to a Memorandum of Understanding (MoU) being signed by the two organisations making it a formal relationship; this will lead to NVQ qualifications at levels 1 and 2. This MoU will also facilitate income through the sales of products made from lock gates. There have already been good resettlement results from The Lock Gate Project in that on release two prisoners have started up their own business and a third, who is due for release, is also going to start up a business with his parents' support.

## **PREVIOUS YEAR 2014/15 CONCERNS**

The Board had minor concerns about some areas of work of the prison and its related network:

- Prisoners with Mental Health Needs and the sometimes long waiting period they can have for transfer to an appropriate psychiatric unit
- Health Care and in particular the current staffing difficulties
- 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.
- The sometimes inappropriate use of the SRU.
- The slight increase in violence between prisoners
- The increase in legal highs within the prison especially the so called legal high Mamba

### **Particular Issues that require a response:**

The Board were concerned about the National Problem of the use and availability of NPS 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 was also 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 haulage 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 recorders 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 these are much appreciated by all those involved.

## **SECTION 5**

### **5.1 EQUALITY AND INCLUSION**

5.1.1 Approximately 40% of prisoners are transfers from South Wales prisons on resettlement. The Welsh language S4C TV station is now available as well as Welsh language reading material.

5.1.2 The Board continues to be 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 although we are pleased to see that the Equalities meeting is chaired by a deputy Governor. Also 6.9.

5.1.3 Numbers of over 50 now 39 –“retired” prisoners did not have sufficient pension to purchase canteen. This issue was raised as part of the protective characteristic lead on Age. The amount paid was increased from £3.58 to £5.83 per week in December 2015.

5.1.4 Welsh reading materials are now more readily available with resources available in education and in the Library. The prison can supply further materials on request.

5.1.5 Newsletter and radio now regularly in use. Cultural DVDs have been introduced.

5.1.6 Equalities issues now presented in Reception and in a Newsletter

### **5.2 EDUCATION AND LEARNING AND SKILLS**

5.2.1 The Education Department, now Novus, continues to maintain 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.

5.2.2 A good Ofsted report with good outcomes and outstanding for learner outcomes.

5.2.3 There was an OLASS budget reduction and capital spending at a minimum will result in a loss of activity places.

5.2.4 There has been a reduction in number of Education places available and for example in September 2015 there were 150 prisoners unemployed

### **5.3 HEALTHCARE AND MENTAL HEALTH**

5.3.1 Healthcare continues to be a very busy department dealing with acute and chronic medical and dental disease. The department is under constant pressure from the large prison population with mental health and illicit drug related problems being dominant features.

5.3.2 Frequent constant watch patients with psychiatric problems requiring continuous observations puts great strain on the ever short staffed nurses compromising their availability for routine duties.



5.3.3 The problems of bed availability in secure units elsewhere for these patients continues to be one of the outstanding matters brought to the attention of The Minister year after year.

5.3.4 The doctor has reviewed the drug prescriptions for prisoners reducing unneeded medicines. This success has often been poorly received with threats to the doctor and his staff.

5.3.5 Prison Officers are not present during clinics posing potential problems for the nurses.

5.3.6 There was a death in custody in October 2015 and the conclusions of the recent inquest are awaited.

5.3.7 There was an unannounced CQC follow up visit in February 2016 at which all required improvements were found to be completed.

5.3.8 A patient forum group has been set up with wing representatives and a healthcare red band appointed both of which support prisoners and help cut down missed appointments.

5.3.9 Helpful leaflets have been produced to advise prisoners on what to do if they wish to make a complaint.

5.3.10 In conclusion another busy year with some continuing problems and some good achievements.

## **5.4 VOCATIONAL TRAINING AND MANUFACTURING**

5.4.1 OLASS (Offender learning & skills service) have significantly reduced, 3.4%, the budget for 2015/16 resulting in a loss of 42 FTE (full time employment) places. This and issues over staffing mean a considerable reduction in the prisons ability to meet the education and training needs of the prisoners.

5.4.2 Current full time unemployed is 91.

5.4.3 A reduction in education classes to a 44-week programme means an ad hoc increase in the unemployed numbers on the wings.

5.4.4 Closure of the laundry will free up space for a larger tailoring workshop employing 45 prisoners. The old tailoring workshop will then be developed as additional prisoner activity space.

5.4.5 There is a bid to expand external contract work, which should create 20 jobs plus an opportunity for a Cat D prisoner to do a daily delivery.

5.4.6 HAWK Haulage Company continues to be involved in prison and sponsorship obtained.

## **5.5 RESETTLEMENT**

5.5.1 The dominant theme has been the transition to the new contractual arrangements. The apparent fragmentation driven by whether the service is being provided for Welsh or English prisoners seems to be wasteful when compared with previous approach.

5.5.2 Decisions are no longer in the control of Governor and his team and almost completely dependent upon service providers and external contract managers. These external suppliers have more than one establishment to service so focus on the issues within Stoke Heath is dependent on the availability of time. The local staff either Prison service or contractors employees must await decisions making progress laborious.

5.5.3 Contracts have been set up with duplication and omissions. Examples are duplication of Health Care workshops provided by St Giles Trust and Shropshire NHS Trust with the latter obviously better placed to give meaningful input. An example of an omission is the failure of contracts to allow for the setting up of bank accounts for those requiring them prior to release, this activity was well developed and flourishing under the previous arrangements but was abandoned. This has now being addressed.

5.5.4 The overall consequence has been a reduction in the support provided to those close to release even as far as a deterioration in the number having appropriate accommodation on release. These shortcomings are being compensated for by energetic and enthusiastic local staff but often frustrated with lack of decision making authority. Whilst there are some signs of improvement in these issues in recent months the disruption and fragmentation is of continued concern to the Board.

5.5.5 The Board wrote to the Minister in March 2016 on a number of these issues a copy is attached as an appendix to this report, at the time of writing no response had been receive.

## **5.6 ROTL**

5.6.1 ROTL has generally been reported as successful regularly achieving about 400 days per month. However this is heavily influenced by those residents in the Clive Unit Category D accommodation with 16 beds. ROTL for others is dependent upon staff resourcing both to facilitate and in some cases supervise work.

5.6.2 The reductions in overall resourcing, impact of regime restrictions and detached duty impositions often result in ROTL being restricted when it could otherwise have been granted. This is a missed opportunity for constructive rehabilitation. Identification and agreement of opportunities is dependent upon the staff to arrange in a similar manner to work contracts for industries. This requires knowledgeable motivated staff to represent the prison face to face to maintain quality contact and with existing and new suppliers of work opportunities.

## **5.7 SAFER CUSTODY**

5.7.1 The number of prisoners on open ACCT's (Assessment, Care in Custody and Teamwork) is averaging 2% of the prison population which is a low figure and allows for in depth work to be carried out.

5.7.2 There are still some prisoners being transferred in on open ACCT's.

5.7.3 Prisoners on ACCT's and TBB support (Tackling Bullying Behaviour) are discussed at length in the MASH (Multi agency safeguarding hub) meetings and with the safer prisons co-ordinator.

5.7.4 A number of professionals meetings for prisoners deemed to be vulnerable on release have resulted in comprehensive support packages being put together.

5.7.5 Reports of bullying are investigated by residential managers. TBB is used to tackle bullies and support victims of bullying.

5.7.6 The TBB procedures have undergone a full review and a new process has been introduced as of March 1<sup>st</sup> 2016.

5.7.7 Problems of throw overs continues but with good IRs a lot of packages have been successfully intercepted. A net has been constructed over the A wing exercise yard.

5.7.8 The cost of making the constant watch cells on the wings has substantially increased under the AMEY contract.

5.7.9 New Violence Diagnostic tool being introduced.

## **5.8 PRISONERS THOUGHT TO BE AT RISK.**

5.8.1 Royal British Legion now involved with veterans.

5.8.2 Concern that a number of prisoners are being transferred in on open ACCT.

5.8.3 Concern re the number of Cat B prisoners being transferred in without prior warning from the sending prison.

## **5.9 LISTENER SCHEME**

5.9.1 There are currently 8 listeners who are trained by the Samaritans.

5.9.2 The listeners suite on G wing has been refurbished and is cleaned on a regular basis.

5.9.3 There were concerns that only one listener was being allowed to visit a prisoner who had requested a visit and that time constraints were being applied; however these issues have now been rectified.

## **5.10 SEGREGATION CARE AND SEPARATION AND CLOSE SUPERVISION**

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

5.10.2 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.

5.10.3 We note a considerable increase in adjudications by the Independent Adjudicator with, on occasions, over 60 in a day. Independent Adjudications now take place twice per month.

5.10.4 The number of prisoners with challenging behaviour has increased together with transfers for debt.

5.10.5 The use of the special cell has been used once this reporting year.

## **5.11 RESIDENTIAL SERVICES.**

5.11.1 Stoke Heath has been at or near capacity for most of the year as a result there is pressure on residential services with restricted capacity to move and relocate as readily as seen in previous years. This has had an impact on the segregation unit.

5.11.2 Changes to the regime resulting in those refusing or not attending work or education being lock in their cells has helped with control during those hours and encouraged a higher attendance rate. This is double edged for those locked up for so long each day and some anecdotal reports have been received where access to phone calls and other facilities during association are difficult. The Board will wish to keep such issues under observation.

5.11.3 The re-furbishment of E Wing during 2014 was welcome however the lack of suitable CCTV coverage has only recently been rectified, it was disappointing this took so long to install. Similarly delays in installation of washing machines on wings to replace the laundry has been a frustration. The Board has received reports that work requested of the new facilities supplier AMEY has proved expensive and slow to procure. Contract omissions included cold weather precaution such as gritting and some aspects of cleaning though these have now been addressed.

5.11.4 Kitchen and catering services continue to receive good reports from inspections with a significant amount of effort going into provision of religious and cultural menus. The switch to sandwich style lunches does still result in occasional comments to Board members during visits, however only one formal application has been received during the year and comment books at serveries whilst normally available rarely have adverse entries. Complainants to Board members in person are referred to the comment book where the matter cannot be check immediately.

5.11.5 It should be noted that during the 15/16 budget year the prison has reviewed the industrial cleaning facilities across all the residential units. Following this review the prison purchased new Hoovers, floor scrubbing machines and floor buffers for each unit apart from E wing which had alternative flooring installed following the refurbishment of

that wing. This has resulted in an improvement in cleanliness in communal areas and has been noted on inspections by the Head of Residence and the DCC on subsequent visit.

## **SECTION 6 OTHER AREAS OF THE PRISON REGIME**

### **6.1 INDUCTION /RECEPTION**

6.1.1 The Audit staff commended the reception officers on their professionalism and knowledge and complimented searching procedures of prisoners and property.

6.1.2 Prisoners on transfer into Stoke Heath are sometimes being sent without their documents from the sending prison; this on occasions has meant that Stoke Heath have had to accept prisoners who have been received from Geo Amey.

6.1.3 Prisoners on transfer in are quite often sent without their complete property which continues to cause problems for Reception and numerous applications to the IMB

### **6.2 HEALTH AND SAFETY**

6.2.1 The Board were concerned about the National Problem of the use and availability of NPS 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.

6.2.2 We can report that HMP/YOI Stoke Heath are taking this matter seriously to include additional security measures but despite this initiative the use of NPS is on the increase. There have been serious incidents with collapsed prisoners and on one occasion the NPS smoke in the wing was so strong that a member of the prison staff was affected.

6.2.3 Since the contracting out of estate services the onsite time response to repair work has increased which could cause Health & Safety problems. There would appear to be a lack of urgency by Amey staff and in particular the urgent repair work needed to B Wing showers and the connected ducting which is verging on the hazardous.

### **6.3 OMU**

6.4.1 The IMB note that there was an excellent IOCCO inspection on 22 December 2015 and the report dated 4 February 2016 gave a Green rating.

6.4.2 The Performance against key performance indicators has dropped from 95% in the last reporting period to 40% for CPA11. This has been noted by PMU but is not high on their priority agenda.

6.4.3 40% of the prison population are Welsh Offenders, a drop of 17% from the last reporting period. Welsh offenders continue to have an issue with clothing in that: Welsh Prisons do not allow prisoners 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 Concern has been expressed by the IMB about the new arrangements involving the Community Rehabilitation Company and how this will affect responses to prisoners. This has led to an increase in the number of applications to the board

6.4.5 The board is still 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. Prisoners have also been sent to Stoke Heath without the relevant documents. The prisons concerned are mostly in the private sector.

6.4.6 As at 30 April there were 274 Welsh prisoners, 385 from the West Midlands and the balance from other areas including London and the South East.

## **6.4 GYM AND PHYSICAL EDUCATION**

Popular but dependent upon staffing to be effective training takes many weeks. In September there were 12 prisoners taking part in Active IQ entry level course, this course has subsequently been discontinued due to a lack of funding. Full staffing and therefore the ability to optimise the gym programme commenced in April.

## **6.5 INCENTIVES AND EARNED PRIVILEGES**

6.5.1 The incentives and earned privileges scheme was reviewed last year, and now introduced, is effective and sees more prisoners returned to basic if they do not comply with the prison regime which acts as an incentive to good behaviour.

## **6.6 LIFERS**

6.6.1 The number of lifers as of the end of April 2016 was 12, a reduction of 13 from the last reporting. 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

## **6.7 TRANSFERS AND DEPORTEES**

6.7.1 The generally high population nationally makes transfers applications almost pointless. 5% of applications relate to transfers and only the most exceptional circumstances result in a move. Even compassionate requests take time and then availability of transport is often a constraint. There is some evidence that disruptive behaviour in an attempt to provoke a transfer is on the rise, this can only be to the detriment of all concerned and stems directly from the numbers currently subject to custodial sentences. There is some evidence that Stoke Heath are regularly being sent inappropriately categorised prisoners from local prisons, this needs firm management action to deal with the failures in process at those establishments.

6.7.2 The number of deportees has remained at the same level as last year 15. It is considered that the system is working well. A notice board especially for deportees with useful addresses and telephone numbers has been updated and placed on each wing.

## **6.8 VISITORS AND VISITOR CENTRES**

6.8.1 Visits received a green light on the security audit for the visits process and procedures

6.8.2 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.

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

## **6.9 PRISONER CONSULTATION MEETINGS**

The Board have been unable to consistently attend these useful meetings as the date and time is often set at very short notice. When attendance has been possible the points made by the Wing representatives are often useful, positive and informative. However it is noticeable that not all Wings are represented. The meeting is normally, led by a Residential Custodial Manager as opposed to a Governor. The Catering Manger does attend and this has a positive impact.

## **SECTION 7**

### **THE WORK OF THE INDEPENDENT MONITORING BOARD**

- Meetings being cancelled by the prison at short notice is a concern.
- Attendance at some meetings by staff and prisoners has been disappointing.
- Concerns expressed that the IMB were not informed of a death in custody June
- Support for IMB with the revision of the SLA which has clarified our clerical support.
- IMB information has been placed on each wing on the notice board.
- Chair to speak to head of inductions to ensure that the role of IMB is emphasised and a Board Member to talk on the prison radio.
- The IMB received informative talks on Anti Terrorism by Security.

The Stoke Heath IMB Board has a complement of 17 and currently there are only 7 members with a possible 3 new members. We were disappointed with the last recruiting drive and there is a need to make it more locally focussed and empower The Board to actively recruit.

#### **IMB Board Statistics 2015/6**

Recommended complement of Members	17
Number of Board Members at the beginning of the Reporting period	11
Number of Board Members at the end of the reporting period	7
Number of Members joining the board	2
Total Number leaving in the reporting period	4
Total number of Board meetings in the reporting period	11
Total number of visits to the establishment	386
Total number of segregation reviews held	180
Total number of Segregation reviews attended	166
Draft of Annual Team Performance Review	May 2016



## **SECTION 8**

### **Glossary of Establishment related terms and abbreviations used in this report.**

<b>IMB</b>	Independent Monitoring Board
<b>IRC</b>	Immigration Removal/Reception Centre
<b>OMU</b>	Offender Management Unit
<b>DDC</b>	Deputy Director of Custody
<b>SRU</b>	Separation and Reintegration Unit
<b>NOMS</b>	National Offender Management Service
<b>IDTS</b>	Integrated Drug Treatment System
<b>BME</b>	Black & Minority Ethnic
<b>INR</b>	International Normalized Ratio
<b>ROTL</b>	Release on Temporary Licence
<b>ACDT</b>	Assessment, Care in Detention & Teamwork
<b>IS91</b>	Authority to Detain under Immigration Powers
<b>IEP</b>	Incentives Earned Privileges
<b>CCTV</b>	Close Circuit Television
<b>SMARG</b>	Segregation Monitoring and Review Group
<b>ISP</b>	Indeterminate Sentence Prisoners
<b>HAWK</b>	A large Construction and Agricultural Equipment
<b>ACCT</b>	Assessment, Care in Custody Teamwork
<b>TBB</b>	Tackling Bullying Behaviour
<b>MASH</b>	Multi agency Self Harm
<b>IOCCO</b>	Interception of Communication Commissioners Office
<b>BULLDOG</b>	Security Based Company
<b>ISO9001</b>	A certified Quality Management System
<b>NPS</b>	New Psychoactive Substances

.....  
Signed Chair of Stoke Heath IMB

## APPENDIX A



HMP & YOI Stoke Heath  
Warrant Road  
Market Drayton  
Shropshire  
TF9 2JL

Andrew Selous MP,  
Parliamentary Under Secretary of State for Prisons,  
Probation, Rehabilitation and Sentencing,  
Ministry of Justice  
102 Petty France  
London  
SW1H 9AJ

Dear Andrew

### Resettlement Arrangements – Contract Omissions

The new contractual arrangements for resettlement support provided to HMPYOI Stoke Heath from the CRC Wales and their contractor's St Giles Trust (SGT) are developing reasonably well. There is however a specific issue that appears to have been overlooked which is sufficiently serious to warrant bringing to your attention so that contracts can be adjusted as a matter of urgency.

Prior to the new arrangements NACRO provided a service at Stoke Heath which helped about 10 prisoners per month to set up bank accounts prior to release so easing their access to benefits, payment of wages if going to employment and facilitating their individual financial management. This service has now completely ceased as it does not form part of the contract to which SGT are working. The CRC Wales are considering how they can help fill the gap but are clearly bound by a national contract which does not make such provision. It is the understanding of the Board that this position has little likely hood of early resolution despite the Governor and his team making strenuous efforts to raise awareness in various quarters.

The implications of a newly released prisoner being without a bank account will make their early days following release difficult but soon this will be compounded as it is the Boards understanding that Universal Benefit will only be available to those with a bank account. A related issue is provision of credible means of personal identification for those whose release is imminent; this also seems to have been missed from the contract.

The Board at its January 2016 meeting resolved to bring this matter to your attention so that you can give urgent consideration to including tangible support to set up bank accounts and means of identification for those who are finding these issues difficult. Failure to do so prior to release has the potential to leave them short of the means of financial support so risking reversion to illegal methods of obtaining funds. The Board is sure this is not what was intended from the new resettlement arrangements.

The Board does also wish to bring to your attention the deterioration in the successful provision of housing on release. Recent months have seen 7 and 4 prisoners having nowhere to go immediately upon release this compares with a long term trend under the previous resettlement contract of one or two per month. This must surely be given higher priority by the CRC, SGT and local authorities, and could be achieved by removing any duplication of existing services by St Giles Trust e.g. health care group work module.

There is welcome evidence of some flexibility in the working of these contracts to meet local needs. The gaps and shortcomings outlined above do however need to be addressed urgently building on this flexibility but probably need a contractual change. You have the power to drive such change we urge you to use that power to facilitate these important aspects of resettlement.

Yours Sincerely

Mrs V Meachin  
IMB Chair

**Copy**

The Rt Hon Michael Gove MP,  
102 Petty France  
London, SW1H 9AJ

The Rt Hon Owen Paterson MP,  
House of Commons,  
London, SW1A 0AA

John J Thornhill  
IMB National Council President

Luke Serjeant,  
West Midlands Deputy Director of Custody,  
Red Lion Street Building,  
57 Gaol Road,  
Stafford, ST16 3AJ

Governor John Huntington,  
HMP & YOI Stoke Heath,  
Market Drayton,  
Shropshire, TF9 2JL

Gill Pereira,  
Head of Reducing Re-Offending,  
HMP & YOI Stoke Heath,  
Market Drayton,  
Shropshire, TF9 2JL

**IMB APPLICATION BY MONTH BY CATEGORY**

**2015/16**

																Total	
Code	Subject	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	YTD	%		
A	Accommodation	0	2	2	2	4	0	0	1	3	0	3	0	17	5.92		
B	Adjudications	0	0	2	0	0	0	0	2	2	1	0	0	7	2.44		
C	Diversity related	1	1	0	0	0	0	0	0	0	1	0	0	3	1.05		
D	Education / employment/ training	0	0	0	2	3	1	1	0	2	0	0	1	10	3.48		
E1	Family / Visits inc Mai I& Phone issues	2	0	1	2	4	1	1	0	4	1	0	0	16	5.57		
E2	Finance and Pay	3	2	0	3	3	0	0	1	0	0	0	4	16	5.57		
F	Food / kitchen related	0	1	0	0	0	0	0	0	0	0	0	0	1	0.35		
G	Health Related	0	0	3	0	4	2	2	1	2	1	2	6	23	8.01		
H1	Property (Within current location)	2	3	7	0	2	6	0	1	2	2	4	7	36	12.54		
H2	Property (during transfer/ another location)	1	1	0	2	7	2	4	0	6	3	8	2	36	12.54		
H3	Canteen, Facilities, Catalogue shopping.	0	1	0	1	1	0	0	0	5	1	0	0	9	3.14		
I	Sentence related	4	2	1	2	5	5	0	3	2	2	2	0	28	9.76		
J	Staff /prisoner /detainee related	1	3	0	5	4	5	3	1	7	1	4	2	36	12.54		
K	Transfers	2	3	0	0	1	1	0	0	1	1	4	2	15	5.23		
L	Miscellaneous	0	8	0	1	2	2	3	3	5	4	4	2	34	11.85		
<b>Total</b>		<b>16</b>	<b>27</b>	<b>16</b>	<b>20</b>	<b>40</b>	<b>25</b>	<b>14</b>	<b>13</b>	<b>41</b>	<b>18</b>	<b>31</b>	<b>26</b>	<b>287</b>	<b>TOTAL</b>		

check 287 100

**YEAR ON YEAR COMPARISON**

		May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	YTD	
<b>2011/12</b>	<b>Total Apps dealt with per month</b>	16	16	10	15	24	35	31	76	42	31	34	13	343	<b>TOTAL</b>
<b>2012/13</b>	<b>Total Apps dealt with per month</b>	20	19	33	23	34	29	31	23	22	35	18	24	311	<b>TOTAL</b>
<b>2013/14</b>	<b>Total Apps dealt with per month</b>	14	16	19	21	15	12	14	13	14	29	15	24	206	<b>TOTAL</b>
<b>2014/15</b>	<b>Total Apps dealt with per month</b>	15	14	17	20	16	18	14	16	29	20	30	17	226	<b>TOTAL</b>

**IMB APPLICATION COUNT PER WING**

Code	WING	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	YTD	%
1	A Wing	5	1	2	0	4	0	1	2	5	2	1	6	29	10.51
2	B Wing	2	3	0	2	10	3	1	1	3	3	1	9	38	13.77
3	C Wing	1	2	4	2	2	0	3	2	6	4	4	3	33	11.96
4	D Wing	1	6	1	2	1	4	1	2	1	1	7	3	30	10.87
5	E Wing	0	1	2	3	2	2	0	1	2	4	1	2	20	7.25
6	F Wing	4	1	0	1	1	3	3	1	8	1	3	0	26	9.42
7	G Wing	2	13	4	8	8	5	1	4	11	3	7	2	68	24.64
8	I Wing	0	0	0	0	6	3	1	0	1	0	3	0	14	5.07
9	Clive Unit	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00
10	S R U	0	0	3	0	4	2	2	0	1	0	4	1	17	6.16
11	Health Care	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00
12	Unknown	0	0	0	0	0	0	0	0	1	0	0	0	1	0.36
<b>Total Apps dealt with per month</b>		<b>15</b>	<b>27</b>	<b>16</b>	<b>18</b>	<b>38</b>	<b>22</b>	<b>13</b>	<b>13</b>	<b>39</b>	<b>18</b>	<b>31</b>	<b>26</b>	<b>276</b>	<b>TOTAL</b>

Confidential Comp 2 Forms to IMB inc in figures 0 1 0 2 0 0 1 1 1 0 0 check 276 100

<b>2013/14</b>	<b>Total Apps dealt with per month</b>	13	14	17	18	14	11	14	13	13	29	14	23	193	<b>TOTAL</b>
<b>2014/15</b>	<b>Total Apps dealt with per month</b>	14	12	17	20	16	16	14	16	29	20	27	17	218	

## ALL VISITS ON ROTA LOG SHEETS

	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN 2016	FEB	MAR	APRIL	TOTAL
AREA													
SRU	12	15	18	20	17	10	15	13	12	13	11	12	168
Health Care	10	15	14	16	13	11	11	15	11	13	7	7	143
Kitchen (inc servery)	4	7	9	7	8	7	7	7	3	4	1	6	70
													0
A Wing	5	8	4	5	0	0	6	5	0	9	0	0	42
B Wing	3	9	4	5	2	8	3	5	2	2	0	3	46
C Wing	3	4	10	6	0	0	7	7	8	4	3	2	54
D Wing	0	8	4	7	1	6	4	6	2	3	1	5	47
E Wing	0	2	6	7	2	0	4	3	0	6	0	3	33
F Wing	5	4	4	6	1	5	5	6	4	4	2	0	46
G Wing	0	10	3	7	5	4	4	5	4	7	1	3	53
I Wing	3	0	4	5	5	3	4	2	0	0	0	3	29
Clive Unit	1	0	2	2	0	1	2	0	1	2	0	0	11
Visitor Centre	0	2	2	3	0	0	1	0	1	0	0	0	9
Security	0	2	1	1	1	7	4	3	4	5	5	1	34
Works/Estates	0	0	0	5	1	2	0	0	8	1	0	3	20
Stores	1	0	0	0	0	1	0	0	3	2	0	1	8
Training	0	0	1	0	1	0	0	0	0	0	0	4	6
Gymnasiums	0	0	3	0	0	0	1	2	1	0	0	2	9
Education	0	3	4	4	7	0	5	2	2	0	0	2	29
Chaplaincy	1	5	8	7	4	4	3	7	3	4	0	1	47
OMU	1	9	4	2	0	5	2	2	11	6	4	2	48
Laundry	0	0	3	2	1	0	1	0	0	2	0	0	9
Manufacturing	2	2	4	5	1	1	2	2	2	3	0	2	26
Library	0	0	0	1	2	2	1	3	2	0	0	0	11
PSMS	1	0	0	0	0	2	1	0	0	0	0	0	4
Resettlement	0	0	0	0	0	0	0	1	0	0	0	0	1
Gardens/Outside Area	0	3	7	7	7	2	3	0	3	0	0	6	38
Reception	7	11	7	10	2	7	8	6	10	7	1	6	82
Barista	4	10	10	11	13	12	10	9	11	14	4	7	115
Visits	2	0	2	4	2	1	1	2	1	0	2	1	18
Recycling	0	0	0	1	0	0	0	0	1	0	0	0	2
Reviews	13	16	25	21	16	9	12	5	9	8	7	25	166
Adjudications	3	0	2	0	0	0	12	0	7	0	0	0	24
Judge Adjudications						0	0	0	0	0	0	0	0
From May 2015 each instance represents a visit by an individual board member.													