



INDEPENDENT MONITORING BOARD

HMP GUYS MARSH

ANNUAL REPORT

For the Reporting Period

1st DECEMBER 2015

TO

30th NOVEMBER 2016

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.
- 1.03. 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 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.

Our reporting period covers 1st of December 2015 to 30th November 2016.

HMIP visited the prison between the 6th and the 12th of December 2016.

SECTION 4 EXECUTIVE SUMMARIES

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 an attempt to provide a safe and decent environment for offenders in this prison. However lack of staff has inhibited the workings of the prison in a serious manner. The men have been locked up for too long and not been able to access all areas.

4.01.02 As has been stated in previous reports, the Board continues to be very concerned about the number of prisoners with mental health issues appearing at HMPGM. Once 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. As stated in previous reports it is hoped that more training can be made available for all staff.

4.01.04 The Board hopes that changes can be made so that this Dorset prison can house men from Dorset. As stated in the last report, not having local prisoners makes resettlement issues more difficult, as local employers only want to employ and train men who will be available to work for them on their release.

4.02 OPERATIONAL ISSUES

4.02.01 The Board in its last 3 reports expressed grave concern about freely available illegal drugs. During this reporting period the emphasis has remained with NPS, which are still almost undetectable. The men who take these drugs exhibit extremes of behaviour, which are 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 made available to stop these drugs entering the establishment. Previous plans for zone fencing which would have helped to resolve this situation did not happen.

4.02.02 The Board knows that as a consequence of a prisoner getting into debt through drugs they will often self isolate and enter the segregation unit hoping for a quicker transfer to another establishment. The vicious cycle then starts again until there are very few options left for either offender or prison staff. The Board is pleased with the efforts being made to stop this and hope these efforts will continue.

4.02.03 As stated last year the Board is still concerned about the low attendance rate at courses provided to improve prisoner's skills. As a resettlement prison this is not acceptable.

4.02.04 There is still a shortfall of workplaces and coupled with poor attendance makes it difficult to provide a proper working environment that is needed in a resettlement prison.

4.02.05 The last five 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. The Board has seen a continued improvement in the Reception and thanks the staff working in this area for their ongoing efforts.

4.02.06 Deterioration in the maintenance of the buildings and their contents since Carillion took over the contract for the estate continues to be a serious concern for the Board. The Board believes the current provider must urgently improve its performance and adopt its systems, so that issues are dealt with promptly. Having toilets out of operation for days on end is not acceptable, nor is the delay in both small and large projects that would improve the safety 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. This especially includes the ACCT documents. Consistency is the key with training needed for everyone to improve this poor situation.

4.02.08 Litter around the estate is a serious concern for the Board. Prisoners who throw rubbish out of their cell windows are not only contributing toward a potential health hazard but are also aiding the masking of movement of illegal drugs. A significant effect of this condition is the obvious increase in the rodent population with little or no significant improvement.

4.02.09 IPP prisoners are still of concern as there appears to be a lack of motivation to do anything about their situation nationally. It is currently 12% of the population in the prison.

4.02.10 There have been many changes to the senior management team and the roles within the team. This has brought about consistently changing ideas and priority but stability and consistency is also needed.

4.02.11 When an instructor goes on holiday or is off ill or leaves the establishment, there is nobody available to fill the gap on a temporary basis. Farms and Gardens has been an example of this over the past year. The Board would like to see this issue addressed.

4.03 OVERALL JUDGEMENT

The Board considers that the greatest part of the staff at HMPGM strive to provide a humane and decent environment in which to hold men serving custodial sentences. However the outcomes are affected by:

- The demonstrable intention of some prisoners to work against the well being of the prison community particularly in relation to the supply of legal and illegal substances and consequent bullying.
- Inadequate maintenance and staffing levels affecting all areas of operation within the establishment including the ability to control drug supply.
- The insufficient provision of purposeful employment.

These factors have a significant and adverse effect on the quality of life for everyone living and working within the establishment.

The Board would like to see these matters addressed as a matter of urgency.

SECTION 5 KEY AREAS OF ACTIVITY

5.01. EQUALITY AND DIVERSITY

5.01.01 The Board believes that in the past year HMP Guys Marsh has demonstrated a clear and comprehensive approach to meeting the challenges arising from the need to eliminate discrimination. Monthly Equality Action Team (EAT) meetings are attended by prisoner representatives. The Prison Governor and Deputy Governor have taken an active interest and responsibility in these meetings with one or both attending. The Prison Governor has also routinely held meetings with prisoner representatives from the Black Minority Ethnic (BME) and for the over 50s groups. The EAT has created and maintained an Equality and Diversity Action Plan to address systematically the represented protected groups. Within this plan the Chaplaincy has played a leading role in promoting and fostering goodwill and awareness of discrimination issues across the prison.

5.01.02 The IMB has received minimal applications that have had any explicit or implied discrimination aspects. By November this year 18 Discrimination Incident Report Forms (DIRF) had been generated in the prison and the Board is generally satisfied these have been processed and acted upon appropriately. However the absence of a dedicated Equality Office (EO) over the summer created an unacceptable backlog in clearing 8 of these DIRFs. The situation started to be corrected at the end of September with the appointment of a new full time EO. The impact of the gapped EO post demonstrates the need to properly resource this important functional area even at a time of stretched establishment manning.

5.01.03 It is the Board's opinion that all prisoner Diversity Representatives should undergo formal training to help them be more effective, more confident and more likely to remain in these sensitive roles and develop their own skills. This need was identified with respect to immigration and deportation issues early in the year but has yet to be delivered. However we believe this training should cover wider issues relevant to each protected characteristic.

5.01.04 Further urgent consultation and action is needed to ensure the Canteen Sheet product list that directs what items are available for purchase, where possible, meets the needs of all the groups and communities represented in the prison.

5.01.05 Age Issues The quarterly Age Focus groups have identified that older prisoners would like a separate quieter and calmer residential wing set-aside for them. The Board supports this however it is clear that with the current full prison population with all cells being needed most of the time this is not possible on a wing basis. The older prisoners are supported by a charity operating within the prison for the Resettlement and Care of Older Prisoners and Ex-offenders (RECOOP) who also delivers a focused fortnightly afternoon activity session designed around their needs.

5.01.06 In July a young offenders forum was held for prisoners aged 21 to 25. Concerns of this group included a feeling of susceptibility to drugs particularly the readily available NPS due to boredom resulting from long periods locked in their cells. They complained of cancelled Gym sessions because this is an area from which Prison Officers may be taken in time of manpower overstretch. They were upset by the general state of the maintenance and decoration in the prison accepting that this was caused by the persistent vandalism of the prisoners. They felt this situation was responsible for a general lowering of prisoner morale. They also identified that many younger prisoners bring into the prison a culture from the street that is quick to resort to violence in any conflict situation.

5.01.07 Disability. Almost a third of all prisoners self declare some form of disability ranging from dyslexia to physical and mental impairments or long term medical conditions. The prison was not built with any recognition of the needs of the physically disabled. That said there are now two or three cells adapted to some extent for wheelchair users. However mobility across the estate in a

wheelchair is challenging and for that reason the Board does not consider Guys Marsh to be appropriate for severely physically disabled prisoners. The prison staff has established a good working relationship with Dorset Social Services who attend, as needed making formal and systematic assessments of social care need for identified prisoners. This arrangement is a significant improvement on the previous situation and now brings disabled prisoners more into line with support outcomes in the community.

5.01.08 Gender and sexual orientation. The EAT considered holding an open lesbian, gay, bisexual and transgender (LGBT) awareness event at the start of the year, however this was put on hold for safety reasons. The Board supports this position with regards to open meetings but would like to be confident that the EAT and senior management have plans that anticipate how such prisoners, who may be considered immediately vulnerable can be supported ahead of a need arising.

5.01.09 Religion and Belief. The prison provided excellent practical support to prisoners participating in the Ramadan Fast in June and the Kitchen staff provided an excellent feast meal to mark Eid and the end of the fast. The major festivals of all the religions represented at Guys Marsh were celebrated. These include but are not limited to, Christian, Muslim, Sikh, Hindu, Rastafarian, and Pagan. It is the Boards firm belief that the Chaplaincy has provided an island of peace, solace and on occasion sanctuary available to all prisoners from all faiths and none. Although a very small group in the prison the seven or so Buddhists have not had the services of a Buddhist Chaplain.

5.01.10 Race and ethnicity including Gypsy, Traveller and Roma. EAT have arranged sufficient forums, group meetings and awareness events throughout the year identifying and meeting the needs of these groups and generally increasing awareness across the whole prisoner and staff population. For example on the 4th August the Jamaican High Commissioner attended Guys Marsh for a celebration of Jamaican Independence Day. In October Black History Month was marked with three well attended events covering black history through the ages since Roman times, black inspired music and art, and prisoners delivering presentations on their own background countries and their black heroes.

5.01.11 Foreign National prisoners in the prison have averaged about 30 over the year. This diverse group representing up to 18 different nationalities languages and cultures has been supported with Immigration Surgeries and Home Office Immigration Enforcement team visits. This number is about half the population in previous years because of transfers to HMP Huntercombe, a designated Foreign National Hub establishment. This arrangement has reduced to some extent the pressure of dealing with immigration issues on a very busy OMU.

5.02. EDUCATION, LEARNING AND SKILLS

5.02.01 The current year situation is very similar to last year with many good people struggling to make significant improvements but hampered by inadequate staffing and prison problems unrelated to the Learning and Skills provision. In addition, there have been too many changes of management,

both of Prison and of Weston College staff. Nevertheless, there are areas of good practice, success, and achievement to set against the disappointments.

5.02.02 The 'HMIP Expectations' document (version 4: 2012) defines what a good prison should offer in terms of Learning and Skills, in general the Prison meets these guidelines. There are failings in providing sufficient links with employers to provide suitable work and opportunities for resettlement and some of the 'work' offered is very basic offering little more than packaging and re-cycling although the discipline of working a set number of hours a day is of value for some prisoners.

5.02.03 The Prison and Weston College staff work well to coordinate the basic courses to meet the needs of prisoners and to monitor, assess and certify results. The very useful courses in Hairdressing and Painting & Decorating have been re-established with well-qualified and enthusiastic instructors. Several courses offer useful post prison qualifications: - in PE (with support from Bournemouth FC); the Laundry offers a qualification through the Guild of Cleaning and Laundry; there is a Waste Management Level 1 course; a Petrol Mower course overseen by Kingston Maurward College, and there are currently 59 prisoners following Distance Learning courses, some at Degree level. Special mention should be made of the success of a young prisoner orderly in the Library who promoted the virtues of Distance Learning amongst inmates and made a significant increase to the enrolment (much of the funding required has come from the Friends of Guys Marsh).

5.02.04 The main obstacle to greater success in Learning and Skills at the Prison is the inadequate attendance at Education and Workshop courses. The table below shows that there has been little change since last year and the causes are still the difficulties of ensuring that prisoners are released on time, chased up if recalcitrant or not diverted by less important matters. Efforts are made by Weston and the Prison staff to get prisoners to the right place at the right time but the root cause of this area of weakness is the over-stretched staffing on the Wings with officers frequently used for cover on unfamiliar wings or the use of officers on short term secondment from other prisons who do not sufficiently know the prisoners or the systems.

5.02.05 Table of Attendance at Education and Skills courses

The figures are averages of 11 months in 2015 (January – November) and 10 months in 2016 (January – October). Capacity is the number of places available; Places is the number of prisoners allocated to the courses; Actual is the attendance.

TOTALS PER MONTH	CAPACITY (1)	PLACES (2)	ACTUAL (3)	3÷1 (%)	3÷2 (%)
2015	2587	2101	1749	68	83
2016	2345	1853	1579	67	85

The difference between Capacity and Places suggests that the system of putting prisoners on courses appropriate to their needs should be addressed, as this is a waste of valuable and expensive resources.

5.02.06 There has been a recent mini inspection by Weston College of its provision at Guys Marsh prior to an OFSTED visit. The Report gives a 'Good' grading overall but highlights several areas of development.

- Whilst recognising the current Manager's desire to reach an 'Outstanding' assessment (it is unfortunate that he is on secondment to Guys Marsh and not a permanent appointment), it pointed out that all staff need to have this vision and how it can be achieved.
- Improvement in communication between managers and tutors is urged and tutors should be encouraged to have higher expectations and be more rigorous in assessing needs.
- Improved attendance is needed (see above) and there is a need to improve Health and Safety practices in one of the workshops.
- The Library is an excellent resource but is underused because prisoners are often prevented from attending due to the shortage of officers to oversee transfer.
- The Dorset Library Service is withdrawing from Guys Marsh and it is expected that Weston College will take over the management of the Library. This should improve both access and coordination, as some Weston courses will then take place in the Library.

The report is generally positive about the work of the Weston team and highlights several improvements in delivery and assessment, in particular in the strength of the Personal and Social Development skills for prisoners.

5.02.07 The Learning and Skills provision at Guys Marsh has not improved significantly in 2016.

Intent and planning are sound but the lack of essential resourcing has held back necessary development.

5.03 HEALTHCARE AND MENTAL HEALTH

5.03.01 The taking of illegal substances by prisoners continues to be a severe problem within Guys Marsh. It has a serious health impact, not only on those using non-prescribed drugs but also on others with whom they come into contact. Debt incurred from the procurement of these substances causes severe anxiety problems and intimidation. Some prisoners have been physically assaulted. In addition men feel threatened in the queue waiting for their prescribed medication where there is jostling and a lack of privacy.

5.03.02 Men wishing to stop taking non-prescribed substances find it an uphill struggle to do so in an environment where the drugs are so freely available. Support for men wishing to stop is now available in the Recovery from Substance Misuse wing.

5.03.03 Prisoners, through the Health Forums, have voiced the opinion that some men with mental health problems are "falling through the net" as their issues are not being picked up at the induction stage. They believe that more should be done to inform and educate so that men do not feel insecure about seeking help. They have suggested a Mental Health Day but prison management has not yet taken this up. Men feel that a disproportionate amount of money is being spent on tackling illegal substance use, and more should be spent on mental health.

5.03.04 The Assessment Care in Custody Teamwork (ACCT) documents help ensure that a prisoner in danger of self-harming is closely monitored and receives appropriate care. The IMB has found that some scheduled observations have been missed. On one occasion a prisoner had not been seen for over three hours despite his case notes requiring hourly observations. A member of the Board checked on the prisoner and found him disoriented and unsure of the time of day. The staff on duty said that the lapse was due to insufficient staffing levels on the wing. This is unacceptable.

5.03.05 During the months of June, July and August thirty-six scheduled hospital visits were cancelled due to the unavailability of prisoner escorts. This must have an impact on the population at large. In addition prisoners have reported that they have returned at lunch time from morning activities to find a movement slip under their door for a medical appointment arranged for that morning in the prison health centre.

5.03.06 The dental waiting list is slowly getting smaller. Dental staff attends two days/week, but say that there are an average of five DNAs (did not attend) each week. This can be due to the prison's regime, emergencies or the lack of a movement slip.

5.03.07 There have been fewer NHS health checks this year, as higher activity for emergency response has led to a cancellation of clinics. Prisoners eligible for bowel screening are provided with the necessary kit; although 'take up' is below the national average for men, no complaints have been received by medical staff or IMB about a lack of privacy in completing this test.

5.03.08 In the last months of this reporting year the Health Centre has struggled to provide doctor cover, over which time the nursing staff worked hard to provide a good service for the men. The Governor advised the IMB that he had been unaware of this lack of consistent GP attendance.

5.03.09 Older prisoners appear to be treated with courtesy and respect and those who have shared their views with the IMB say that they are happy with the level of medical care that they receive. Social Services visit to assess those with age related or special needs. An ageing prison population places increased demands on staff for whom there has been little or no training.

DRUGS STRATEGY

5.03.10 At the end of 2015 Saxon, the wing for the Integrated Substance Misuse Service (ISMS) at HMP Guys Marsh, was divided in half so it now houses a maximum of 80. This means that the wing is better managed and has a more positive feel. (Men are still being moved on to Saxon Wing despite not being on the ISMS waiting list or working with the Service, due to empty cells needing to be occupied). Out of 149 men engaged in ISMS, 59 have dual personality disorders.

5.03.11 Mandatory Drug Testing (MDT) shows that Psychoactive Substances (PS) are still prominent although incidents have dropped slightly and the use of illicit, non-prescribed, subutex in pill form and cannabis has increased. In October 71 prisoners were receiving Opiate Substitution Treatment (OST) with 55 on methadone and 16 on Buprenorphine.

5.03.12 ISMS currently runs a two-week induction programme and now has six peer mentor orderlies. There is a plan in place for those caught under the influence of PS to be offered the option of attending a 3-4-session ISMS PS course, which, if successfully completed, will close the adjudication. All PS incidents should be, but are not always, referred to ISMS.

5.03.13 The ISMS Service Manager left at the end of September and a new one has been appointed to start at the end of 2016.

5.03.14 Inside Out on Saxon deals with addictive problems and runs art groups with twelve different workshops and cell packs, containing art therapy and word searches, are given out at weekends. There is also an informal drop-in Recovery Cafe at 8am three mornings a week in a group room.

5.04 PURPOSEFUL ACTIVITY

5.04.01 There are a number of key concerns, which the IMB has in respect of 'Purposeful Activity' within the prison. These centre around the lack of activity for some prisoners and the lack of some challenging work opportunities for others.

5.04.02 Several key areas need addressing; the Farms facility has gone from being a model of good practice, to an area which barely functions as a result of an intractable staffing issue. A new management structure has been put into place, but the unit as at the time of writing, is clearly as yet not running successfully. Workshop One has been overhauled very successfully in anticipation of a substantial MoD contract; regrettably that MoD contract has proved tardy in the extreme, as a consequence of which prisoners have been laid off and wing bound for an unacceptably long period. In addition, work placements are lost whenever Instructors take annual leave or are on sick leave. There is a lack of Instructor cover, which can significantly add to working days lost.

5.04.03 The Pay Review group had still to report at the time of writing; there is a disparity between the wages earned by those on piece rates and those working on a session rate. It is the IMB's hope that there may be some degree of parity introduced.

5.04.04 There are still too many prisoners not actively engaged with work. The IMB would like to see a more proactive role played by the Wing Staff to make sure that prisoners attend work at all times. The successful development of workshop (10) for those prisoners who are self-isolating or who have extreme issues with mainstream working conditions has been a welcome addition to the work programme.

5.04.04 The IMB would like to see the development of ROTL opportunities; the lack of prisoners cleared to work in the Jailhouse Café outside the prison is disappointing

5.04.05 There are still some excellent work practices with good training opportunities to be found across the estate. The laundry, the kitchens, Dextra recycling, Dextra manufacturing, gardens, the kitchens and the bio-mass unit, all provide varied work with possible NVQ accreditation. The packing workshops though not providing a challenging environment, have been the source of a steady stream of work.

5.04.06 Key IMB recommendations would be:

- Provide work placements for all
- Wherever possible work placements should provide training and accreditation to take into the world of employment outside.
- Provide Instructor cover to ensure that prisoners are not returned to the wings in significant numbers in the event of instructor holiday or sickness absence
- Expand ROTL
- Restore the Farms unit to its former productive self
- Ensure the smooth introduction of contracts to militate against prisoners being laid off for significant stretches of time.

5.05. OFFENDER MANAGEMENT UNIT, REDUCING REOFFENDING and RESETTLEMENT

5.05.01 Whilst this has been a further hard-pressed year for the OMU it is one where the over-riding aim of the more proactive management of offenders has not been lost sight. Management of the Unit is currently under the direction of an acting Governor with the former head maintaining an oversight. There has also been a change of Custodial Management as well as the appointment of a number of Casework Administrators to replace those who have left all of whom have required training.

5.05.02 The Unit is served by four Probation Service Offender Managers but maintaining the presence of the uniformed Band 4 Offender Supervisors on the Unit and available to work with offenders has again proved difficult. For a few months in the middle of the year there was a continuous presence of two or more OS's working full time on the Unit but latterly staffing shortages and staff absences have once again demanded that these Band 4 Officers work on the wings in order to maintain the regime. The Board regrets the fact that OS's are not available to work regularly on a full-time basis to carry out the essential task of sentence planning and managing offenders throughout their sentence.

5.05.03 It is therefore to the credit of the whole team that numbers of overdue HDC and CAT D reviews has continued to reduce and that Parole deadlines have been met. Risk Assessment Boards for those offenders whose HDC and CAT D were not clear cut have continued for part of the reporting year but where these are not possible the Governor of the Unit makes time for meetings with those offenders who then have a clear understanding of the decisions made. All offenders are made aware of the name of their OS both in reception, as they enter Guys Marsh and again on the Induction wing. Arrangements for the Drop In surgery have now been completed and offenders are able to raise issues that concern them e.g. transfers, HDC eligibility dates on the day allocated to their residential wing. The Board welcomes all efforts to enable offenders to seek advice and guidance whilst completing sentences.

5.05.04 The number of incomplete OASYS risk assessment documents remains stubbornly high at around 130 but this is a marked reduction of about 60 from the highest levels. The Board noted the decision of the DDC to stop admission to Guys Marsh of offenders without OASYS documents but the inevitable result has been the admission of shorter sentenced prisoners with less than 12 months to serve.

5.05.05 The Board shares the frustration of all those working within the Unit and struggling to find the time to complete their work in the timely manner they would wish and in the way most beneficial to offenders. Once again it should be emphasised that all members of the OMU team demonstrate

a most thorough knowledge of any individual offender about whom a Board member may have a query. The Board welcomes the aim of the Governor and the Hub Manager to encourage eligible offenders seeking ROTL.

REDUCING RE OFFENDING AND RESETTLEMENT:

5.05.06 The Governor heading this function has once again aimed to hold regular meetings across the seven rehabilitation pathways a number of which are reported separately within this Annual Report. Through these she aims to provide a series of opportunities for changing culture and achieving success in preparation for life outside Guys Marsh. To this end she plans to relaunch the issue of Personal Development Files.

5.05.07 Offending behaviour programmes, namely TSP and RESOLVE are once again on target to achieve 60 completions within the year. This is a strong team, justifiably proud of their record, which looks to work with other areas of the prison. They have piloted Timewise designed to tackle violence in custody, currently assisting with feedback, and contributed to the success of the first Prisoner Award Celebration.

5.05.08 Kainos, Challenge to Change, now coming to the end of its third year at Guys Marsh has faced another difficult year with only 4 course completions out of a target of 60 since April. The Board was disappointed to note that one course, started in August, was abandoned, in part, because of the extent of the curtailment of the prison regime. The Board also noted that relocation to a different residential wing has had no significant impact in affording the controlled behaviour and drug free environment, which it was hoped, would foster the successful delivery of this national resource. It should be noted that this is a longer course than others offered to offenders at Guys Marsh and thus more susceptible to attrition for a number of reasons.

5.05.09 The Community Resettlement Company, Catch 22, responsible for resettling offenders within the CPA including Avon, Bristol, Somerset, Gloucester and Wiltshire, is now well bedded in at Guys Marsh. At the time of writing this enthusiastic and proactive team was working with 126 offenders within the final 12 weeks of sentence. The team works with PACT to provide services beyond the prison gate. Sadly provision of accommodation for low risk offenders remains a problem with local authorities frequently unable to allocate housing in advance and some having to face nights on the street. However between July and September 81% of offenders leaving Guys Marsh moved into accommodation and in October 88% were housed.

5.05.10 The National Careers Service interviews all offenders during induction and, working with the Labour Board, advises on education and training courses in line with offender aspirations on release.

5.05.11 Whilst much is done within Guys Marsh to ensure offenders are released with necessary skills for successful rehabilitation there are no figures for those entering education, training or employment.

FAMILY CONTACT

Once again 6 family visits have taken place within the year and in addition a vocationally based visit for those on the Bricks course. No time or resources are allocated to this essential rehabilitation pathway and the Custodial Manager responsible is grateful to all staff and offenders who volunteer to make such visits possible, as is the Board. Barnardos assists with these visits but its current contract with Guys Marsh expires at the end of the financial year so future support once again

remains uncertain. GNVQ Catering students provide food for these occasions and Friends of Guys Marsh a substantial portion of the costs. The Board commends the opportunities and activities offered during Family Visits.

5.06 SAFER CUSTODY

5.06.01 HMP Guys Marsh Safer Custody policies and practices are clearly rooted in the Human Rights Convention and NOMS Duty of Care of Offenders throughout their sentences and the policy statement To Promote a Safe Environment for Prisoners and Staff is prominently displayed even though the practice has been increasingly difficult.

5.06.02 Following a very critical HMIP report in November 2014 there was a radical reorganisation of the Senior Management Team through 2015 up to the beginning of this reporting year. The leadership is still not secure, as personnel have changed again. However, there is a capable group of people managing the changes that are in the action plan, well led by a very experienced governor.

Aspects of 'Safer Custody' had improved but there were deficiencies in key areas identified by HMIP. Currently, emphasis is being placed on improving integrated safety at Guys Marsh.

5.06.03 Violence Reduction: tackling anti-social behaviour, bullying and intimidation is a key focus and become a top-level issue. Levels of violence at Guys Marsh are unacceptably high. The last HMIP report identified the general feeling of lack of safety, of fear, rising levels of assaults and fights, too many unexplained injuries, debts enforced by intimidation and boasts about 'Power' in the prison. Promises of installation of zone fencing and CCTV have not yet happened. Much better vigilance is helping to build perceptions of safety but the churn in the prison population and dramatic change in the profile is undermining the attempt to generate stability.

5.06.04 Complex Offender meetings are held once a week to focus on individuals causing concern. The notes from discussions are fed into the Violence Reduction and Suicide and Self-Harm meetings. The definition of a Complex Offender is now fully accepted and co-ordinated agency teams are working to the criteria. Submission of regular case notes is expected (to include movement between wings, employment location, courses and transfer to other prisons). This is extremely important to ensure proper support and tracking.

5.06.05 Self-Isolators cannot easily retreat to CSU for sanctuary. However, the management of these prisoners has trended to Cambria Wing for collective safety and better potential for engagement, intervention and additional support. There is a disturbing rise of Self Isolators and this is putting a strain on the regime on Cambria as it is grouping together vulnerable people who are being bullied. IMB has been told that Cambria Wing is no longer safe.

Underlining cause for the rise in Self Isolators and bullying is the current, dangerous resettlement arrangement, which guarantees the co-existence of violent, rival West Country gangs. There is a confrontational environment, which is in severe danger of escalation taken together with the prevalence of psychoactive drugs, debt levels and bullying behaviour of some (possibly wrongly categorised) prisoners. The open layout of Guys Marsh and the difficulties of zoning areas make the threat of attack in the open grounds at certain times of day a real problem.

5.06.06 Suicide and Self-Harm: Quarterly meetings focus on trends in self-harm in more detail. Work is being done on assessing the difference between an act of self-harm as a release from internal tension and self-harm as a genuine attempt at suicide. A big worry is the spectre of unintentional

DIC through drug misuse/use. Also there is concern that the ACCT documentation is not yet at a consistent standard. Induction has been highlighted as a critical point in the assessment of vulnerable prisoners and delivery of the Induction Programme has been revised to cope with the arrival of new prisoners, particularly the 'new into custody' men whose numbers are rising. Gwent, the newly dedicated induction wing, is beginning to settle after a difficult start.

5.06.07 Food and fluid refusal: There is awareness of the mental health aspects of this action and the need for the ACCT route.

5.06.08 Prisoners on ACCT: the process is still an area needing improvement. This is a weakness and it is constantly brought to the attention of IMB. HMP and civilian staff are being trained and there is certainly more understanding of the theory of procedure requirements, from triggers leading to the opening of an ACCT to accurate follow-through action. Clearly, there is much consideration given to all the prisoners on ACCTs and detailed discussion takes place in the weekly Complex Offender meetings to ensure that everything possible is being done to keep prisoners safe and stable. However, in practice, it is very time consuming in a situation where there are multiple prisoners on ACCTs requiring frequent checks and skeleton staff having to cope, especially during the night shift.

There is still a need to enforce standards and to make clear what is/is not acceptable, to create a regime that is clear about expectations from staff and men in custody and to reinforce the message about personal responsibility. The new Deputy Governor is dedicated to ensuring consistency of approach and respect to help build a safer environment.

CONTINUED AREAS OF CONCERN:

5.06.09 The widespread use of psychoactive substances and illicit alcohol continue to undermine all efforts by staff to keep prisoners safe because of unpredictable, uncontrollable violence and the debts owed both inside and outside HMPGM mounting to many thousands of pounds.

5.06.10 Prisoner access to mobile 'phones and their enthusiasm for filming outrageous behaviour and also using them to find out about fellow inmates for the purposes of pressure, power or intimidation, again both inside and outside HMPGM

5.06.11 Dangerously low staffing levels and the need to restrict the regime. Prisoner escorts and sudden emergencies absorb all the staff slack resulting in closures of workshops and gym. The ensuing resentments and mischief are problematic. Also, the deployment of inexperienced officers without much support has led to some serious lapses.

5.06.12 There has been much re-shuffling of the SMT this year. Some stability is essential.

5.06.13 The maintenance contract has made safety difficult by the slow response to requests for critical repairs.

5.06.14 The CPA.

5.07 SEGREGATION, CARE AND SEPARATION, CLOSE SUPERVISION

5.07.01 At the beginning of this reporting year, as in previous years, the Segregation Unit on Tarrant continued to be at, or near, full capacity (apart from a brief period when it was out of commission because of widespread damage). There is a constant need for cells to be repaired so 'full' can mean any number between six and ten, two cells out of twelve being almost always out of action despite

the use of allegedly damage-resistant units. The maintenance contractor, Carillion, have been slow to render cells habitable again but there is a slight improvement.

5.07.02 Offenders are generally held on Tarrant for GOOD or OI and it is the management intent to relocate prisoners back to wings and not to use the 'ship out' option. However, it has to be used as a resort for extremely difficult or vulnerable prisoners for their own protection.

5.07.03 One special cell was adapted to accommodate a prisoner on constant dirty protest who has since moved on. It is useful for these occasions because it can be completely sluiced and it is away from the main corridor. However, if a prisoner in the 'normal' cells decides to go on dirty protest, or is transferred from a wing for doing this, there is a breakdown in the bio-safety regime. All handlers at the time wear disposable suits but the regular wing officers does not, nor is there consistency in the use of screens around cell doors.

5.07.04 A spreadsheet has been devised for the reporting of instances where restraint has had to be used which is the responsibility of the orderly officer to complete. Reports now have to be submitted within a seventy-two hour time frame.

Areas that have been revisited and developed into concrete policies.

- The Use of Special Accommodation Policy
- The Action Plan on Segregation Monitoring and Management
- Clarification of Reviews

5.07.05 General observations:

Very often there is only one officer on duty, which makes IMB visits difficult. When Adjudications are held there are more but most likely to have no knowledge of the men on Tarrant. One major concern is the management of a 'three person unlock' when there are two officers on duty. The staff on Reception are employed as back up when this action is required.

We continue to commend the staff on this unit for their extremely compassionate and professional manner at all times when dealing with a very difficult and challenging group of prisoners.

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

INDUCTION AND RECEPTION:

5.08.01 A reassessment of Induction at the beginning of 2016 aimed at making it more comprehensive, ensuring that it took place regularly and was efficient in time allowing prisoners to begin work or education speedily. The IMB welcomed the reinstated timetabled opportunity to present to newly arrived prisoners.

5.08.02 Throughout the year the system has been subject to further change only some of which was planned. Limitations on its smooth operation and meeting of its aims have included shortage of staff, lack of information, imprecise instructions, instability in Gwent Induction wing in part due to the arrival of gang members, bullying, proximity to the wing working with substance abuse, restricted routines and changes to the Core Day.

5.08.03 It was not always possible to accommodate new prisoners in Gwent so first night procedures became the responsibility of already busy teams working on other wings. When asked in October 2016 wing staff and prisoners did not express confidence that the process worked effectively. One officer offered that after two years and despite efforts to become familiar with expectations and procedures that officer could not answer some of new prisoners' predictable questions.

5.08.04 The Board found that inductees were sometimes hostile to and disinterested in the IMB but then later complained that they did not know of the function of the Board. It appeared that the stability needed to make Induction meaningful and useful was insufficient despite sincere efforts by many members of staff and the Education department. It remains that attending Induction is in practice voluntary.

RECEPTION AND PROPERTY:

5.08.05 Improvements to the functioning of Reception were seen but the impact of long-term sick leave of staff on the management of the department was a concern until August 2016 after which there were further beneficial changes.

5.08.06 The Board noted in April 2016 that applications relating to property were over represented amongst all IMB applications and that dealing with them intruded on other areas of Board work. In the reporting year almost 30% were to do with 'lost' property, which perhaps, suggested that understanding of the importance, that prisoners place on their belongings in a situation where they are restricted is not at a sufficiently high level. Our concern was raised with the Governor in July and August 2016.

5.08.07 A total of 11 out of the 59 property apps related to that which it was alleged, were lost in transit. The prisons involved were Horfield, Weymouth, Coldingly, Bullingdon, Portland, and two others not specified but particularly Bristol, which 'lost' property of four prisoners between March 16, and the end of October. Other concerns were about belongings held in Branston, five incidences of theft, loss after cell clearance and fire.

5.08.08 There were clusters of property applications in December 15 (Mercia wing) and June (Gwent reception wing). As these applications were submitted on the same or consecutive days the intention may have been to confound or be malicious. The Board also understands that prisoners may have made complaints and applications about property not listed on their property cards and that the prison could not act in these cases but suggests that easier access to property cards may have reduced the amount of officer and IMB time needed to investigate concerns. Prisoners did not always seem to have an accurate understanding of how the management of their property works within the prison service.

5.08.09 Most property complaints were submitted between January and July 2016 and subsequently there was a reduction in incidences however the Board considered that 59 applications within one year, not resolved by establishment procedures, was too high especially as 15 were from residents of the Gwent reception/induction wing, where recent transfers were the norm. The Board considered that some of the problems could have been avoided with greater attention and by a higher level of care - not easily achieved by a stretched and stressed workforce.

RESIDENCY

5.08.10 The Environment: Care to provide an attractive outdoor environment was exemplified by the maintenance of grounds inside and outside the walls by the prisoners working in the Land Based Industries Department. New trees were planted near Mercia in April and produce for the kitchens came from the plots within the grounds. This department is to be commended for the training value and useful employment it provides.

5.08.11 In a rural farming area with some land based waste disposal problems and difficulty in storing food production, the presence of rats/vermin are a predictable problem. This has been particularly obvious during the spring and autumn seasons of 2016. Control of this issue by the contractor, Carillion, was tardy and less than adequate. Concerns were raised with the Governor, on at least four occasions between October 2015 and April 2016 however determining the priority that Carillion gave to essential work was not within his remit.

5.08.12 Litter was continually thrown around the estate, not infrequently observed by officers e.g. thrown from cell windows and areas under them were especially affected. Prisoners appeared to have a campaign of littering. Working party initiatives helped keep it under control for periods of several hours of each day. The situation improved from the end of June 2016. The Boards raised this concern with the Governor on 13 occasions between December 2015 and June 2016.

5.08.13 The fabric of the establishment: Upkeep and maintenance by Carillion were/and remain cause for significant concern.

Problems/failures include:

- Delays in repairing deliberate damage to cells including to toilets in the segregation unit and cells not fit for use
- Irregular/unreliable bathing water and central heating temperatures
- Broken showers
- Broken windows and cell lights
- Alarm bells out of action
- Delays in procuring specialist parts
- Non-functioning exterior lights
- Temporary and therefore unreliable repairs to pipe work including an instance of water leaking through an electrical light fitting
- Poor levels of cleaning – partly because there was a training component to the work which means that actual cleaning did not receive priority. This had a particular impact in Gwent wing
- Maintenance of safety equipment including the elevated working platform, (cherry picker)
- Delays in plumbing work in wing dishwashers
- Poor maintenance of the gym
- Hot water gushing out into open ground
- Missing fire alarm in Cambria
- Cameras not working
- Slow removal of hazardous waste
- Delays in cutting down trees that enabled roof top protests to take place
- The cutting off of water in an incident on 17 August

5.08.14 The contract with Carillion for maintenance was not satisfactory during this period and the Board's concerns were raised at least 21 times (the last at the end of October 2016). The Board

wrote to the Deputy Director of Custody (South/West) a letter of concern regarding the standard of work by Carillon for maintenance, cleaning and repairs. It was pleased when arrangements were made to allow Carillon to restructure their organisation. Additional subcontractors were employed to help with cleaning. When asked by a board member whom they were working for some didn't seem to know. Although improvements were noted repairs to both deliberate vandalism and as a result of wear and tear continue to be problematic. Vandalism was subject of the Board's concern 6 times up to June 2016.

5.08.15 Residency and the wings: Changes to the function of wings were variably successful and included making Mercia a smoke free area. Whilst Fontmell appeared to be stable, in others the effective management of the wings was closely linked to staffing and change. These factors intruded on effectiveness, particularly in May, June and July, a period of significant pressure and when a restricted regime was necessary sometimes.

It was observed that:

- Not all the wings were able to fulfil their function
- Gwent had a long settling in period as a wing for newly arrived prisoners and was not harmonious by November 2016
- Some prisoners reported being bullied in Cambria after its status changed to accommodate self isolators
- In June the Board noted that prisoners on Saxon wing were not all engaging with ISMS - the purpose of their residency there.
- In June the function of Dorset as a feeder unit was affected by placing inappropriate prisoners there
- Wing books were reported to be missing
- Prisoners had access to areas where information about their peers was kept
- The level of unrest was high throughout the year in part attributable to the presence of bullying gang members, NPS, debt and restrictions in regime.
- There was low visibility of senior managers
- There appeared to be extremely low morale of a stressed and overstretched workforce who felt unsupported

5.08.16 In June the Board received an increased number of applications about accommodation. Reasons for requesting a move to another wing that had not been resolved by the prisons own processes included

- A non-smoker sharing a cell with a smoker
- Bullying
- Coping with panic attacks in a shared cell
- Progression
- A perception of vulnerability

5.08 17 The Board were greatly impressed when, at a time of much pressure during June, the staff based in the Care & Segregation Unit coped with a prolonged dirty process that made this wing extremely unpleasant for both prisoners and people working there. The Board recognises the difficulty of their work and commends the considerable professionalism the team showed in these foul circumstances.

5.08.18 The Board have also noted significant improvement in the work Health and Safety team who raised awareness of potentially dangerous scenarios, identified prisoners who might threaten the safety of others and generally encouraged the prison community to be more cognisant of personal safety issues.

5.08.19 Equipment

Inadequacies associated with four pieces of equipment came to the Boards attention when;

- There was a need for dirty protest screens
- A camera which had no spare capacity to record events during an incident at height
- There was only one defibrillator
- The cherry picker could not be used

5.08.20 Laundry:

- One member of the laundry supervisory team left at the beginning of the year and was not replaced.
- The laundry had the capacity to take on more work but lack of staff and broken equipment including a machine which was unusable for at least 12 months and which was not the responsibility of Carillion, meant that when more contracts were achieved the laundry struggled to meet demands.
- There were a small number of complaints by prisoners about the speed at which their clothing was processed for cleaning. This was a temporary problem.
- Appropriately at times when work was slow prisoners were offered alternative work within the laundry premises e.g. packing small pieces of hardware

5.08.21 Catering:

- The commendable Catering department continued to offer prisoners the opportunity to gain qualifications in catering skills.
- Kitchen and catering staff provided generally adequate meals that took account of diverse dietary requirements within the strict constraints of the demands of the core day, catering budget (£2.02p per prisoner per day) and seasonal produce.
- Prisoners had opportunities to comment on food through their wing representatives, the comments book, and representative meetings with the catering department Staff and in conversation with the catering team when appropriate.
- Two Catering Food Surveys were carried out - in February and October though the number of prisoners who responded was disappointing as was attendance at catering meetings by wing reps. Findings from the surveys helped inform changes and improvements including the provision of more fruit were made possible by "juggling" the budget. Fillings on potatoes and in bread were subject to extra monitoring as was the quality of vegetables, in particular potatoes. Generally, prisoner's responses to the survey suggested that they were satisfied with food provision. Choice of food and portion control requires prisoners to complete the weekly menu sheets in full. Some didn't do this, which meant portions were short or the 'wrong' food was delivered to the wings. Prisoners were advised of their need to make full menu choices.
- The Catering Manager took over responsibility for growing produce for the kitchens enabling him to plan more efficient use of produce grown on site. It is unfortunate that prisoners rejected some of the less standard types of produce such as aubergines with the commensurate opportunity to add to the variety of prison meals.

Issues around food and the kitchens included:

- Ensuring that food of different types (e.g. halal meals and pork) were kept separate in the trolleys, which only have one compartment
- The difficulty in filling wing representative posts
- The allegation that food was contaminated by prisoners working in the kitchens,
- That wing reps attended the monthly meetings irregularly and that prisoners were not using them to comment on what had gone well as well as what they found was unsatisfactory
- That wing staff did not ensure that trolleys returning to the kitchen were clean
- The very tardy way in which equipment was repaired and replaced once broken – mainly the responsibility of Carillion
- Some prisoners complained that pay for work in the Kitchens did not compare favourably with work in Industries – £12.00 compared to £30.00 per week. This has been addressed.
- There was some waste of land-based produce in September because it could not be incorporated into the menu.

In addition, there were some reported incidents of bullying and anti-social behaviour in the kitchen. Use of or dealing in NPS was thought to be a factor. Staff appeared to be aware of these issues.

5.08.22 The Jail House Café provided a friendly service, the potential for valuable training opportunities and reasonable quality food given the budget allowance. There were difficulties with recruiting men to work in the café, which was managed by a catering professional, due to security control and the change in the type of prisoners serving their sentences at Guys Marsh. There were occasions when no prisoners were available to work there. This seemed unfortunate given the large amount of planning and work entailed in getting the Café started. It was also unfortunate that plans for the future of the prison were made so abruptly without consideration to some of the existing successes.

5.08.23 THE CHAPLAINCY

The role of the prison chaplain in HMP Guys Marsh is not confined to the provision of religious services; extending to a central role in the provision of support services for prisoners, and in some cases staff, especially for those in crisis.

The role of the prison chaplain has changed, and continues to change in response to the socio-cultural, political and economic climate it operates within.

The prison chaplaincy space is a valued and cherished safe location within the prison; providing a crucial support mechanism for the vulnerable and those struggling to manage the demands of incarceration.

The impact of the extremism agenda on both the role of the Muslim chaplain and the distribution of resources and training requires continued monitoring.

Guys Marsh as a modern prison chaplaincy service aligns its provision, structure and identity clearly as a part of, rather than apart from, the current service provision model of the prison service.

The Chaplains and the chaplaincy service articulate the way in which their humanitarian role is an integral part of their work as faith practitioners. This is important in the light of a difference of perception of the pastoral role of chaplains; with chaplains more likely to present their whole role in

terms of religion; prison officers and prisoners more likely to highlight the humanitarian value of the role.

The multi-faith, multicultural model of prison chaplaincy serves HMP Guys Marsh well, and the Chaplaincy Team are to be congratulated.

SECTION 6 OTHER ACTIVITIES

6.01 Family contact and Children

6.01.01 Once again 6 quality family days have taken place within the year and in addition a vocationally based visit for those on the Bricks course. No time or resources are allocated to this essential rehabilitation pathway and the custodial manager responsible is grateful to all staff and offenders who volunteer to make such visits possible, as is the Board. Barnados assists with these visits but its current contract with Guys Marsh expires at the end of the financial year so future support once again is uncertain. GNVQ Catering students provide food for these occasions and Friends of Guys Marsh a substantial portion of the costs. The Board commends the opportunities and activities offered during Family visits.

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. The Play Area within the Visits Room is currently benefitting from some refurbishment whilst Barnados is recruiting and regularising volunteers to supervise it.

6.02.02 THE FRIENDS OF GUYS MARSH continue to support resettlement initiatives and once again the Board recognises their valuable contribution. The FOGM continue to subsidise a bus service to the prison on one of the visits days each week, fund yoga classes, new equipment for the crèche, distraction activities, support offenders in gaining vocational qualifications and paid for prizes for the Reading Challenge organised by the library. The Board thanks the charity for the additional 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.
- 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 consulted 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 14 day segregation reviews, sample of 72 hour reviews and adjudications and visit all segregated Offenders a minimum of twice 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 undertaken on a regular basis at the beginning of the monthly 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 in November when all the activities of the Board were discussed.

7.02.03. The Governor or his representative 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. The Board wishes to thank the Governor for his honest, frank and prompt responses to all issues and concerns raised, which 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	12
Number of new members joining within the reporting period plus transfers from other prisons	2
Number of members leaving within reporting period	2
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	517
Total number of segregation reviews attended	
Date of last Annual Team Performance Review	21.11.16

Applications to the Board

Code	Subject	Year 2015/16
A	Accommodation	11
B	Adjudications	1
C	Equality & Diversity (inc religion)	4
D	Education/employment/training inc IEP	12
E1	Family/visits inc mail & phone	1
E2	Finance/pay	6
F	Food/kitchen related	2
G	Health related	18
H2	Property (during transfer/in another establishment)	61
H3	Canteen, facilities, Catalogue shopping, Argos	3
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	25
J	Staff/Offender/detainee concerns inc bullying	13
K	Transfers	10
L	Miscellaneous	20
	Total	187

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