

# H M PRISON SWALESIDE



## ANNUAL REPORT

**From: 1<sup>st</sup> May 2015**  
**To: 30<sup>th</sup> April 2016**

## **Section 1**

### **STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD (IMB)**

The Prisons Act 1952 requires every prison to be monitored by an Independent Board appointed by the Secretary of State from members of the community in which the prison 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 availability 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 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.

## Section 2

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### **Section 3**

#### **DESCRIPTION OF THE PRISON**

The Prison was opened in August 1988 and forms part of a group with HMPs Standford Hill and Elmley.

Sheppey prisons have separate Governors. Resettlement Services are not directly provided by Swaleside, as Swaleside should not be releasing prisoners from custody, but use is made of these services from Elmley and Standford Hill.

The establishment is primarily a Category B Lifer Main Centre training prison which accepts first and second stage lifers, section two automatics and IPP (Indeterminate Public Protection) prisoners. As at end April 2016 there are 952 B category, 128 C category and 22 D category prisoners in the overall population. The number of category C prisoners has continued to reduce because of the National Population Reconfiguration Project. Between 1<sup>st</sup> May 2015 and 30<sup>th</sup> April 2016 80 prisoners were released from Swaleside. At the end of April, there were no foreign national prisoners who had completed their sentence awaiting deportation.

Prisoners should normally be sent to establishments nearer to their homes about three months before their release date.

The certified normal accommodation is 1112 in single cells over eight wings.

The contractor delivering Healthcare is Integrated Care 24 (IC24). Inreach (Mental Health) is provided by Oxleas and Education by NOVUS (formally Manchester College).

All figures recorded in this report are as of 30<sup>th</sup> April 2016 unless otherwise stated.

## Section 4

### EXECUTIVE SUMMARY

Rather than detail the points arising for each area of the prison, the report this year is structured to identify the major positives and negatives in respect of Swaleside prison and to comment on the way in which the aim of providing humane and just treatment of prisoners is met.

The continuing shortage of experienced prison officers familiar with the prison has been the major reason that the year ending 30 April 2016 has been a very difficult one for Swaleside. Some of the problems experienced by the prison are summarised below. However, we cannot take away from Governors and staff the considerable success that has been achieved in developing improvements in processes and in doing their very best to achieve a stable and safe regime.

Some of the successful changes and developments were underway in the early part of the reporting period whilst others were initiated following the appointment of the new Governor in October 2015.

The prison cannot be considered to have been a safe place. There have been –

- Serious assaults by prisoners on prison officers and other prisoners
- General unrest
- Finds of weapons, drugs and mobile phones
- Continued bullying by prisoners often along racial/religious lines.

Although these problems cannot all be said to be due to shortage of staff, the Board do consider it to be the major cause. In any event, the continued shortage of prison officers has also led to:-

- An increased pressure on staff
- The 'New way of Working' and benchmarking not yet introduced
- No effective 'personal officer' system leading to lack of help and support for prisoners
- Lack of escort staff leading to lost/cancelled NHS appointments
- Inability to consistently allow showers and telephone calls in the Segregation Unit and for those prisoners who are 'self-excluded' behind their cell doors.

In addition, the Board have been particularly concerned about the following:

- Lack of cleanliness, including in Kitchens and 'self-cook' areas on the wings
- Disruption to regime leading to unscheduled lockdowns particularly in the Segregation Unit.
- Problematic healthcare support
  - Supply difficulties from pharmacy
  - 'appointments' system not working effectively
  - Social Care provision inconsistent.
- Hygiene and health and safety issues in workshops and shortage of workshop instructors leading to loss of working opportunities for prisoners
- A high unemployment rate at 19%
- Seemingly, an inability to ensure that prisoners to be released receive a timely transfer to a local prison to receive resettlement support (particularly to London prisons).

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- Continuing difficulty in keeping property with owners following transfer between establishments.

The Board do not wish the above negative aspects to be taken out of context since staff have endeavoured to ensure that everyday life for the great majority of prisoners is acceptable. Among the positive achievements has been the establishment of the Academy on A wing which allows Open University and A level study and relevant access to academic books and internet. There have also been worthwhile initiatives to improve the safeguarding and well-being of prisoners such as regular weekly assessment of prisoners in the Segregation unit or 'self-excluded' behind their cell doors to ensure that progression and exit strategies are considered. The arrival of the new number one Governor in the latter part of the reporting period allowed the introduction of further initiatives and a different structure which has brought about beneficial changes to the regime at the prison. Although still early days, there has been an improvement in staff morale and a consequent improvement to the attitudes of many of the prisoners. The Governor instituted a three-day lockdown and was able to make use of a large team of high security estate officers with dogs resulting in finds of a large number of weapons and phones. Following this lockdown there was a reduction in violence within the prison although it is too early to be certain that this will be maintained. An improvement in overall cleanliness of the prison is a top-level aim of the Governor and this is also having a marked impact. During the above-mentioned lockdown, we are told that some 40 tons of rubbish and old equipment were removed from the establishment.

Given all of the above, the Board are hopeful that, provided attention is given to their recommendations, there is good reason to expect that prisoners at Swaleside will be treated humanely and fairly.

#### **4.1 Particular issues requiring a response:**

##### **Particular Issues Requiring a Response from the Minister**

- Support provided by Carillion is not fit for purpose. (*Section 5.8 Cleanliness, Section 5.9 Works and General Repairs*)
- Prisoners must transfer to a local prison within 8 to 12 weeks of release (*Section 4. Executive Summary*)
- Prisoners should not be transferred without a completed OASys report. OASys reports need completion within the prison as mandated by regulation. (*5.11 OASys Reports*)

##### **Particular Issues Requiring a Response from IC24 Integrated Health**

- Ensure that a timely and consistent response to complaints is achieved (*Section 5.3 Healthcare, Mental Health and Substance Misuse*)
- Ensure a reliable and consistent provision of pharmacy services. (*Section 4. Executive Summary, Section 5.3 Healthcare, Mental Health and Substance Misuse*)
- Consider revision of the medication strategy to help avoid the trading in prescription medications which is occurring. (*Section 5.3 Healthcare, Mental Health and Substance Misuse*)

##### **Particular Issues Requiring a Response from Governor**

- Re-introduce the personal officer scheme (*Section 4 Executive Summary, Section 5.1 Staffing Levels*)

- Ensure provision of escort staff for hospital visits (*Section 4 Executive Summary, Section 5.1 Staffing Levels, Section 5.3 Healthcare, Mental Health and Substance Misuse, Section 4.2.5 Previous Year's Concerns*)
- Ensure safe working conditions in all workshops (*Section 5.2. Employment and Education, Section 5.4 Safety in the Prison*)
- Provide staff capacity and training for searching to level of high security estate (*Section 5.4 Safety in Prison*)
- Allocate a permanent cadre of segregation staff (*Section 4.2.4 Previous Year's Concerns, Section 5.7 Segregation*)
- Continue the work towards a clean prison (*Section 4 Executive Summary, Section 5.8 Cleanliness*)

## **4.2 Previous Year's Concerns Still Requiring Action**

### **4.2.1 Particular Issues Requiring a Response from the Minister**

- 4.2.1 Ensure that relevant prosecutions for assault are pursued

### **Particular Issues Requiring a Response from NOMS**

- 4.2.2 There are many prisoners with incomplete OASys reports. Prisoners should not arrive from other prisons without these.

### **Particular Issues Requiring a Response from IC24 Integrated Health**

- 4.2.3 Shortage of permanent nursing staff

### **Particular Issues Requiring a Response from Governor**

- 4.2.4 The Segregation Unit requires a regular number of staff experienced in the working of the unit to function effectively
- 4.2.5 Lack of escort staff
- 4.2.6 Focus on regular deep cleaning of the kitchen

## Section 5

### **SPECIFIC ISSUES**

#### **5.1 Staffing Levels**

Whilst the Board are aware of the attention this matter gets from the Governor and SMT, it is of such importance that we cannot avoid bringing it to the attention of the Minister once again.

Although the signs for the future may be better, Swaleside continues to suffer from the previous exodus of **experienced** staff at the time of the VEDs scheme and generally from changes to the staffing structures. A great deal is owed to the support that has been provided by detached duty staff, including those staff from Blantyre House and Dover. However, until staff numbers are maintained agreed levels, appropriate stable support cannot be provided around the establishment. There really cannot be any substitute for staff being in a settled position, thoroughly learning their job and knowing those prisoners under their care. The previous 'personal officer' scheme has effectively disappeared because staff on wings often do not know where they will be from one shift to the next.

The availability of detached duty staff and the transfers from other prisons has meant that the regime has continued in a relatively stable manner with well-publicised lockdown times. The loss of association is kept to a minimum and is shared equally among the wings. This pre-knowledge is appreciated by prisoners.

The movement of staff has an impact on prisoners not only in not knowing who to approach with their questions/problems but in taking advantage of staff to obtain access to others' cells resulting in theft of goods. Other advantage is taken, all of which leads to much additional work for everyone.

Staff moving around are not always aware of dangers to themselves and others which has contributed to injuries and other violent assaults.

The shortage of staff has meant inevitable short-term decisions by Operations and Governors leading to cancellation of hospital and specialist appointments. In some cases, this has happened when urgent medical care was required and the cancellation because of lack of escort staff has been against medical advice. Of course, NHS time and money is also lost because of these events. Local hospitals have been reluctant to rebook appointments.

The continuing movement of staff and lack of certainty must be a contributory factor to increasing stress which is stated as one of the factors leading to a sick absence rate amongst the highest of any prison in the Country. The Governor has instituted action to ameliorate this situation and it is hoped that figures for the next reporting period will be much improved.

The shortage of staff also means that Swaleside continues as one of the few establishments in the country not to have implemented the 'new way of working' although this is likely to be remedied later in 2016.

#### **5.2 Employment and Education**

Meaningful activity is provided for 890 Prisoners. Whilst this is a success it must be remembered that this means that there are 212 unemployed prisoners. The workshop space available remains as it was prior to the opening of the two largest wings in the prison. The

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availability of workshops over the past year has been impacted by the lack of civilian supervisors as there has been a difficulty in recruitment. It is recommended that efforts continue to employ the necessary instructors so as to minimise prisoner unemployment.

It is also apparent that the state of some areas of the workshops is leading to health and safety concerns. These problems include toilets out of action and with tiles missing from walls; floor damage making operation of pallet trucks difficult; lighting missing or inadequate in some areas; machine maintenance not following an agreed schedule. The Board recommend that these health and safety problems are remedied without delay.

It is reported to the Board that several reasons, including the lack of support from Novus and a period when Swaleside was without a local Novus Manager, have prevented the early implementation of intended improvements to the education supplied. Projects delayed include Catering, Multiskills, Project/Portfolio based learning, the new whole prison induction, Level 2 qualifications, Level 3 modules and the whole prison Individual Learning plan. The Ofsted inspection report cites the lack of development of the curriculum by Novus as one of the reasons for a rating of 'requires improvement'.

As against the negativity in the preceding paragraph the Open Academy and Skills Advisors are mentioned by both HMIP and Ofsted as models of good practice. The Open Academy allows for Open University and A Level study and provides the relevant access to academic books and the internet. This development has featured in much positive nationwide publicity.

### **5.3 Healthcare, Mental Health and Substance Misuse**

Primary care is provided by Integrated Care 24 (IC24). Recruitment of permanent healthcare staff continues to be a problem. Agency staff are being used on a regular basis which impacts by increasing the time being spent in supervision, however the unit is well equipped and generally clean.

Shortages of prison staff also affect Healthcare in a number of ways:

- increased lock up time for inpatients
- non-delivery of attendance forms on wings for appointments in the Healthcare Unit resulting in non-attendance
- Outpatient appointments being cancelled owing to staff being unavailable for escort duties.

The number of written complaints to the Healthcare Department has risen during this reporting period. These have not always been dealt with in a timely manner and there is evidence that for several months in some cases because the answer to the complaint was not forthcoming within a reasonable time the complaints were closed down without the prisoner getting a response.

Complaints to the Board about Pharmacy services have been consistently high. Services are provided by Oxleas Foundations Trust through HMP Rochester. On many occasions prisoners have reported to the Board that repeat medication is not available in a timely manner, resulting in interruption of supply. There have also been delays in dispensing medication prescribed on an individual basis.

Although the levels of prescriptions for Tramadol and other analgesic medication has reduced from previous years, these and other tradeable medicines are still prescribed. Owing to lack of medical staff a supply is often given to prisoners rather than being

administered under supervision. This results in prisoners being bullied for and the trading of prescription medication.

Social Care – IC24 staff now have access to an occupational therapist from Kent County Council to assess individual prisoners social care needs. The delivery of care is generally good and delivered mainly by agency staff. However, at times an adequate number of those with the appropriate training is not available from the agency. Greater care is needed with record keeping about prisoners needing this service as records are sometimes incomplete or inaccurate.

The Dental Department is well equipped. The waiting list for dental care has increased this year with many prisoners waiting seven weeks or more for first treatment. At the time of writing this report the number of prisoners waiting for initial treatment was 123.

There is good provision of optical care for prisoners mostly without a waiting list. However there have been occasions during the year where the Optician has attended but the clinic has been unable to proceed owing to lack of prison staff. Such an occurrence in May this year has resulted in 47 prisoners waiting for an initial appointment at the time of writing this report.

#### **5.4 Safety in the Prison**

During the period of this report violence and attacks by prisoners on other prisoners and staff have again increased. There were 38 attacks by prisoners on staff and 297 attacks by prisoners on other prisoners. Moreover, prisoners frequently reported to the Board that they did not feel safe in the prison because of the violence and the threats from other prisoners. There have been many examples (peaking at about 25) of prisoners choosing to remain behind their cell doors rather than face threats. Whilst the Board is aware that many of these cases are 'self-imposed' because of accumulated debts to other prisoners it has been unacceptable that the genuine cases could not be afforded the necessary protection.

The Board reported last year that the impact of the National Reconfiguration project was likely to have a detrimental effect, albeit short-term, on stability within the prison. Replacement of long-term Category C prisoners by Category B prisoners, many with shorter term sentences and younger than the general population proved this to be the case.

During the course of the year the prison has steadfastly improved the management of those prisoners behind their doors. In the early part of the year, due to shortage of staff on the wings, the prisoners were largely left uninformed of any action and received infrequent opportunities for showers and telephone calls. Governors instituted a formal process of weekly meetings to discuss all of the individuals and to formulate plans for progression. Staff latterly worked hard to ensure that daily access to facilities was offered.

Prisoners offering threats and violence have frequently been identified by Security and appropriate action taken, including moves out of the establishment, in some cases to the high security estate. In the latter part of the reporting period actions by the staff culminated in the organisation by the Governor of a three day 'lockdown' involving some eighty officers and dogs from the high security estate enabling the further identification of suspected prisoners, extensive cell searches and the removal of large quantities of mobile telephones and weapons. Several offenders were located in the Segregation Unit and subsequently removed from Swaleside. Following that exercise, both prisoners and staff agreed that, not only was there a reduction in violence and threats but that the atmosphere in the prison showed improvement. Whether that situation continues will be a matter for discussion in the next annual report. However, it seems likely that the process could be repeated. The

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methodology of the teams during the 'lockdown' was that followed in the high security estate where it seems that the high staff to prisoner ratio allows for this more intensive process. It will be beneficial if staff numbers and training at Swaleside allow for this searching capability on a regular basis.

The Board have previously reported the bullying of prisoners by other prisoners or 'gangs' along racial and/or religious lines and it would appear that this practice continues. Bullying to convert to Islam appears also to continue. Some evidence of extremism has been uncovered by staff and appropriate action has been taken.

## **5.5 Safer Custody**

As with most other areas of the prison, the Safer Custody team has undergone some radical changes especially as part of a restructuring since the arrival of the new Governor. This change has resulted in a clearer definition of their role and in their taking direct responsibility for the issues brought to their attention. There is a clearer link with the Security Department in assessing and dealing with violence reduction cases. As mentioned above, the incidence of these cases has increased substantially. The team has instituted more formal processes which, by the end of the reporting period, were having a real beneficial impact. Foremost among these has been the revised process to ensure that there is a central knowledge of all ACCT cases to ensure the timely occurrence of ACCT assessment and review and the attendance of all relevant required parties, including Healthcare and Inreach. This is, to put it mildly, a dramatic improvement on what had been a 'hit and miss' process.

In respect of the above improvement, it is noteworthy that the daily Duty Governor log and the Orderly Officers report discussed at the daily operations meeting now contain relevant information, not only about cell occupation and incidents but detail the ACCT reviews due that day. The Duty Governor log also contains a reminder to notify IMB of incidents which has not always occurred over the reporting year. (A point brought to the attention of IMB by HMIP).

## **5.6 Security**

The proactive intelligence led work of the department has been extended with additional intelligence analysts. Much success has been achieved in finding phones and related technology, drugs and weapons.

## **5.7 Segregation**

The Segregation Unit is a specialist area in that, at any one time, it holds the most divisive and difficult prisoners in the prison even though their stay in the unit may be relatively short. The Board remain concerned at the very high level of use of the Segregation Unit with long periods when all available cells are in use. This has been part of the reason prisoners have been behind their doors on the residential wings.

The Board continue to be impressed with the way in which the staff in the Segregation Unit provide the day to day support for the prisoners. The attitude of many of these prisoners inevitably means that the level of abuse suffered by staff is even greater than in other parts of the prison. The nature of the officers' role leads the Board to the view that such a specialist area requires specialist staff who develop an understanding of the different role and who remain in a stable position over a reasonable length of time such that replacement staff may be developed. It is not acceptable that Segregation Unit staff are part of a general 'pool' who may be detailed to other parts of the prison at a moment's notice. This brings

about a situation where there are no segregation experienced officers in the unit, especially a supervising officer.

The Board recommends the appointment of a permanent cadre of segregation staff albeit recognising that there must be movement as staff cannot be allowed to remain in this high pressure situation overlong.

The lack of experienced staff, and the move of staff to fill gaps in the detail has led to lockdown in the unit too frequently, often for whole afternoons. This does not allow prisoners to be offered telephone calls, exercise and showers sufficiently frequently although it has to be recognised that staff have been obliged to work very hard when the unit is 'open' to ensure facilities are offered to prisoners. The closure for a half-day results in frustration not only for staff but also prisoners who vent their anger both verbally and physically in causing damage – a vicious circle which causes further work and expense.

Similarly, the shortage of experienced staff has meant that the required paperwork is not always completed fully or in a timely way to ensure 'legality' of a prisoner's stay in the unit. For the adjudication process, there have been instances of the charges having to be dropped because of late or incomplete processing (although the fault not always down to Segregation Staff). 'Use of Force' paperwork has frequently been incomplete which is unacceptable particularly given that it has previously been a specific topic in HMIP reports.

There have been several instances of complaints by prisoners of bullying and injuries caused by staff. No evidence has been seen by the Board to substantiate these claims.

The Board have been advised by HMIP that IMB have not always been notified as required of removals from the wing to the Segregation Unit and that the removal process has not always been captured on a separate video camera as had been the required process up to this reporting period.

At the time of writing there is evidence that a more appropriate structure of staff and management of the Segregation Unit is being put into place and it is to be hoped that this is maintained.

## **5.8 Cleanliness**

The Board are of the view that good steps are being taken to improve the general cleanliness in all areas of the prison which has been long overdue. The deterioration in cleanliness was particularly brought to attention when the three-day lockdown and the lead-up to it resulted in over 40 tons of rubbish and old equipment being taken away from the premises. This evacuation helped reveal an underlying problem in that many areas had not been properly and safely cleaned for some time. It would seem that cleaners on the wings and cleaning officers were taking many shortcuts leading to corners and areas difficult to reach being left with a build-up of grease and dirt. This situation is potentially harmful to health and helps create an attitude of not caring and hopelessness among both inmates and staff. Remedial steps are being taken to improve the situation with cleaning parties trained in the use of industrial cleaning equipment but there is still a long way to go.

General litter around the buildings varies from wing to wing but an aura of untidiness prevails which spoils an otherwise reasonable outlook.

The cages around the windows of the smaller wings have often been used as 'additional storage areas' by prisoners. Some of the content in the past has included:

ageing fruit (used to brew hooch?)  
lengths of wood and metal (potential weapons?)  
general rubbish

Action to clear and repair the cages typically has not immediately followed notification of the problem. The delay in repairs being undertaken seems to be largely a problem arising because of the Carillion contract.

The Board continue to have concerns over the lack of emphasis on cleaning schedules within the kitchen, and the risk of food contamination if this is not improved and monitored in the future.

There have been instances of comments about the trays and trolleys used in the kitchen not always appearing to be of an acceptable standard and these lapses have been brought to the attention of kitchen staff at the time.

The Board has mentioned the appalling state of showers on several of the wings over a long period. Promised action to refurbish these areas has never materialised. It is essential that the work is completed to allow for the decent treatment of prisoners on the wings concerned. It is hoped and expected that the revised SMT and Management structure will improve many of these conditions which, as ever, are dependent on a full quota of staff to supervise. At the time of writing there are good indications that the overall cleanliness and tidiness of the prison is improving.

## **5.9 Works and General Repairs**

The Board feel it fair to say that during the reporting year the service provided by Carillion has been disastrous. Staff have found that reported faults or repair requirements were not heeded or took an undue time to implement. The Board have spoken to other IMB Boards and to visiting staff and Governors and there does seem to be a universal condemnation of the quality and speed of the support provided.

The lack of timely repairs goes beyond causing inconvenience. One clear example, the necessity for repair and refurbishment of cells damaged by prisoners can lead to an inability of the prison to meet its Operational Capacity.

Recently, it seems that this situation may be improving with the use of a complaints line for urgent repairs but the situation needs to be monitored very closely by NOMS since it is of such wide concern.

## **5.10 Resettlement and Rehabilitation**

During the reporting year some 80 Prisoners were released directly from Swaleside. This situation has existed for a number of years. Whilst staff endeavour to ensure that appropriate support is provided to prisoners to prepare for their release it is apparent from complaints to the Board that this is not always the case. The Board appreciate that Swaleside is not regarded as a 'through the gate' prison as defining those prisons expecting to release high numbers of prisoners but it is nevertheless essential that prisoners are released with agreed levels of help. The expectation is that prisoners are moved to a prison local to their homes within about 8 to 12 weeks prior to their release so as to receive the required support. It is unacceptably difficult to achieve these transfers, especially to prisons in the London area because of the occupancy rates of those prisons.

The Board recommends that a transfer to a prison within a reasonable distance of a prisoner's home within 8 to 12 weeks prior to release is a mandatory requirement.

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### **5.11 OASys Reports**

As in previous years, Officers and Staff in OMU have been subjected to many moves in areas of responsibility, restructuring and the loss of unified manpower from time to time for use in the regime. This has led to the continued high level of outstanding OASYS reports (at time of writing 505) although many of these are outside the control of OMU.

The Board recommends that NOMS looks for a solution to this issue as urgently as is feasible.

### **5.12 Visits**

The booking system for visits is now working well. However, the start time for visits has on occasions slipped quite badly and there have been some complaints from prisoners about this. Although it is true that the overall hours for visits are longer than the minimum, it is frustrating for prisoners and visitors alike if they do not start on time.

### **5.13 Adjudications**

The level of adjudications has again increased on the previous year at 1,870 (1820), including as follows:-

516 cases of possessing an unauthorised article  
65 for administering a controlled drug  
270 for refusal to obey a lawful order  
295 for threats to staff  
136 for damaging property  
202 for violence

12% of adjudications were dismissed or did not proceed.

Adjudications for assaults, both prisoner on prisoner and prisoner on staff and fights between prisoners have again risen which taken together with the increase in threats to staff and the rise in damage to prison property, continues to reinforce the view of Swaleside as unsafe.

As mentioned in our last report, some assaults are referred to the police but rarely do the referrals lead to any charges. This situation seems to vary throughout the country. Action taken would improve staff morale and provide clear indications to prisoners that these actions will not be tolerated.

### **5.14 Access to Justice Computers**

The Boards continues to receive complaints from prisoners regarding the lack of availability of laptops which are provided to those prisoners who meet the criteria to enable them to prepare for their defence in court. Of eight approved applications for Access to Justice laptops three were fulfilled and five were being processed. The Board were informed that the delay was owing to the laptops needing to be reconfigured and that this could only be done at a specific London prison. At the end of the Board's reporting year this was still the case. Two prisoners had been waiting for over a year for access to a laptop.

### **5.15 Faith matters**

The Chaplaincy Team has continued to minister to the spiritual needs of prisoners. There have been some changes in personnel during the year which the Managing Chaplain feels

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have been positive for the team. This year has seen the introduction of a Prisoner's Faith Council; an initiative introduced by the Church of England Chaplain and fully supported by the whole multi-faith team.

In addition to 182 Church of England, 214 Roman Catholic and 313 Muslim prisoners other faiths are present and the department has visits from Pagan, Christian Science, Mormon, Jehovah Witness, Buddhist, Sikh, Jewish, Hindu, Salvation Army, Free Church and Methodist chaplains as well as facilitating visits from the home ministry of less represented faith traditions. During the past year those prisoners following the newly recognised religion in prisons of Rastafari have also started meeting weekly.

New prisoners are seen by one of the Chaplains within 24 hours of their initial reception into the establishment. During the last year the Chaplaincy department has liaised with prisoners' families where there has been serious illness (66) and bereavement (88). Chaplains made seven pastoral visits to prisoners in outside hospitals whose condition was deemed serious.

Major Religious Festivals have been recognised and special catering arranged where appropriate. Agreement is still being sought to streamline the recognition of religious festivals for all prisoners and not just those who attend Corporate Worship. One wedding has taken place and memorial services have been held in the prison for two prisoners who died in custody for family, prisoners and staff to attend.

## **Section 6**

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

Apart from the main duties of the Board, members have areas of special interest which are reported on to the Board at its monthly meeting.

A member of the Board attends Senior Management Team meetings and the Chair attends quarterly meetings with the DDC, the latter being chaired by the IMB Area Representative.

#### **6.1 Membership**

The Board comprises 13 members (two women) including one JP. Two members were in training during the year. Only one member lives on the Isle of Sheppey.

#### **6.2 Recruitment**

During the year we have recruited 4 potential members, of whom only one became a full Board member.

#### **6.3 Visits to the Prison**

Members of the Board made 470 visits to the prison in the reporting year. Apart from Board meetings, one member was usually in the prison each weekday. Compromises continue to be made as to which areas of the prison are monitored, though Members attempted to visit their areas of special interest as well as the Segregation Unit, Healthcare and the Kitchen and to attend the Segregation Unit on their rota visits.

#### **6.4 Training**

The Annual Team Performance Review Questionnaire was completed and some areas for improvement were identified.

#### **6.5 Applications**

The Board received 946 applications during the reporting period compared to 1089 last year.

#### **6.6 Confidential Access**

The Board received 14 confidential access applications (11 last year). Only 8 were worthy of the Confidential Access procedure, the rest appearing to be an attempt to bypass the normal system. These applications were returned to the sender with an appropriate message.

6.7 BOARD STATISTICS	
Recommended Complement of Board Members	19
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	12
Number of new members joining within the reporting period	4
Number of members leaving within reporting period	5
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	470
Total number of segregation reviews held	Not available
Total number of segregation reviews attended	Not available
Date of Annual Team Performance Review	July 2016

**Section 6 (continued).**

Statistics on Applications

Code	Subject	2012/13	2013/14	2014/15	2015/16
A	Accommodation	38	34	19	36
B	Adjudications	33	74	68	32
C	Equality & Diversity (Inc. religion)	10	4	9	11
D	Education/employment/training Inc. IEP	75	58	63	41
E 1	Family/Visits Inc. mail & phone	52	79	58	52
E 2	Finance/pay		59	33	25
F	Food/kitchen related	27	15	20	16
G	Health related	95	111	116	111
H 1	Property (within current establishment)	84	142	150	136
H 2	Property (during transfer/in another establishment)	61	71	104	79
H 3	Canteen, facilities, catalogue shopping, Argos	13	44	24	17
I	Sentence related (Inc. HDC, ROTL, parole, release dates, re- cat etc.)	70	85	86	77
J	Staff/prisoner/detainee concerns Inc. bullying	28	10	23	72
K	Transfers	134	84	95	90
L	Miscellaneous	189	193	221	151
	<b>Total number of applications</b>	<b>909</b>	<b>1063</b>	<b>1089</b>	<b>946</b>
	Of total: number of IMB Confidential Access was	<b>19</b>	<b>10</b>	<b>11</b>	<b>14</b>

## **Section 7**

### GLOSSARY OF PRISON-RELATED ABBREVIATIONS & TERMS USED

**ACCT** Assessment, Care in Custody & Teamwork (replacement for F2052SH)

**Hooch** Illicit Alcohol

**IMB** Independent Monitoring Board

**IPP** Indeterminate Public Protection

**JP** Justice of the Peace

**OASys** Offender Assessment System – computerised risk & needs assessment

**OMU** Offender Management Unit – work on sentence planning & progress

**SMT** Senior Management Team

**VEDs** Voluntary Early Departure scheme