



**Annual Report**  
of the  
**Independent Monitoring Board**  
at  
**HMP Stocken**

for reporting year  
1 May 2016 to 30 April 2017

Published  
August 2017



*Monitoring fairness and respect for people in custody*

## TABLE OF CONTENTS

---

### A. Introductory Sections

<b>Section</b>	<b>Topic</b>	<b>Page</b>
<b>1</b>	<b>Statutory Role</b>	<b>3</b>
<b>2</b>	<b>Executive Summary</b>	<b>4</b>
<b>3</b>	<b>Description of the Establishment</b>	<b>6</b>

### B. Evidence Sections

<b>4</b>	<b>Safety</b>	<b>7</b>
<b>5</b>	<b>Equality and Fairness</b>	<b>9</b>
<b>6</b>	<b>Segregation/Care and Separation Unit</b>	<b>12</b>
<b>7</b>	<b>Accommodation (including communication)</b>	<b>14</b>
<b>8</b>	<b>Healthcare (including mental health and social care)</b>	<b>16</b>
<b>9</b>	<b>Education and Other Activities</b>	<b>17</b>
<b>10</b>	<b>Work, Vocational Training and Employment</b>	<b>19</b>
<b>11</b>	<b>Resettlement Preparation</b>	<b>20</b>

<b>C</b>	<b>The Work of the IMB</b>	<b>21</b>
<b>D</b>	<b>Applications to the IMB</b>	<b>22</b>
	<b>Glossary</b>	<b>23</b>

## 1 STATUTORY ROLE OF THE IMB

---

The Prison 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 or centre is situated.

The Board is specifically charged to:

- (1) Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- (2) Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any 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.

### **Main judgements**

---

**Are prisoners treated fairly?** It is the opinion of the Board that prisoners at HMP Stocken are treated fairly. The prison is providing more encouragement to prisoners to turn their lives around and meeting the legitimate requirements and needs of the prisoners.

**Are prisoners treated humanely?** It is the opinion of the Board that prisoners at HMP Stocken are treated humanely. Accommodation standards are generally good, with light, clean and airy cells. The gym, library, Education, Healthcare, and kitchen facilities are excellent; and the Chaplaincy provides good quality pastoral care. *(See sections 5, 6, and 9.)*

**Are prisoners prepared well for their release?** It is the opinion of the Board that **not** all prisoners at HMP Stocken are prepared well for their release. Some prisoners are released directly from the Prison without the benefit of having passed through a Resettlement jail; if there is to be an increase in, or a steady flow of, releases from HMP Stocken then proper provision needs to be supplied by the Prison Service. *(See Section 11.)*

### **Main Areas for Development**

---

#### **TO THE MINISTER**

OMU and OASYS and sentence plans remain deficient: the Minister's policy of pressing forward retraining and rehabilitation of offenders continues to be seriously inhibited by the failure of establishments to complete OASYS reports when a prisoner is first sentenced. *(See Section 11, p19.)*

The transportation of prisoners between prisons is troublesome: it is often delayed due to a shortage of vehicles, and/or a cost based reluctance to send prisoners singly. While profligate spending is of course to be avoided, 'cell (bed) blocking' in prisons can cause real trouble when the Segregation Unit becomes full. The Board suggest that PECS (Prisoner Escort Contract Service) and PMU (Prisoner Management Unit) need to have new guidelines and budgets to facilitate movement around the estate.

Staffing levels yet again remain inadequate, despite the IMB reporting at length on the issue in each of the last four Annual Reports from HMP Stocken. We note the 2,000 'extra' staff promised recently by the Home Secretary but are very well aware that these figures are misleading as they take no account of the numbers who will leave over the same period for a variety of reasons including retirement, and/or career progression in better paid less stressful fields.

HMP Stocken's practice of searching prisoners both on arrival and departure should become standard practice across the Prison Service, thus reducing pressures on Reception and Segregation units. *(See also Section 4.)*

The IMB was surprised to discover that there is no limit to the amount of money a prisoner can either receive from outside, or hold in his account. The Board could not conceive of a legitimate situation which might require a prisoner to have instant access to a large sum and would suggest that a maximum should be considered.

### **TO THE PRISON SERVICE**

More, and more meaningful work needs to be found, on an on-going basis so that prisoners sitting idle in workshops becomes a thing of the past. Public Sector Prison Industries (PSPI) needs to provide a substantially improved and more pro-active service to the estate in support of local initiatives.

The lack of a single quality cohesive CCTV system requires urgent attention and major finance.

HMP Stocken's practice of searching prisoners both on arrival and departure should become standard across the Service, thus saving time (and therefore money) in Reception.

### **TO THE GOVERNOR**

K wing refurbishment completed on time and prisoners successfully settled there.

Good practice of searching prisoners on arrival and departure.

Example of excellence: movement of prisoner from Seg to appropriate hostel in London, and the care and planning that took place, together with a further prisoner who was taken to Northampton upon release.

The standard of written correspondence generally requires improvement, with particular attention being paid to replies to prisoners' complaints.

Too many Adjudications are left unresolved, partly due to staff/witness availability and effective administration.

## DESCRIPTION OF THE ESTABLISHMENT

---

HMP Stocken is a male Category C training prison adjacent to the A1 in Rutland: access by public transport is limited. Opened in 1985 with 300 medium/long term Prisoners the prison has expanded over the years: the current operating capacity at HMP Stocken remains nominally at 843, but the scheduled increase to 1045 on completion of the expansion programme currently under way remains. At the time of writing the prison consists of twelve workshops (see Section 9, p12) and six wings (see Section 7, p9), one of which (K) reopened during the reporting period after an extensive programme of refurbishment following an act of concerted ill-discipline in 2015. There is also a large gym, with various additional exercise rooms and areas; Chapel, multi-faiths room and Library.

Education within the prison is provided by Milton Keynes; Healthcare by Care UK, and the Library by Rutland County Council Library. Voluntary services operating within Stocken include the IMB, Samaritans, the Prison Fellowship, the Shannon Trust, and play workers in the Visitors Hall.

The prison is part of the new, as yet partially formed East Midlands Reform Prison Group (EMRPG) comprising HMP Stocken, HMP Ranby and HMP Sudbury. The Group will continue to expand with the addition of one or possibly two Category B local prisons.

At the beginning of the reporting period K wing was still closed: it is now fully opened and populated. Work has begun on a new kitchen, a large workshop and a new wing to hold an additional 205 prisoners.

### 4. SAFETY

---

Safer Custody meetings are now held quarterly to facilitate a more in-depth analysis of trends. Between these meetings, the Governor meets with Listeners (who have their own weekly meetings) monthly. Use of Force meetings are still held weekly: the scrutiny panel examines CCTV, body worn cameras and relevant paperwork. The quarterly meeting looks at policy and direction. SOCT (Safety, Order and Control) meetings are held every Monday to review weekly incidents, ACCTs, security intelligence and the prisoners in the Segregation Unit. DEAT (Diversity, Equality Action Team) holds forum meetings once a month, and full meetings quarterly. While this number of meetings constitutes a considerable workload, especially for the Governor in charge of the discipline, the Board is confident that each is valuable in the wider context of Safer Custody. R45 review boards are held three times a week and the reviews are listed on the Daily Briefing sheets.

Listeners continue to play a constructive role in the prison. At the time of writing there were 13 trained and working, and more being trained by Grantham based Samaritans. The new system of allowing each Listener a prison passport, and a t-shirt identifying him in his role, seems to be making them more accessible and the consensus is that this is partly responsible for the decrease in numbers of prisoners with open ACCTs. Working in tandem with these are the Safer Custody mentors, whose numbers are being increased and job descriptions are being developed. Staff and prisoners alike are currently undertaking mediation training and it is hoped that there will eventually be a total of 12 trained personnel available in the prison. 'Timewise' is a new, non-accredited programme which is to be incorporated into VR3, and consists of both group and 1:1 work. An initiative of Residence and Safer Custody and the programmes team, it has benefitted – as have all the schemes listed above – from the recent and welcome increase in sector funding.

The recording of ACCTs has been reviewed: Duty Governors and Orderly Officers now decide on a daily basis whether a case is 'complex' or 'standard'. Reviews of complex cases can be chaired by a Band 5 or above. However, the Case Manager (a Supervising Officer) remains the same throughout. The reclassification of a case from 'standard' to 'complex' is done by the SOCT team. ACCT statistics are kept and used in meetings and reviews, from which much can be deduced including the fact that the average age of those who self-harm is 25-29. Such data, properly used, can and does provide the basis for care guidance.

Recent analysis has identified that H and M are the two wings on which violence occurs most often, and proves that the weekly hotspot is 1800 on Wednesday – canteen distribution day. It is suggested that the better use of interpersonal skills to de-escalate a situation at the earliest possibility would reduce frustration and help bring down the number of violent incidents. Further, research into incidents demonstrates that triggers are not always identified correctly; reviews do not always reflect triggers or include discussions around a Care Map – which in itself does not always correctly identify or address a prisoner's issues; observations are not always interactive and are sometimes insufficiently informative; and IAPs are not always completed. These are all, clearly, causes for concern.

Reception continues to be a pinch point in the prison: a place where there is often a considerable backlog of property waiting to be distributed when time and personnel allow. This blockage in the system of course causes considerable frustration to the staff, prisoners – and occasionally the IMB – and it is for this reason that the Board at HMP Stocken intends to continue dealing with prisoners' property issues: not only because our role is partly to assist

those who come to us for help, but also because doing so in this way can help relieve tension and frustration, to the benefit of both staff and prisoners. It is the Board's observation that the Reception team is professional and generally hard working: the atmosphere is usually good and welcoming and the Induction orderlies play a good and constructive role in the process of receiving new transfers. The presence of Listeners in Reception is a welcome innovation.

Induction for prisoners constitutes a two week rolling programme and is conducted by Induction Orderlies with input from other agencies such as the IMB, OMU, Gymnasium etc. It is this Board's observation that Induction Orderlies play an integral and most important role in the process of inducting a new arrival: their detailed knowledge of the prison and its systems, together with the empathy they display, ensures that prisoners are immediately put at ease enabling them to settle more quickly into their new environment.

The Social Care meeting is now chaired by a Governor. This, in addition to the fact that Healthcare now manages referrals, provides a smoother approach to service delivery. Stocken has a supply of basic wheelchairs (serviced and repaired in-house in Workshop 11) for prisoners who are unable to walk down the several long corridors but who do not need one continuously. If a permanent wheelchair is needed and approved by a GP referral, the prisoner's needs are assessed by an external contractor. Any fixed aids are the responsibility of the prison.

Comparison figures for 2015/16, April to December:

	2015	2016
Assaults on Staff	9	33
Serious Assaults on Staff	1	4
Assaults on Prisoners	54	45
Serious Assaults on Prisoners	6	9
Prisoner on Prisoner fights	17	21

MP Stocken has a zero tolerance approach to violence, and the Head of Safer Prisons and Equalities put a lot of work into writing a strategy based on the principles of **Understand – Manage – Deter – Support – Equip – Build**. The scheme covers the use of VR1, VR2, VR3 stages and victim support, which is tailored to meet the specific needs of individuals.

- VR1 status is opened and closed by the Safer Custody team and is used where further information is required on the activities of a prisoner where he has made threats or is suspected of bullying.
- VR2 status is opened, reviewed and closed by the supervising officers and will be used if there has been an act of violence, assault or fight or the prisoner's behaviour on VR1 has not improved after 28 days. Following a review in line with IEP protocol, Basic regime will be applied.
- VR3 status is only used as a last resort. The decision to apply VR3 is based on security information, VR investigations, VR1 and VR2 or where there is a specific threat and is considered at the multi-disciplinary Safety, Order Control tasking meeting. Prisoners will be located in the Segregation Unit under Rule 45 for phase 1 and phase 2. For phases 3 and 4 they are based on H Wing as part of the re-integration back into a normal regime; a process which includes the completion of specifically designed workbooks.

At the time of writing, the Violence Reduction policy has been implemented and 15 prisoners are at VR2, 14 at VR1 and 6 are on Victim Support. Since it was introduced, the Violence Reduction policy has enabled the prison to adopt a consistent and managed approach towards all prisoners with violent tendencies, and also their victims.

Each individual's Victim Support plan is not intended for long term use and is simply a stepped approach to reintegrate the prisoner back into the life of the prison and taking a full part in activities and association. Individual plans are adapted to ensure prisoners remain supported at all times and feel safe. The use of peer support is also proving very successful.

The Board hopes very much that this will continue after the imminent departure of the Governor responsible for drafting and implementing the programme.

During the year mobile phone finds including SIM cards, USB cables, mobile phone chargers and memory cards totalled 60. There were 67 drug finds during the reporting year.

The Board is sorry to record that there was one Death in Custody during the period covered by this Report. On 14 October 2016 a 49 year old prisoner died of lung cancer in Peterborough City Hospital. The death was neither unexpected nor suspicious.

## 5. EQUALITY AND FAIRNESS

---

Generally all complaint procedures whether they are on prison matters, healthcare, or food etc are well understood and well documented. In addition, the IMB Chairman reviews 10% of all responses to prison Complaints to assess whether they are helpful, fair, and clear.

The Board have encountered very few cases of alleged abuse of anyone with protected characteristics (we received only 3 Equality based complaints in the year) and the prisoners generally react well with one another.

The Visits Centre and Visits Hall are well maintained and well run with a pleasant and friendly atmosphere apparent in both buildings. There is a good play area provided in the Visits Hall allowing youngsters to relax and also draw pictures or make cards for the relatives in the prison. Despite a rolling programme of lock downs due to continuing staff shortages referred to elsewhere, there has been no interruption to the Visits during the reporting period. HMP Stocken places a high priority on these: indeed, in special circumstances there have been some instances of prisoners held in the Segregation Unit receiving a visit.

Prisoners used automatically to be reduced to Standard on arrival, but since May 2016 and IMB involvement, men are now allowed a grace period of three months to demonstrate their suitability for that rank. Regular interviews take place between an individual and his offender supervisor to encourage the prisoner, and to identify possible means for him to enhance or at least maintain his status. The IMB understand that Stocken is in the process of writing a new IEP policy and that it is hoped it will be in place in the autumn of 2017.

The chance for prisoners to be given ROTL is limited for as soon as they reach level they are transferred either to Open conditions or to HMP Ranby, our local resettlement prison. This means that Stocken is unable to “test” suitability for a less restrictive regime by employing them on outside works such as gardening and tidying up public areas.

At the time of writing the age and Ethnic breakdown of HMP Stocken prisoners was as follows:

<b>Age range</b>	<b>No.</b>
18-21	14
22-29	296
30-39	264
40-49	160
50-59	78
60-69	21
70+	5

<b>Ethnic Description</b>	<b>No.</b>
Asian British: Indian	31
Asian British: Pakistani	23
Asian British: Bangladeshi	4
Asian British: Chinese	1
Asian British: Any other background	14
Black British: Caribbean	72
Black British: African	26
Black British: Any other background	23
Mixed: White and Black Caribbean	34
Mixed: White and Asian	6
Mixed: Any other background	5
Prefer not to say	2
Any other background	6

White: Eng/Welsh/Scot/N Irish/British	544
White: Irish	15
White: Gypsy or Irish Traveller	6
White: Any other background	26

The Chaplaincy at HMP Stocken continues to provide for a diverse range of religious beliefs. In April 2016, respondents to a questionnaire declared themselves:

<b>Religion</b>	<b>2015/16</b>	<b>2016/17</b>
Agnostic	2	0
Atheist	3	4
Baptist	0	1
Buddhist	16	15
Christian	75	76
Church of England	95	109
Church of Scotland	2	2
Eastern Orthodox	1	2
Hindu	9	3
Jehovah's Witness	1	3
Jewish	6	10
Mormon	8	9
Muslim	103	139
No religion	241	296
Orthodox (Greek / Russian)	1	1
Other	1	1
Pagan	11	9
Pentecostal	1	1
Rastafarian	7	14
Roman Catholic	109	141
Russian Orthodox	1	1
Sikh	10	12

And the Chaplaincy staff was composed of:

Managing Chaplain	Employed, fulltime
Church of England Chaplain	Sessional
Roman Catholic Chaplain	Sessional
Roman Catholic Chaplain	Sessional
Roman Catholic Chaplain	Sessional
Roman Catholic Chaplain	Sessional
Muslim Chaplain	Employed, part time (21 hours)
Free Church/Salvation Army	Sessional, vacancy
Mormon Chaplain	Sessional
Jewish Chaplain	Sessional
Muslim Chaplain	Sessional
Sikh Chaplain	Sessional
Hindu Chaplain	Sessional
Jehovah's Witness Chaplain	Sessional
Buddhist Chaplain	Sessional
Pagan Chaplain	Sessional

The multi-use Chaplaincy suite comprises a Chapel and a Multi-Faith room as well as office space. All are considered adequate for the time being, but pressure will increase now that K wing is reopened, and as the new Wing comes on line. With a predicted prisoner population of 1,048 both physical and timetabling changes may be required.

As a result of the The Care Act 2014, which applies to adult prisoners and young offenders over the age of 18, some changes were made in the provision of services, aids and facilities to prisoners at HMP Stocken – and, presumably, elsewhere. Stocken is responsible for the provision of all fixed equipment (grab rails etc) while Rutland County Council is obliged to consider, and ideally to meet, all other requirements including shower chairs, raised toilet seats, and wheelchairs. Officers from Rutland Social Services attended a full staff briefing and outlined the implications of the Act and advocates are supplied for prisoners on an ad hoc basis.

## 6. SEGREGATION/CARE AND SEPARATION UNIT

---

On the whole, the Board is told of new arrivals to the Wing within 24 hours of them being received, and on the whole of R45 and R49 Review Boards: dates for the former are clearly visible on a board in the Wing office, so the information is readily available.

R45s are heard three days a week and a member of the IMB is present at these: it is unfortunate that Mental Health is not always equally well represented. Prisoners attend unless they refuse to do so, and decisions are focussed on the steps required to earn a return to normal location. Enquiries are made as to how a prisoner spends his time, and Segregation staff are involved in all discussions.

During the reporting period the Board has not had cause to refuse to sign paperwork at the end of a hearing: if reservations are felt they are discussed with the presiding Governor at the end of the Review.

A Board member is always able to speak to any prisoner, at any time.

It is the experience of the Board that all documents are, in the vast majority of cases, kept up to date and accurately.

Prisoners are made aware of their appeals rights.

This unit has been busy throughout the reporting year and, during the latter stages of the reporting year has been operating at capacity. The Board are impressed with the commitment and patience of the officers deployed to the unit, often in the face of very challenging behaviour by those in their care.

The Segregation Unit would benefit from either an increase in resources, or a reduction in the amount of administrative work required to be undertaken by uniformed officers. At present staff handle all of the administrative work connected with adjudications for prisoners throughout the prison who are reported for misconduct. This is in addition to arranging hearings and pressing for the attendance of witnesses. In addition there is the administrative work connected with the segregation review processes. The Board consider a transfer of this work to clerical support staff would improve the quality of administration and, equally, if not more importantly enable uniformed staff to increase the level of inter-personal engagement with those held in the unit.

Separately, the Board is concerned that whilst the building of an additional 205 prisoner capacity new wing is approaching 20% completion, with additional catering and employment facilities being commensurately increased, no additional segregation capacity is referred to in the plans. Given current pressures and the current building work an increase in Segregation capacity should be considered urgently and included within the current building project.

The Board considers that in addition to reviewing the building plans to increase segregation provision, other measures would be of benefit, for example an increase in staff for the Unit and the provision of clerical support.

Far too frequently prisoners arriving at Stocken give positive indications that they are in possession of illicit items. This demonstrates a failure by the prison making the transfer to search the departing prisoner. Thus, on arrival they must be segregated immediately.

In recent months several instances have occurred of inappropriate transfers. This includes incorrect categorisation and prisoners sent to Stocken when those with whom they should not

be in contact for any of a number of reasons are already held here. Again, from arrival, or shortly thereafter there is a need to segregate.

Both of the above reasons represent failure on the part of NOMS administration, (now HMPPS), either at a national or local levels. A third problem which exacerbates those reasons and the general transfer management of all prisoners, not least those in segregation who need to be relocated is the poor service in terms of inter-prison transport.

This requires serious review. The contract needs to provide a service which reflects fully the needs of prisons and prisoners with lesser regard to economy of journeys.

The Segregation Unit at Stocken needs support to build on the good work it undertakes.

During the reporting period the prison has had fewer than 10 dirty protests; 33 prisoners have spent over a month on GOOD; and 71 prisoners have been held under CC.

## 7. ACCOMMODATION (including communication)

---

The Certified Normal Accommodation (CNA) at HMP Stocken is 768, and the Segregation Unit comprises a further 24 cells: in all the prison has 86 double cells. The Operating Capacity is 853 at the time of writing.

At the time of writing the prison consists of six wings:

F	Original	No smoking
H	Original	Induction
I	Original	Drug and alcohol recovery
K	New	Generic
L	New	Generic with Older Persons' landing
M	New	Generic

It is the view of the Board that on the whole the prison is tidy and clean – the main corridors sometimes are not, and litter is a constant issue, but management is aware and prisoners are deployed to litter pick as and when practicable. Wings are tidy and clean. On the whole the Board feels that showers and toilets are currently inadequate in terms of cleanliness and repair, but is pleased to report that this is very high on the new Governing Governor's list of issues to be addressed. The Board meanwhile welcomes the re-painting and better housekeeping of corridors but points out the urgent need for repair to leaking roofs and ceilings in the corridors.

Regimes are, on the whole, effectively managed and appropriate, within the constraints of the staffing shortages with which the prison has to juggle on a daily basis. However, given that the number of lockdowns necessary during the reporting period and directly attributable to personnel issues has risen dramatically from 35 in 2015/16 to 95 in 2016/17, the Board wishes to renew for the third year running its calls for an urgent review of staffing levels. While we can report that the regime reacts to emergencies at speed and with efficiency, staffing shortages place unnecessary stress on both staff and prisoners. It is also worth mentioning that to date the prisoners have generally been very reasonable when faced with unexpected and sometimes prolonged confinement to their cells.

Hygiene standards in the Kitchen are well maintained and prisoners and staff wear appropriate clothing. The condition of the heated trolleys used to transport food to the wings – in some cases, over a considerable distance – is an ongoing issue with some returning to the Kitchen dirty and encrusted. The Board continues to bring this to the attention of all relevant parties but improvement is often temporary. The meals are generally served on time, are hot and are fit for consumption: the Comments book in the Kitchen is seen by a Board member every week and replies to prisoners' comments are always timely, polite and factual. Portion control is close but fair and usually overseen by an officer(s) at the Wing servery. Where a prisoner has specific dietary requirements, be they medical or religious, the Catering Manager will discuss and resolve the issue face to face with the individual.

Laundry is done both on wings and in a central workshop and while there is usually enough kit for prisoners, the Segregation Unit has reported that much of what they send to be laundered does not reappear. The loss of kit is inexplicable: searches on departure would prevent what is anecdotally a flourishing second hand market on the outside which results in prison clothing changing hands on private sale – often through ebay - for hugely inflated prices, for personal gain.

Prisoner's property continues to be a problematic issue. Still prisoners arrive with excessive quantities of belongings which require processing: a time consuming and therefore expensive process. The IMB has reported on this in the last three Annual Reports and it is depressing to see so little progress made. By far the majority of Applications to us are on this subject: 160 out of an annual total of 531 (149/415 in 2015-2016).

The main problems with property are two-fold:

- a) Escort Contractors are either unable or unwilling to take all the property that a prisoner has accumulated. We understand that the volumetric limit agreed in the Contract is the equivalent of 2 x prison regulation volumetric boxes, and one out size item (which should not exceed 15kgs)
- b) A lack of consistency in the application of property rules has resulted in some prisons - particularly those housing Lifers - allowing prisoners to accumulate far too much property. This urgently needs to be addressed.
- c] We understand that in the main prisoners are entitled to hold property which conforms to prison restrictions and can be contained within two volumetric boxes. Is it not possible to issue each prisoner with two such boxes when received into the prison system on sentence, have their name and number recorded on those boxes and for the prisoner to retain them for the duration of his/her sentence? These, boxes which meet the transport contractors' criteria, would leave each prison with the prisoner.

Property left behind at the previous prison and posted on months later, or sent for central storage results in stress for the prisoner and staff. The submission of compensation claims, costs staff and IMBs, at both ends of a transfer, an inordinate amount of time and effort. A total of £1,563.15 was paid out in compensation by HMP Stocken in the last year, of which the vast majority, £1,432.00 was for property related claims. Of the rest £96.14 was for lost canteen, £18.95 for incorrect catalogue items, £15.36 for lost postage stamps and £0.70p for a lost newspaper.

As mentioned elsewhere, it remains this Board's intention to continue to pursue prisoners' property on their behalf when requested to, in line with the National Monitoring Framework and Toolkit, despite advice to the contrary from the IMB Secretariat. Our efforts allay prisoner concerns, free up Staff time, reduce tension and have a positive impact on the levels of compensation that are paid out.

Staff-prisoner relationships on the whole are good. There are occasional complaints made by prisoners of ill-treatment but it is the view of the Board that these are, except for one or two exceptional cases, unfounded or exaggerated. That said there is of course no room for complacency and Board members continue to take such claims seriously. It is unfortunate that as wings get bigger and staffing levels fail to keep up, the personal relationships that used to be forged between prisoners and officers are no longer possible to the same extent. With a better staff: prisoner ratio comes increased involvement and support, and a better understanding one of the other – all of which improves life for both parties. The corollary is that the greater the staff: prisoner imbalance, the greater the mutual cynicism: too often prisoners assume laziness or inability on the part of staff, and staff assume laziness or dishonesty on the part of prisoners.

Prisoners have access to their legal rights, and to canteen and mail order catalogues – although deliveries are often considerably held up on receipt at the prison.

## **8 HEALTHCARE (including mental health and social care)**

Healthcare at HMP Stocken is currently provided by Care UK, who acquired the contract in June 2016. The Regional Manager they have in place is based in Stocken, but oversees five prisons. Consensus within the department is that the transition to the new provider was smooth and well managed. Substance Misuse (now 'Inclusion') has been sub-contracted to South Staffordshire and Shropshire Foundation Trust and this too has been well received: the ethos of their Inclusion department is seen to be very similar to that already in place, and this coupled with what would seem to be a national plateauing of problems caused by NPS has led to a positive working environment within the department. Although the team currently has two members off on long term sick leave, their colleagues seem to be managing the workload of 216 clients successfully: in the last quarter 80 prisoners successfully completed Inclusion courses, 15 detoxed, and 150 attended 17 groups. Mental Health continues to be provided by a contract between Northamptonshire Health Trust and Care UK.

The waiting list for dental treatment is reducing and a dental therapist has been appointed for one day a week who can carry out routine follow-ups and basic procedures. The optician's waiting list has been reduced from 170 to 93 following the commissioning of additional clinics. They are now seeing 14 patients per day and while shorter appointment times would certainly enable them to see more, they would also adversely affect patient care.

Smoking cessation is under way at HMP Stocken, with non-smoking spurs on some wings and F Wing now entirely non-smoking. An eight week programme of nicotine patches costs £80 per person so the financial implications to the prison estate of the ban are considerable. The IMB has been represented at eight of the planning meetings and has been impressed by the positive and pro-active attitude of staff and management alike, which has sought to engage prisoners in the process from the outset.

Did Not Attend (DNA's) remain too high, with fluctuating improvements being monitored closely. In future appointment slips might be delivered by Night Orderly Officers taking them to night wing staff for distribution after lock-up, facilitating the tracing of non-delivered slips. The number of hospital appointments that have to be cancelled due to lack of escorts is also being addressed: a planned new system will require cancellations to be authorised by a Duty Governor, and Healthcare to be notified. Repeated cancellations can have a profound impact on patient health, and relationships with local hospitals.

The current lunchtime regime originally meant fewer appointments available to patients: and Inclusion have had to alter their working times to ensure staff can deliver courses. The prison worked well to adjust prisoner's movements to accommodate the timetable change.

Patient Care Clinics are held in which administrative staff deal with simple healthcare complaints. More complex care needs are met either by a senior nurse, or a doctor. Stocken is currently rated 6<sup>th</sup> overall in the Quality Outcomes Framework within the Care UK prison estate, and second of the training establishments.

## 9. EDUCATION AND OTHER ACTIVITIES

---

It is the view of the IMB that Education at HMP Stocken, provided by Milton Keynes, is well managed and that the provision to prisoners is good. Attendance and occupancy rates are monitored regularly: the restricted core day reduced contract delivery by 10%, extended course length and slowed learner attainment. Despite this, functional skills success rates in English and Maths are now exceeding 80%. The achievement rate of 93% on OLASS (Diversity, Equality Action Team) and 90% on non OLASS educational and vocational training courses can clearly be described as 'high'. All prisoners are assessed as part of their induction, and are seen again before their discharge date. While punctual attendance is regularly compromised by delayed prisoner movements, absences are relatively few and overall the departmental retention rate is 99%: prisoners are loath to leave Education and actively seek new courses to pursue to delay their departure.

ILPs (Individual Learning Plans) are now standardised across the College and the VT (Vocational Training) workshops, in particular in bricklaying, painting and decorating, ICT and art. There is now also a standardised approach for the observation and assessment of teaching and learning, with observers having been moderated and retrained as necessary; the use of Virtual Campus (VC) is increasing; a new College prospectus has been published and distributed to the wings; and there is a good partnership working between Education and the Gym with team building activities delivered in the latter as part of an accredited education course. The College is engaging with the Segregation Unit to produce and trial some prisoner workbooks related to personal development and the range of work activities is being promoted through displays and photographic images in Reception and along the main corridors.

The need for an improved curriculum was identified by analysis and is being implemented with courses being offered and taken in art, *Streetworks*, laundry, horticulture and PE.

A full-time careers adviser is in place at HMP Stocken, working for the National Careers Service (NCS) under a new Area Advisor. Opportunities to study Open University/Distance Learning exist, with enhanced computer provision in the Library to support students' distance learning courses. The NCS is developing a system of Learning Pathways with the College and implementing a tracking system to ensure that all OU and Distance Learning students are given advice and are supported throughout both their application period and their studies. While each prisoner is enrolled onto VC on Induction, Ofsted found limited use by NCS. Part of the cause of this might be that VC itself is limited: NCS can use it for job searches and CV writing, but these are functions carried out more by Resettlement prisons, of which HMP Stocken is not one. There is to be a review of the whole VC facility: it is to be hoped that this will lead to a more universally applicable provision. In the meantime, the use of out of date Microsoft software, which is no longer industry standard, remains a problem.

Milton Keynes' national awards for Teacher of the Year, Mentor of the Year, and Student of the Year, have all been awarded during this reporting period to HMP Stocken.

The prison Library continues to support the Shannon Trust reading plan, with 14 mentors and nine learners at the time of writing. Participation in Storybook Dads, Six Book Challenge, Dads Aloud, Me and My Dad, and the Book Club is also encouraged. Induction sessions run on Friday mornings and are attended by the Offender Management Unit (OMU), Induction Mentors and Activities Mentors. Prisoners have good access to the Library during the evening sessions and movement times, and there is a good and changing supply of up-to-date fiction and non-fiction books, newspapers, periodicals, CDs, reference works and Talking Books available. A Level 2 Customer Service qualification can be earned by Library Orderlies, and

Level 3 study opportunities are offered through distance learning. Milton Keynes now runs some study classes in the Library.

The Gym provides PE throughout the establishment with a wide range of activities including football, basketball, volleyball, badminton, circuit training, group indoor cycling, cricket and Body Pump. The well stocked weight training area and fitness training suites contain a broad range of cardio-vascular training equipment and are frequently very busy. The department offers many qualifications including Level 2 in Activity Leadership, Level 3 in First Aid at Work, Level 2 Gym Instructor, Level 2 Circuit Training Instructor, and Level 2 Group Indoor Cycling Instructor. There are two full-time PE Education qualifications offered, and a Level 3 in Personal Training. The Gym holds Wellman clinics for those most at risk from diabetes, hyper-tension and low esteem, and full support is given to those on Offender Behaviour courses.

The continued poor attendance at Quality Improvement Group (QIG) meetings is a cause for concern and leads to the insufficient analysis and use of data gathered to monitor the participation in, and progress of, all groups. Whilst much good practice is shared between those that do attend, it cannot be fully disseminated and built upon if full representation is not achieved. Meetings are only held bi-monthly and a recent one, focusing on learning and achievement, had only four attendees, excluding the IMB. This matter has been raised in ASIs and at a number of the Board's monthly meetings and will continue to be monitored as we look for considerable improvement.

## **10 WORK, VOCATIONAL TRAINING AND EMPLOYMENT**

Sufficient Activity places are available for prisoners, although often too many are allocated to some workshops in relation to the volumes of work available, bringing into question the degree to which their jobs can be considered 'meaningful' or 'productive'.

At the time of writing, the workshops are as follows:

1. Cycle Maintenance – opened January 2017
2. VT Motor Vehicle Studies
3. Plumbing and Tiling
4. Waste Management – new teaching to WAMITAB qualifications
5. VT Catering
6. Camouflage net and lighter cap manufacture
7. Wheelchair repair
8. DHL
9. Bricklaying
10. Painting and Decorating
11. Cycle Maintenance
12. Laundry

Trackworks  
Streetworks  
Kitchen  
Gardens

Activities continue to forge links with the Chamber of Commerce in order to raise the profile of the prison workshops and to interest local employers. However, there has been no improvement in the service from Prison Services Prison Industries (PSPI). The battle to keep prisoners occupied through purposeful employment is continual, and joined by both PSPI and Activities. The introduction of Streetworks is to be welcomed, as is the Personal Finance course that has been developed and adopted, but more needs to be done to ensure that prisoners have jobs and courses available to them through which they can earn both money, and meaningful qualifications.

At the time of writing, 40-50 places were still required for those prisoners who wish to work. This of course does not take account of the extra 205 prisoners who will arrive to populate the new wing in 2018. Currently 87% of the prisoner population of Stocken is at work, against a target of 80%, and the RAG rating for employment is therefore at Green.

## **11 RESETTLEMENT PREPARATION**

The OMU at HMP Stocken continues to work well, now under a new Governor, but the long promised review of procedures is still pending. Permanent administrative staff are supplemented by SOs: the situation of the PSOs has been uncertain for more than a year. They have a case load of 90-95 prisoners each, and in addition prepare OASYs reports: delays and frustration are inevitable. That said, without their input the OASYs backlog, already surely unacceptable across the Estate, would be even greater. In March 2017, 110 prisoners arrived at HMP Stocken, of whom 91 had no OASYs. In April 2017 the figure was 94 - excluding the 79 high- risk prisoners whose Probation Officers had failed to complete their plans before transfer. Given that an OASYs plan is meant to be updated on an annual basis, this is unacceptable. Faced with such a situation, Offender Supervisors have to prioritise their caseload, concentrating on prisoners with impending Parole, ROTL or MAPPA hearings, or re-categorisation. It is no wonder that the estate-wide backlog is never cleared and it is a testament to the hard work of the OMU at HMP Stocken that the prison's figures are not even worse than they are.

OMU has re-introduced Lifer Days since the Board last reported, and these have been well attended with good feedback. In line with the HMIP (Her Majesty's Inspectorate of Prisons) report, the department has also facilitated two foreign national surgeries and has another planned for late summer. To date, these have had 18 attendees.

At the time of writing there are 44 IPP Prisoners at HMP Stocken and whilst there is a national push to progress these men – especially the more challenging cases - as quickly as possible, the process is taking longer than was expected. Cases are being reviewed by the Psychology dept and cases need to be progressed in line with the generic parole process time scales. If this important issue is to be dealt with more expeditiously then more resources will be required, along with a speeding up of the receipt of reports from commissioned services; a process over which the prison has no control.

## C THE WORK OF THE IMB

---

In what this Board believes to be a rare occurrence for an IMB Board, one of HMP Stocken's IMB Members undertook a full night visit, accompanied by the Night Custodial Manager on duty. The member spent the night observing the checking of the Wings, the double locking required, the "pegging" system which confirms the times of visits/checks made, and obtained a valuable insight into the overnight arrangements and running of the prison. He was also able to satisfy himself that adequate provision is made for any issues or emergencies that might arise during the night. The result of the visit, fed back to colleagues in a written report that informed discussion at the next monthly meeting, was both very useful and positive.

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	17
Number of Board members at the end of the reporting period	16
Total number of visits to the Establishment	710
Total number of segregation reviews attended	126

## D APPLICATIONS TO THE IMB

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	13	2
B	Discipline including adjudications, IEP, sanctions	32	24
C	Equality	3	
D	Purposeful Activity including education, work, training, library, regime, time out of cell	20	15
E 1	Letters, visits, phones, public protection restrictions		24
E 2	Finance including pay, private monies, spends		
F	Food and kitchens	5	4
G	Health including physical, mental, social care	27	26
H	Property	160	149
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	67	40
J	Staff/prisoner concerns including bullying	63	30
K	Transfers	65	34
L	Miscellaneous	36	41
DNA	Did Not Attend	21	19
	Cancelled	8	7
	<b>Total number of IMB applications</b>	<b>531</b>	<b>415</b>

The new categories for Applications were announced very late in our reporting year so for this one report we continue to use our existing system. Henceforth, the Board will re-categorise in accordance with the guidelines.

## **GLOSSARY**

ACCT	Assessment Care in Custody Teamwork
ASI	Area of Special Interest
CC	Cellular Confinement
DEAT	Diversity, Equality Action Team
GOoD	Good Order or Discipline
IPP	Indeterminate Sentenced Prisoner
MKC	Milton Keynes College
NCS	National Careers Service
NPS	Novel Psychoactive Substances ('Legal Highs')
NOMS	National Offender Management System
OASYS	Offender Assessment System
OLASS	Offender Learning and Skills Service
OMU	Offender Management Unit
PECS	Prisoner Escort Contract Service
PMU	Prisoner Management Unit
PSI	Prison Service Instruction
PSO	Probation Support Officer
PSPI	Public Sector Prison Industries
QIG	Quality Improvement Group
ROTL	Release on Temporary Licence
SOCT	Safety Order Control Tasking
VR	Violence Reduction
VT	Vocational Training