



Annual Report
of the
Independent Monitoring Board
at

HMP and YOI Foston Hall

for reporting Year
(1 December 2016 to 30 November 2017)

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Monitoring fairness and respect for people in custody

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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?

The Board believes that prisoners are generally treated fairly. It considers that improvements in the following areas would help further consolidate the evident progress that it has observed:

Ensure a consistent attendance of Health Care at Segregation reviews (para 6.5)
Avoid disruption to education and training courses due to arrangements for dispensing medication. (para 9.5)

Provide exercise for prisoners in the Remand wing, as this is curtailed during the frequent comings and goings of prisoner transport vehicles. (para 7.3)

Ensure the accessibility of skin, hair products and clothing appropriate to different ethnic groups and cultures. (para 5.6)

Are prisoners treated humanely?

The Board believes that overall the treatment of prisoners is humane and decent. The positive emphasis on humane treatment by the Governor and many staff is clearly recognised. The Board sees scope for improvement in relation to:

Inadequacy of some cell accommodation in D and F Wings, (para 7.1) and the conditions in the Care and Separation Unit, CSU. (para 6.2)

The quality of health care and acute mental health services. (section 8)

Ensuring consistent provision of trained listeners throughout the prison. (para 4.4)

The provision of support for non-English speaking foreign nationals particularly following reception. (para 5.2)

The consistent use of Support Plans for victims of bullying. (para 4.2)

The time taken to deal with and resolve building maintenance and development issues via the contract with Amey. (para 7.2)

The time taken to resolving property issues. (para 7.5)

Are prisoners prepared well for their release?

Last year's report noted the concerted effort being made to improve resettlement provision at Foston. The Board is pleased to see that this progress has continued as demonstrated by:

- The opening of Forward Steps, a unit operated by the Derbyshire, Nottinghamshire, Leicestershire and Rutland Community Rehabilitation Company (DNLR CRC) to help prisoners to prepare for release and resettlement.

- The increasing use of specialists in relation to different resettlement issues, for example finance and debt, accommodation and employment. This has increased the level of expertise available.
- An increase in the number of different organisations contributing to resettlement provision.
- Provision of Through the Gate support for prisoners leaving Foston.
- The “Resettlement Event” organised for prisoners to meet a number of resettlement service providers.

Main Areas for Development

TO THE MINISTER

There is a need for swifter procedures for the assessment and transfer of seriously mentally ill prisoners to secure hospitals. Prisons are ill-equipped to deal with such prisoners.

TO THE PRISON SERVICE

Some parts of the residential accommodation and the CSU are in need of refurbishment and the Care and Separation unit (CSU) requires a new heating system. (para 6.2)

Problems occurring in the transfer of property between establishments when a prisoner moves are not infrequent, and they appear to take an unreasonable amount of time to be resolved. (para 7.5)

The Amey contract is not providing prompt or reasonable maintenance and works services which are essential for the basics of decency. (para 7.2)

TO THE GOVERNOR

There continue to be gaps in the provision of trained Listeners available for every wing. (para 4.4)

The operation of the personal officer scheme has a low profile and its operation is inconsistent. (para 11.4)

Foreign national prisoners with limited or no English are in need of greater support during their initial period in Foston. (para 5.2)

Support Plans for victims of bullying are still not routinely put in place or being used as effectively as they could be. (para 4.2)

TO THE PROVIDER (of Healthcare/Education/Maintenance etc)

AMEY - The time taken to complete repair and maintenance jobs appears to be unacceptably long. (para 7.2)

Care UK - The high number of complaints to the IMB about Health care, (over 25% of all applications) is a serious concern. Recurring themes are quality of treatment, medication issues, problems accessing healthcare and mental health services and inadequate responses to complaints. Whilst there has been evidence of positive change at the end of the reporting year this needs to be developed and carried forward. (section 8)

Improvements

The provision for prisoners with learning disabilities is much improved with the appointment of a specialist nurse. (para 8.12)

The long standing lack of a toilet for prisoners receiving visits has now been resolved.

Communication has been enhanced with the more effective operation of the monthly Prisoner Council meetings. (para 7.7)

Greater use is being made of Release on Temporary Licence, (5 prisoners this year compared to 1 last year). (para 11.2)

The introduction of the Way2Learn TV channel providing educational programmes which prisoners can access from in cell TV. (para 9.3)

An evening medication dispensing round has been established between 7.30 and 8.00pm, a considerable improvement on the previous time of 5.30 pm. (para 8.7)

3 DESCRIPTION OF THE PRISON

3.1 HMP/YOI Foston Hall is situated between Derby and Uttoxeter. It has been a Prison Service site serving various purposes since 1953. Following closure for major refurbishment and building work it was re-opened as a closed Women's prison and Young Offender Institution in 1997.

3.2 The prison accommodates both remand and sentenced prisoners. It has an Operational Capacity of 342 and a CNA of 304. The population on 20th November was 311, approximately 20% were remand prisoners and 80% were sentenced. Of the sentenced prisoners approximately 20% were serving sentences of less than 12 months. The number of prisoners on remand and those serving short sentences means that there is a high turnover in the population. Approximately 40% of the sentenced prisoners are serving sentences of 5 years or more, or indeterminate sentences.

3.3 The site of the prison had been a hunting estate in former times and the Hall, parts of which date back to the 17th Century remains. The hall now accommodates the prison Governor and support team, the Education Department and the library.

3.4 Most of the wing accommodation has been built from ready to use units. There is an assessment unit and induction unit (Remand Unit and C wing) in their own shared compound within the grounds. Wings A, B, C and F are separate two-storey ready to use wooden buildings, with mostly single occupancy cells and a small number of double occupancy cells. A formerly enhanced unit (T wing) has been modified to accommodate an increased population. D wing is in a two-storey building, with shared cells. Adjacent to D wing is the Care and Separation Unit (CSU).

3.5 Providers

- Amey Maintenance
- APM (not an acronym) working with NOMs to deliver interventions.
- Birmingham and Solihull Mental NHS Foundation
- Care UK, NHS England – Health Care
- Derbyshire Local Authority - Adult Social Care
- Futures, Advice, Skills and Employment, in partnership with Nottingham County Council and Nottingham, City Council
- Inclusion - Substance Misuse Service
- Milton Keynes College – Education
- National Careers Service Job Centre Plus
- PACT – (not an acronym) helps maintain links, offering advice in relation to children and families
- The National Probation Service provides community based staff who deliver offending behaviour programmes in the establishment.
- The Derbyshire, Nottinghamshire, Leicestershire and Rutland Community Rehabilitation Company (DNLR CRC) provides offender management staff who prepare OASys assessments and sentence plans, and undertakes Home Detention Curfew (HDC) and Release On Temporary Licence (ROTL) assessments on adult sentenced prisoners serving more than 12 months, and young offenders.
- Organisations in partnership with the CRC:-
- Changing Lives -The Saffron Course

- Saffires – supporting sex workers in Leicestershire
- Jericho Road – Supporting sex workers in Nottinghamshire
- Restore Derby – Supporting sex workers in Derbyshire
- St Giles Trust
- Other organisations
- WAITS women in action in today's society
- SOVA Mentor co-ordinators
- Anawim
- Women in Prison
- The Freedom Programme (Home Group Org UK) East Staffordshire Domestic Abuse Services
- Breaking out – LGBT and support and advice group
- Shannon Trust

B Evidence sections 4 – 11

4 SAFETY

4.1 The IMB welcomes the continued efforts at Foston to reduce bullying and to manage it effectively. For example, it became evident that some bullying was taking place during periods of prisoner movement so staff were deployed to ensure prisoners went directly to education or their work place. The policy of zero tolerance has been promoted and victims are offered a move to another wing.

4.2 Last year the prison introduced an Early Intervention scheme to address bullying behaviour. One element of the scheme is that each victim of reported bullying should be offered a Support Plan. Data reviewed at the monthly Safer Custody meeting indicate that Support Plans are not being consistently offered to victims. The IMB is concerned that Support Plans for victims of bullying are still not routinely put in place or being used as effectively as they could be. This was a concern noted in last year's report.

4.3 As part of the strategy to reduce the number of incidents of violence within the prison CCTV has been installed in the Health Care department. Monitoring had indicated that this was the location for a significant number of such events. The CCTV appears to have contributed to reducing incidents.

4.4 The absence of, or limitations to, the listener scheme due to a lack of listeners continues to concern the IMB (noted in last three annual reports). Despite efforts to increase the numbers there have still been periods where the scheme has had to be completely or partially suspended. This continues to be a very serious loss to the safer custody strategy. It is positive that Samaritan phones are available on all wings so that prisoners can telephone community based Samaritans at any time, but this is not the same as having face to face access with a Listener.

4.5 The level of self-harm by prisoners is a constant challenge, with for example 127 self-harm incidents in September, and 121 in October. The number of ACCTs and their associated reviews creates pressure on the system.

4.6 There were no deaths in custody during the reporting year. The Prison Ombudsman did report on two deaths in custody which occurred at the end of last year and highlighted a number of concerns. One of these was that case reviews were not multidisciplinary. The IMB has continued to observe that a number of reviews take place without Health Care representation. The IMB welcomes the recent decision by Health Care to have a delegated mental health nurse 7 days a week to attend new, complex and near closure ACCT reviews and hopes that this will be fully implemented. Another concern raised by the Ombudsman was the lack of integration of the mental health and substance abuse services. The Board has been concerned by the length of time taken to address this. It is noted that remodelling of the services to address this is underway but the improvement in provision has yet to be fully demonstrated.

4.7 As noted in section 5 the IMB has concerns about the welfare of Foreign National prisoners, especially those who do not speak English, in the period following reception into the prison. This has particular implications for the safety of such prisoners who can be additionally vulnerable.

5 EQUALITY AND FAIRNESS

5.1 Foston has established a comprehensive structure to progress and monitor practice in relation to protected characteristics. The focus for this is the Equalities Action Team Meeting. It is positive that leads are appointed for the different areas, and there is a high degree of prisoner involvement. The IMB is however concerned that although the structure is good the arrangements are not functioning to full effect. Meetings have become less regular than the monthly frequency planned and there is no longer an officer with dedicated time allocated to supporting the Equality and Fairness agenda, (as there was previously). From the meetings it also appears evident that strand leads vary in the amount of time and effort they are able to invest in this aspect of their responsibilities.

5.2 Based on regular visits to the remand wing, and observation of prisoner induction the Board has concerns about the support available to Foreign Nationals whose English is limited or non-existent. Some of these prisoners have clearly been struggling to cope and been particularly distressed and vulnerable arousing concerns about their safety and welfare during this critical initial period. In contrast to this the broader picture in relation to Foreign national prisoners is more positive. In November the Board surveyed 15 foreign national prisoners. Most reported that they were treated well and did not feel disadvantaged.

5.3 A particularly positive development has been the appointment in the Offender Management Unit (OMU) of a probation officer to deal with all the foreign national prisoners. This officer will deal with all immigration and deportation matters, liaising with the relevant departments. This is improving the level of assistance and support available to prisoners subject to such procedures. It is becoming apparent that the knowledge being acquired about the needs of foreign nationals is feeding in to plans for new initiatives to improve provision using external organisations and a peer mentor approach.

5.4 Significant events for different religions are respected and suitable arrangements made. It is positive that events such as Black History Month are marked, and supported by the organisation of discussion groups and forums for prisoners.

5.5 Overall the number of applications received by the IMB relating to equality and fairness is small. Some applications concern problems with the availability of skin and hair care products for Black and Minority Ethnic prisoners. We are aware that some progress has been made in streamlining the process for ordering such products, but that other pressures can cause delays in arrangements. The Board also noted that there are sometimes difficulties in providing culturally appropriate clothing for prisoners. The Board has observed instances of racism between prisoners being dealt with promptly.

6 SEGREGATION/CARE AND SEPARATION UNIT

6.1 The Board observes that Care and Separation UNIT, (CSU) staff consistently treat prisoners with dignity and respect in the face of often very challenging behaviour. There is currently no data available on the percentage of prisoners in the CSU with diagnosed mental ill health, however the IMB has observed a significant number of prisoners with serious mental health problems. The Board has been impressed by the skill demonstrated by staff in dealing with prisoners with highly complex needs.

6.2 The Board is not satisfied with the physical conditions in the CSU. The rooms are bare and prisoners sleep on a hard platform and eat their meals in close proximity to an unlidded toilet. Prisoners sometimes complain about being cold. There is a lack of facilities, and the exercise yard is very small.

6.3 Since June 4 women were located in CSU in excess of 42 days (the reporting requirement to prison authorities) for good order and discipline, despite significant efforts by staff to transfer these prisoners to normal location or to hospital settings.

6.4 It is recognised by the prison that the number of women placed in CSU on Rule 53/4 pending Adjudication is high. Monitoring, indicated that the percentage by October 2017 was 34%. The IMB is pleased that work is underway to review this with the object of reducing the percentage.

6.5 The IMB is only able to attend a limited number of CSU reviews, however four of those attended have been held with no Healthcare representative present, to the detriment of a comprehensive review. The Healthcare Manager stated that late notification by CSU staff prevented his making operational arrangements to release staff to attend. The Board has escalated this concern to the Governor.

6.6 The Board has observed that decisions on the location of segregation (i.e. on the wing or in CSU) are taken on a case by case basis, informed by the opinions of a range of professionals as to what is in the best interests of vulnerable prisoners. The Board is satisfied that this individualized approach to decisions is fair and humane.

6.7 The Board is pleased that an adjudication standardization meeting has been reintroduced after falling into abeyance for several months allowing scrutiny of awards to achieve consistency and compliance with national tariffs.

7 ACCOMMODATION AND COMMUNICATION

7.1 Much of the accommodation for prisoners at Foston is of a good standard and work has been undertaken to improve some of the poorer quality areas, for example decorating and carpeting the D wing annex and association room. However, some accommodation still falls short of decency standards, particularly in D wing. Shower and toilet arrangements in some D wing cells are inadequate in terms of privacy and some (e.g. 5 and 9) are poorly decorated. Some cells lack curtains for the toilet window which face the gardens and can be seen into. Cell 9, (4 beds), becomes unacceptably hot in summer as the boiler is in the next unit. D wing laundry has a damaged wall with peeling paint. The problems with D wing have been further accentuated with recent overcrowding, with occupancy of some cells, which are already cramped, being increased. There are also problems with the F wing building, for example the flooring in some parts of it is very poor, with water seeping in.

7.2 It is the Board's view that time taken for building and maintenance work to be completed is excessive with negative consequences for the treatment of prisoners. For example; over eight weeks to resolve the issue of broken down dryer on F wing which meant the largest wing had only one dryer for all of its prisoners. There was a delay of several months to resolve the telephone repair on B Wing which meant there was only one phone working. It took several weeks to resolve the heating breakdown in the visits room. It took over 8 weeks to resolve the issue of the servery door on F Wing. These delays can have considerable detrimental impact on the everyday life of prisoners and cause a great deal of frustration for prisoners and staff.

7.3 The IMB is concerned that the provision of exercise time for prisoners on the Remand wing is reduced. During the frequent arrivals and departures of prisoner transport exercise is not allowed for security reasons.

7.4 The grounds of the prison and the gardens are well maintained and provide a pleasant environment as well as very positive work and training opportunities for prisoners.

7.5 Prisoners' property issues were the subject of 10% of applications to the Board. The numbers have increased for property issues within Foston, (30 this year) as well as those relating to transfers from other establishment, (17 this year). The Board is concerned about the time taken to resolve some of these issues, for example, a prisoner transferred from Newhall in January did not receive her property until August.

7.6 The Board has observed that the role of the Prisoner Information Desk, (PID) prisoners has continued to develop and serves a very useful role in providing information to prisoners on essential aspects of prison procedure and facilities. Prisoners undertaking this role display considerable commitment and enthusiasm.

7.7 During the year the IMB has observed considerable improvement in the operation of the monthly Prison Council Meetings. These were rescheduled from May, in wake of a lot of criticism to the Board that wing issues raised by prisoners were often ignored, issues such as telephones or showers not working, poor TV reception, lack of mail. When reviewed in October the situation was far more positive, prisoners representing their wings reported that they felt listened to, saying that concerns were recorded and received a speedy response.

8 HEALTHCARE (including mental health and social care)

8.1 The Board has had a number of concerns about the quality of Health Care provided at Foston. The Board received 135 applications relating to Health Care, over 25% of the total number. Recurring themes included concerns about treatment, medication issues, difficulties accessing Healthcare and mental health services, problems with the appointment system and dissatisfaction about responses, or lack of, to complaints. In pursuing such issues with Health Care the Board has been concerned about the overall communication between Health Care and prisoners.

8.2 The IMB is aware that in order to improve contact with prisoners Health Care are now undertaking monthly surveys of client satisfaction. Returns are relatively low (27%), however the Board understands that this is much higher than in other establishments and the community, which average 5%. The returns depict a good level of satisfaction (80+% approx.). Attempts are now being made to reconcile the differences with the picture gained by the IMB from talking to prisoners and analysing application data.

8.3 The management of Health Care has been disrupted due to the departure of two managers prior to the appointment of the current incumbent, an experienced manager, in July 2017. Towards the end of the year the IMB has seen good evidence, from regular contact with Health Care, and observation of the monthly Audit Meetings, that management effort and resources are being applied by the provider, Care UK, to address shortfalls and remodel where necessary.

8.4 Whilst the IMB has been very concerned about the adequacy of provision of acute mental health services at Foston, it is pleased that the waiting time for mental health referrals has been significantly reduced, and by the end of the reporting period was no longer problematic. Prisoners were waiting an average of 2 weeks at the end of the reporting period. The level of need related to mental health issues, frequently influenced by substance abuse, is high within the population at Foston. Substance abuse is a very significant issue. Problems in the provision of services appears to have been compounded by staff shortages and the use of temporary staff. The Board is pleased to note that towards the end of the reporting year progress was being made in recruiting new staff and high priority was being given to staff retention. It is promising that the service has been remodelled, combining acute and chronic needs, and improvements to staffing are underway.

8.5 The Board remains concerned about the length of time taken to transfer some seriously mentally ill prisoners to secure hospitals. The most severe example was a case which took 109 days. Hospital availability appears to be chronically under-resourced.

8.6 The Board continues to be concerned about disruptions to education and workshops due to prisoners collecting medications. It is noted that progress has been made in raising the number of prisoners with in-patient possession of their medicines, (Health Care report an increase from about 20% to 70% after careful multidisciplinary risk assessments). The Education Department reports that disruptions to collect medication continue to be a significant problem – with for example 10 to 15 prisoners leaving classes during a morning.

8.7 In previous reports we have noted our concern that the latest time for dispensing medication was 5.30 pm. It is very pleasing to report that an evening drug round has been established between 7.30-8.00pm. Drug regimens at night have been further enhanced by the administration of in possession medication, which have reduced significant disruptions.

8.9 Overall the implementation of Smoking Cessation was positive with clinics and resources well-supplied.

8.10 The IMB has observed that many CSU reviews have taken place without a Health Care representative. Whilst we understand that this is now being addressed it will need to be demonstrated over time.

8.11 As noted above in relation to Safety the IMB has been concerned about the lack of attendance of Health Care at ACCT reviews. The recent decision by Health Care to have a delegated mental health nurse 7 days a week to attend new, complex and near closure ACCT reviews is welcomed, the Board hopes that this will be fully implemented.

8.12 A very significant and positive development has been the employment since August of a learning disability specialist nurse for two days a week. Clients are identified via the initial prison health screening and outreach into the prison. The nurse is able to conduct her own assessments and refer to the psychiatrists if necessary, for example for ADHD and Autism. There is currently a caseload of eight or nine clients for whom services and support is arranged. Contact is made with external services to facilitate a smoother transition on release.

8.13 Foston provides Cameo, the specialised unit for offenders with chronic personality problems. The IMB sees this multi-faceted intervention for prisoners with highly complex needs as an extremely valuable resource. The programme takes prisoners from across the region. It is consistently full which would argue for its replication in another prison.

9 EDUCATION AND OTHER ACTIVITIES

9.1 The provision for basic education at Foston Hall is good, with 2 teaching staff earning National Awards for their work and Foston Hall gaining the highest results in the region for basic Maths and English.

9.2 The Board notes the investment made by Education to tailor provision to fit the needs of prisoners and to ensure that additional needs of prisoners are catered for. The location of courses is arranged to take account of mobility issues of participants. The staff group includes a specialist who is able to adapt materials and teaching for those with additional learning needs.

9.3 The Board welcomes the introduction of the Way2Learn channel which prisoners can access via in cell TV. The aims are to encourage prisoners to increase their knowledge and to provide constructive activity which can be accessed in their cells. Learning programmes provided include; Creative Design, an introduction to running your own business, food hygiene awareness, job preparation, work in the fitness industry, core skills in maths and techniques in relaxation by guided meditations. Support is available via telephone support lines, with one to one tutors allocated.

9.4 Another positive development has been the ongoing work to provide opportunities for prisoners to act as peer mentors. Importantly prisoners can obtain qualifications through this. Currently a level one qualification awarded by NCFE is available, plans are in place to introduce level two, and level three can be pursued via the St Giles Trust.

9.5 There is a continuing problem with the disruption of lessons due to prisoners having to attend Health Care to collect medication. This is a problematic for both staff and prisoners. This is unfair on prisoners, those attending for medication and others in the classes. This can happen 3 times in one lesson.

9.6 Positively the pay policy at Foston is supportive of education, with prisoners engaged in courses suffering no financial disadvantage.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

10.1 Considerable efforts have been made to increase the capacity for purposeful activity places at Foston and monitoring demonstrates that there has been considerable progress. Figures from 13th to 16th June 2016 showed an average of 249 occupied in the morning and 244 in the afternoon. Comparative figures for 20th – 23rd November 2017 were 300 and 304, an increase of 22%.

10.2 The IMB views the operation of the weekly “sequencing board” as a model of good practice. Its role is to assign places in work and education, matching the suitability of women to the opportunities available and assessing risk accordingly. The purpose is to manage the regime of each prisoner in order to facilitate education, work placement, the development of social skills, interventions to address offending behaviour, vocational training and preparation for release. The IMB has observed the sequencing board in operation and the time and effort invested in maximising the number of prisoners in work and making decisions to support the progress of prisoners.

10.3 Foston provides a good range of Vocational training opportunities to gain C and Guilds/ NVQ and distance learning qualifications in:

- Horticulture
- Hairdressing and beauty
- Catering
- Recycling
- Textiles
- Waste management

10.4 This year has seen the extension of links between the prison and local employers, these now include Greggs bakery, National Express, Nottingham City Homes, Balfour Beatty, and Derby City Council. Also positive is the collaborative work with HMP Drake Hall to increase job opportunities for prisoners in the Stoke on Trent area.

10.5 Increasing efforts have been made to ensure that work and qualifications offered reflect employment opportunities, linking with College providers, National Careers Service Careers Service, Employment Bulletins, Job Club and Resettlement Services.

10.6 As noted elsewhere, the IMB continues to be concerned that work and education is disrupted by prisoners leaving to collect medication.

11 RESETTLEMENT PREPARATION

11.1 In last year's report the IMB noted the investment being at Foston to improve resettlement provision. This has continued with a number of positive manifestations:

- The opening at Foston of Forward Steps, providing a focused approach in a dedicated, well equipped building, to support prisoners to prepare for release and resettlement. This is operated by the Derbyshire, Nottinghamshire, Leicestershire and Rutland Community Rehabilitation Company (DNLR CRC). All prisoners received at Foston are seen and an assessment made in relation to resettlement issues (accommodation, education, training and employment, improving health, drugs and alcohol support, finance and debt, children and family support, attitude and thinking and behaviour skills, domestic abuse and sex worker support.)
- The involvement of a range of specialists providing assistance with resettlement issues, for example advisors in relation to Finance benefit and debt, education, employment and training, housing and accommodation. The IMB welcomes the expertise which this approach accesses for prisoners.
- The steady increase in the number and range of voluntary and independent organisations coming into Foston, extending the resettlement provision with services and interventions.
- Extending the function of the Visitors Centre just outside the gate to encompass the provision of Through the Gate support for prisoners leaving Foston. Refreshments are available and volunteers from Safeguarding Vulnerable Adults (SOVA) and or the CRC offer assistance to prisoners being released. This can include facilities to charge mobile phones, the provision of essential toiletries and help to confirm travel arrangements. Transport to get to stations can also be provided. For prisoners with complex needs the support offered can extend to transport to key appointments such as Probation Offices and accommodation providers.
- The organisation by the CRC in November of a "Resettlement Event" for prisoners to meet a number of resettlement service providers. This was attended by 28 prisoners.

11.2 Last year the Board reported that only one prisoner was released on temporary licence, (ROTL). It is positive that this year 5 prisoners have been allowed ROTL, for a total of 15 occasions to assist with their eventual resettlement.

11.3 The Board is pleased that the problem of a lack of consistency of offender supervisor for prisoners has been addressed, with dedicated officers being appointed. Prisoners no longer have to change offender supervisor if they move wings.

11.4 The operation of the personal officer scheme is not consistent across the prison. In June the IMB interviewed 14 prisoners on the subject, of these 11 said they did not know who their personal officer was, did not understand the role, or had had no contact. From talking to prisoners during various rota visits it appears that personal officer role has a low profile and there was little evidence of a focus on prisoner day to day issues, resettlement and offender management. The Board considers that more could be done to give the personal officer scheme, (or its successor) greater priority to make it more effective.

C Section – Work of Board

BOARD STATISTICS	
Recommended Complement of Board Members	10
Number of Board members at the start of the reporting period	10
Number of Board members at the end of the reporting period	7
Total number of visits to the Establishment	247

D Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	23	15
B	Discipline including adjudications, IEP, sanctions	5	2
C	Equality	3	7
D	Purposeful Activity including education, work, training, library, regime, time out of cell	13	24
E 1	Letters, visits, phones, public protection restrictions	15	16
E 2	Finance including pay, private monies, spends	13	10
F	Food and kitchens	8	12
G	Health including physical, mental, social care	77	65
H 1	Property within this establishment	21	19
H 2	Property during transfer or in another establishment or location	10	11
H 3	Canteen, facility list, catalogue(s)	5	4
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	14	21
J	Staff/prisoner concerns including bullying	48	64
K	Transfers	24	14
L	Miscellaneous	34	34
	Total number of IMB applications	302	318