



Annual Report
of the
Independent Monitoring Board
at

HMP Guys Marsh

For reporting Year
1 December 2016 – 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.

2 EXECUTIVE SUMMARY

This report presents the findings of the Independent Monitoring Board at HMP Guys Marsh from 01/12/2016 to 30/11/2017. Evidence is derived from monitoring activities, attendance at meetings, and scrutiny of data, surveys, discussions with prisoners and staff, and prisoner applications to the Board.

The Board was aware that staff shortages, availability of Psychoactive Substances and other illegal drugs and consequential high levels of debt had a detrimental impact upon the safety, security and decency of the prison (p16: 9.03, p7: 4.08, p11: 7.04, p12: 7.06). This unsatisfactory situation was exacerbated by the inadequate performance of the FM contractor. However, by the last quarter of the reporting period, there was evidence of improvement in discipline and communication, which contributed to greater stability throughout the establishment. (p7: 4.13)

Overall the prisoners receive fair treatment but there were areas of inconsistency resulting in different experiences. Induction was not coherent (p6: 4.06, p13: 7.11), nor was there a strategy for managing the increasing numbers of elderly or disabled prisoners (p11: 7.01, p9: 5.09, p15: 8.04).

The Senior Management Team developed and maintains a strong commitment to a dignity agenda but there are areas where this has been compromised by the poor state of cells in the Care and Segregation Unit (p10: 6.02), along with the very poor fabric maintenance in all residential wings throughout the estate (p11: 7.04).

Preparation for release improved for those who engaged (p16: 9.08, p17: 9.11). However, the high turnover of prisoners (p16: 9.02), the lack of staff in OMU, (p19: 11.01) the absence of OASys Documentation on arrival at HMPGM (p19: 11.05) and the CPA arrangements (p20: 11.11) continued to frustrate resettlement efforts.

Main Areas for Development

TO THE MINISTER

- Too many prisoners are being held in custody well beyond their original tariff. How will the Minister address the issue of IPP (Imprisonment for Public Protection)?
- Will the Minister maintain the commitment to rebuilding the quantity and competence of prison officers, supporting functionaries and management within the Prison Service?

TO THE PRISON SERVICE

Will HMPPS give urgent consideration to:

- Provision of a more suitable, humane and secure facility within the prison estate for mentally ill prisoners?
- Ensuring that sufficient accommodation and social care for older prisoners with significant health, dementia and mobility issues is available?

TO THE GOVERNOR

- The Board appreciates the improving culture at HMP Guys Marsh, with the support for the Growth Project and Well-Being spearheaded by the Deputy Governor. However, what will be done to incentivise the disengaged prisoners to overcome their continuing poor attendance in education and work-based activities?
- How are the plans to relocate the OMU resources progressing?
- If the fire-damaged building is to be reconstructed, will the opportunity be taken to enhance access and other appropriate facilities for housing the elderly and infirm?

Improvements

It has been noted that with staffing levels improving, following Pathfinder Designation, better outcomes for activities have been achieved (p17: 9.11). Also, the deployment of body-worn cameras and increased use of CCTV has improved safety (p7: 4.13)

3 DESCRIPTION OF THE PRISON

3.01. HMP Guys Marsh (HMPGM) is a Category C (Cat C) adult male Training and Resettlement Prison located 2 miles South West of Shaftesbury in rural Dorset. Its operational capacity is 507, having been reduced from 579 following the closure of Wessex wing due to fire damage which occurred during March of 2017.

3.02. The main contractors for provision of services to HMPGM are:

- Education, Learning and Skills: Weston College
- Healthcare: DUFT/CARE UK (supplier change February)
- Works and Maintenance: Carillion
- Offender Transport: GeoAmey

3.03. There are a number of commercial light industrial activities within the prison, which includes workshops for lighting unit assembly, recycling; packaging of small items; laundry contracts and camouflage netting.

3.04. This establishment benefits from generous investment of time and effort by many external organisations, both voluntary and statutory, coordinated by a Partnership Unit. There was and remains an active, successful and very beneficial Friends of Guys Marsh Prison (FOGMP) providing key moral and practical assistance to partner organisations, to establishment personnel and to the prisoners.

3.05. Following a very poor HMIP report in December 2016 the prison was put into special measures.

This report covers the period between 1st December 2016 and 30th November 2017 (both dates included)

B Evidence sections 4 – 11

4 SAFETY

4.01. As a result of the poor HMIP Report, referenced earlier, the issue of safety improvement became a priority. There was a culture of bullying and coercion within the establishment; the perception being that this condition was rooted in the co-location of rival gangs and the ease of access to mobile phones, also contributing to this situation was the pervasive influence of illicit drugs. The response by the Senior Management Team (SMT) was to implement a proactive turnaround strategy introducing new initiatives to challenge bullying and violence with improved emphasis upon the Growth Project and enhanced promotion of Well-Being activities.

4.02. Statistical evidence revealed a sharp rise in violence in the first half of this reporting period, with the prisoners reporting that they felt unsafe. Clarity in determining why and where this was happening resulted in firm intervention, which along with improved staffing levels has achieved a clearly demonstrable drop in violence and an increase of morale.

4.03. The Board considers that another significant contributor to the safety issues raised during this reporting period has been the slow response to the needs of maintenance and repair activities and delays in executing developing works. (See section 7)

4.04. Upon arrival at HMPGM the reception provided by the officers is considerate and thorough. The area is clean, with well-displayed information and there is generally a relaxed environment aimed at reducing the impact of being in strange place, at which time the prisoners are guided through the paperwork carefully and provided with the required kit.

4.05. Transfer of property from other establishments was and remains a concern. Loss, theft or damage generated 60 applications to the Board, (cats: H1&H2 being 18&42 respectively). Whilst some of these applications did not require further action three of them resulted from incidences of lost paperwork, which included legal documents. Genuine loss or damage to property has often caused unnecessary anxiety for the prisoner concerned.

4.06. The Board continued to focus upon the induction process. The newly designated 'Induction Wing', Anglia, had been inconsistently supported and inadequately resourced for its stated function. The development of induction packs continues to be a 'work in progress' with improvements in the overall induction process only becoming evident in the latter stages of the reporting period. Other contributory factors have been: a) Availability of cleared cells for first night prisoners and access to the Listeners. b) Staffing levels and inexperienced wing officers also contributed to that earlier unsatisfactory situation however positive action in this area, toward the end of the reporting period, has provided a semblance of assurance, to the Board, that continuing improvements can be expected.

4.07. Good practice in ACCT procedure has been inconsistent but the Board is pleased to record that a major effort in training all staff, including civilians has begun. Self-isolators were mostly located in a more protective environment on Cambria wing. The weekly Complex Offenders meeting, which is monitored by the Board, is a thorough, all-discipline examination and assessment of the mental, emotional and physical needs of prisoners and has much to commend it.

4.08. Illicit substances continue to be a serious problem at HMPGM, its pervasive presence is hampering all the good and creative support work, impacting severely on the prisoners affected and those in their immediate proximity. It is the main cause of debt, which is at the root of violence and self-isolation. HMPGM is committed to disrupting all supply of drugs and reducing the demand with increasing success.

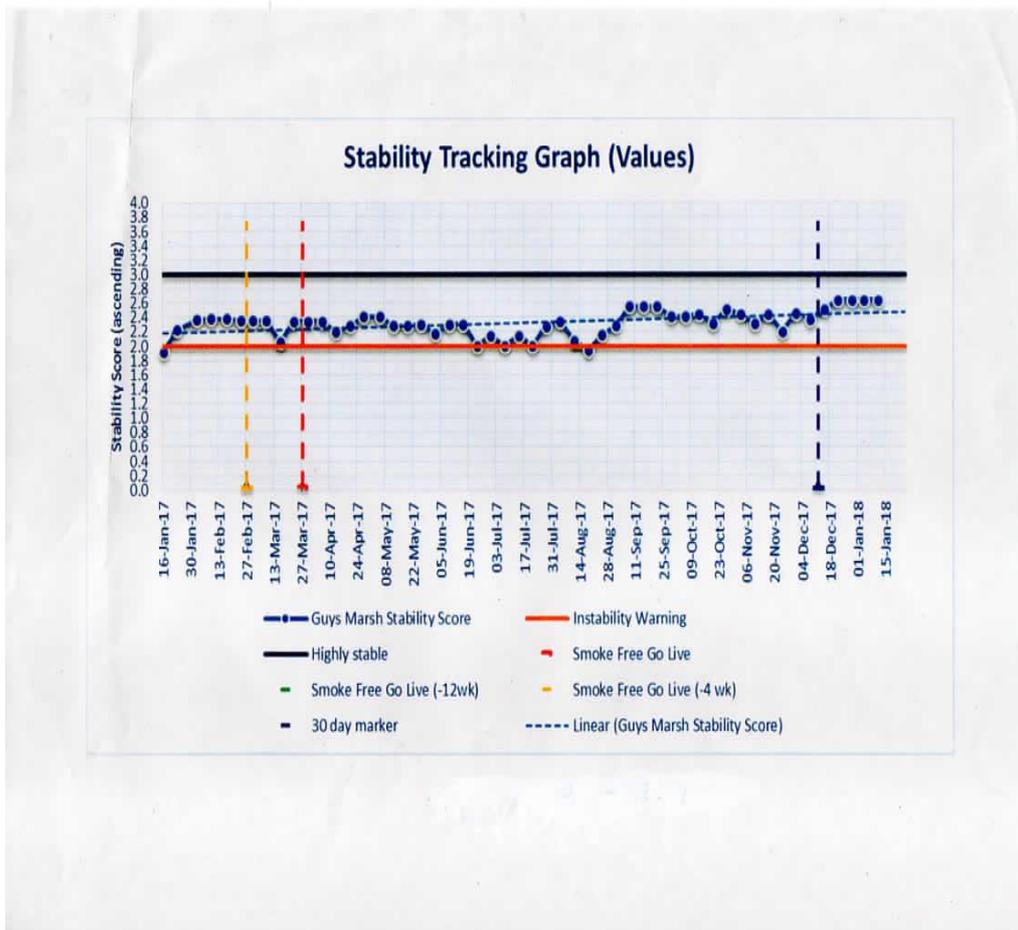
4.09. There was instability in leadership of the drugs strategy, now the Integrated Substance Misuse Strategy (ISMS), what its aims and objectives were and what Saxon's, the recovery wing, purpose was. The Board noted that there was a feeling of uncertainty and lack of support, and that Saxon was not deemed effective as an ISMS wing because of its immediate proximity to the drug dealers housed in the adjoining wing Gwent.

4.10. Adjudication reports began to be disseminated automatically, and prisoners were offered a chance of attending two sessions with the ISMS team, which resulted in a Psychoactive Substance (PS) care plan and risk assessment/plan. 470 prisoners engaged with ISMS during this reporting period.

4.11. A Family Man Initiative was introduced, which concentrates on creative work, building family relationships and learning about the impact of substance misuse on families.

4.12. There was one unfortunate death in custody, due to natural causes, during 2017.

4.13. The Board has noticed that the investment in additional static CCTV facilities and the introduction of body-worn cameras, during this reporting period, has provided positive benefits in the reduction of violence and bullying, (as evidenced by the Stability Tracking graph below), with the concomitant improvement in respect to the safety of the prisoners and officers throughout the estate, whilst at the same time providing enhancements in vigilance capabilities and improved intelligence gathering.



5 EQUALITY AND FAIRNESS

5.01. The Board considers that during this reporting period HMPGM has continued its open and effective approach to challenging discrimination of all forms and to promoting equality but it is disappointing to report that during the first part of the period the planned monthly Equality and Diversity meetings, needed to evaluate and record progress, which is attended by both senior managers and prisoner representatives, did not occur. It remains the Board's firm belief that these frequent and recorded meetings are essential in order to highlight any progress or issues in order to identify and implement any appropriate action.

5.02. In the latter part of the year the Protected Characteristics Equality Action Team meetings were re-established with the Deputy Governor taking proactive leadership in ensuring they were continued. The Board noted that management of equality and discrimination was reinforced by the appointment of a Custodial Manager, accountable for ensuring that equality planning and processes were implemented and that continuity in chairing meetings was assured. It was and remains a concern of the Board that the Governing Governor has been unable to fill this essential dedicated Prison Officer role consistently.

5.03. There was and remains an Equality and Diversity Action Plan, designed to address all protected groups accommodated in the establishment, but during the first part of the year attention was allowed to drift and it was only in the last quarter that this was appropriately addressed by management.

5.04. As reported previously in annual reports, an effective element, in the establishment's approach to resolving equality issues has been the engagement of the chaplaincy. Members of this team continued to provide exemplary examples in promoting and fostering goodwill between all groups and contributed toward a greater awareness, on the part of the prisoners, of discrimination issues within this establishment. In this respect members of the chaplaincy team have delivered far more than just an enabling environment and encouragement to all prisoners by enabling them to practise their personal beliefs fully without fear of persecution.

5.05. The Board has received few applications (two) that have had any explicit or implied discrimination aspects. The establishment maintained an effective system to administer Discrimination Incident Report Forms (DIRF) and again numbers of DIRFs raised by prisoners were very few. This shall be a subject for on-going reviews including a more intensive monitoring by the Board of all complaints procedures.

5.06. The Board noted that one of the aspirational enhanced accommodation wings appears to have a white bias in its occupancy, when measured against the general population of the establishment. In discussions with the Board, senior managers have agreed to monitor more closely individual applications for this location.

5.07. Older prisoners would like separate, safer accommodation albeit none objected to mixing with all age groups. They were and continue to be effectively supported by various charities operating within the establishment but still reported that a low level of verbal discrimination is being widely tolerated.

5.08. The particular needs of the youngest prisoner group, aged 21 - 26 years, were not being fully met. The Board considers greater effort and resources are required for this group, in order to achieve more positive outcomes with the potential to achieve improved success in rehabilitation and reductions in reoffending.

5.09. Almost a third of all prisoners self-declare some form of disability, ranging from dyslexia to physical and mental impairment or long term medical conditions. This establishment was built with no recognition of the needs of the physically disabled or the aged. There are a small number of cells adapted to some extent to wheelchair users. However, mobility across the estate in a wheelchair or for someone with limited mobility remains challenging and for that reason the Board still does not consider HMPGM to be an appropriate location for physically

disabled or geriatric prisoners. The prison has established a reasonable working relationship with Dorset Social Services, who work with those identified prisoners as needed.

5.10. The establishment's wing staff and those in the kitchens provided excellent practical support to prisoners participating in the Ramadan Fast this year. The major festivals of all the religions present in HMPGM were celebrated. It is the Board's 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. The exception being a small group of seven or so Buddhists prisoners who haven't received the services of a Buddhist Chaplain.

5.11. Race and Ethnicity, (including the Gypsy, Traveller and Roma populations), EAT arranged sufficient forums, group meetings and awareness events throughout the year identifying and meeting the needs of these groups and generally increasing awareness of their issues and challenges across the whole prisoner and staff population.

6 SEGREGATION/CARE AND SEPARATION UNIT

6.01. Occupation of the CSU fluctuated as need arose, but the trend was towards lowering numbers (average 6) compared to the previous year, when CSU was at, or near to full capacity (10/12). It was and continues to be the management's intent to relocate prisoners back to normal location so that the CSU is not seen as a 'departure lounge'. However, the Board noted that it continued to be used for extremely difficult or mentally ill prisoners, generally for their own protection, which resulted in a number of 42-day rule extension approvals being required.

6.02. The Board considers the CSU staff to be humane and skilful in managing the most challenging behaviour, but the condition of the cells has been a constant concern of the Board during this reporting period. There was a high level of damage and several cells have been constantly out of use, or in unacceptable condition for housing prisoners. The lack of, or delays, active response on the part the incumbent FM contractor, when requests for repair or maintenance logged on Planet FM, significantly contributed to this unacceptable situation.

6.03. There is a special cell adapted for dirty protests which can be sluiced down. The Board is concerned that the high levels of bio-safety protection has not been consistently maintained and that protective clothing and screens should be readily available at all times.

6.04. The Board has continued concerns about being inconsistently informed of removals to CSU and the timings of 14-day reviews. Whilst this situation improved, staff were and are having to be constantly reminded of this mandatory requirement. When notified of the event 14-day reviews were attended by members of the Board who ensured that those mandated to attend were present or in communication at the time of the review. At one such meeting deficiencies in the mandated attendance of a representative from the healthcare provider was addressed but only after the intercession of the attending member of the Board at the commencement of the hearing.

6.05. Members of the Board attended CSU no less than twice a week, during which time they had full and unimpeded access to the prisoners. Earlier, during this reporting period there were difficulties on occasion, due to low staffing levels, which precluded unlocking of cell doors, however this did not prevent verbal communication. This situation improved toward the latter part of the year

6.06. Adjudications monitored by Board members have been seen to be fair and competently managed in accordance with the prison's rules and regulations. There were times when prisoners refused to attend the hearings, fully understanding and 'working' the system. The rules for referral to a solicitor and the appeals process have always been fully explained and understanding on the part of the prisoner being adjudicated ensured.

6.07. Improvements in documentation and administration have been evident along with greater stability in the daily operation of the wing, as a consequence of the more focused SMT and CM managerial lead. Officers maintain consistent levels of humour, humanity and honesty in managing some of the most challenging prisoners.

6.08. There is a 'Safe Cell' within an accommodation wing, namely Anglia and when housing a prisoner, who is on 'cellular confinement'. A member of the Board visits this cell, as and when the Board has been informed, in order to ensure that the occupant is being treated fairly and managed in accordance to the rules.

7 ACCOMMODATION (including communication)

7.01. The Board notes that all management, staff and residents have long-standing concerns, raised repeatedly, about the accommodation and the urgent need for a strategic approach to residential standards. This includes deficiencies in suitable accommodation for the increasing numbers of elderly and those with physical and sensory difficulties plus the unavailability of decent mortuary arrangements.

7.02. In March 2017, during a roof top incident, Wessex wing was significantly damaged by fire, thus reducing the capacity of HMPGM and creating problems with the environment. Temporary 'Heras' fencing was erected which, due to its inadequacy, enabled wilful access to the building by unauthorised persons, for illicit purposes. Due to delays in declaring the building structurally safe, access to the prisoners' property within the accommodation cells was not possible for some considerable time, thus creating concern on the part of the evacuated prisoners, whilst placing considerable demands upon the prison's resources in trying to resolve this issue. A more substantially effective, although ugly, barrier was eventually erected later in the year.

7.03. The appearance of the grounds improved significantly with the mid-year appointment of a Farms and Gardens Manager.

7.04. The Board noted that wings and equipment lacked sufficient investment and prompt or effective maintenance, such as provision of prisoner's kit and operational maintenance of laundry facilities, ergo;

- Water pipes remain furred with lime scale, thus disrupting supply of water to some wings and workshops. Areas were without heat during cold periods, compounded by broken windows. The need for water softeners, identified repeatedly during the last five years, has not been acted upon.
- Broken windows throughout the establishment but more especially prevalent on the Anglia Induction wing remain in a state of disrepair.
- The showers provided privacy but were tending to squalid in condition evidenced by the presence of mould, standing water, poor drainage, lack of hot water and general lack of cleanliness.
- Ventilation in the painting and decoration training workshop was inadequate and remained so for most of the year and provision of correct Personal Protective Equipment (PPE) was inconsistent and on occasion inadequate in this and other workshops.
- Delay in the installation of washing machines in the laundry resulted in prisoners being unemployed.
- The nature of the site, i.e.; uneven walkways, kerbs and steps plus the current structural design of the existing buildings cause significant problems for residents with mobility difficulties and other disabling conditions and was/is non-compliant with respect to The Disability Discrimination Act (2005).

Examples of consistent areas of concern raised by the Board in weekly reports to the Governor over the year include:

Concern	Number of times concerns were raised
Litter	22 including 6 times in both June and July combined and 6 times in September-October
Maintenance	22 this figure includes unavailability of hot water on Dorset wing for several months
Inadequate fencing around the destroyed Wessex wing	3 observation that the fencing was not fit for purpose in from March to June
Lack of basic facilities in wings	i.e. kettles, toasters etc.

7.05. The Night Orderly Officers' reports during November 2017, demonstrated the extent of delay to repair of damaged cells.

Figures for November were typical of conditions throughout the year:

November 2017, Number of days	Reported cases involved
19	Sewage leak
19	Broken bunk bed
19	Rising damp
38	Damaged cell
15	Broken sink
7	Broken toilet
6	No bed in cell
8	No water in cell
8	Flooded floor

7.06. The Governor was heavily handicapped in resolving maintenance issues by the national contract with Carillion. The poor performance of Carillion made providing a decent environment challenging.

7.07. Litter, a constant source of concern, had the capacity to be used as a signalling device. Rodents and seagulls were seen feeding from debris below cell windows. There was little evidence of Wing Officers taking action to stop littering and the solution employed was to send working parties to collect it rather than managing the culprits or holding them to account, which was counterproductive.

7.08. Health and Safety issues were well monitored and information or warnings about potential problems was widely distributed.

7.09. The Board has been advised that it was/is the Governing Governor's intent to develop an honest relationship between prisoners and staff as a priority, in order to improve and enhance the effective running of the establishment, with new initiatives continuing to be developed and put into place.

7.10. The Board had recorded the following difficulties in communication or instances of inadequate communication:

- No well-being day for residents on one wing, Gwent.
- No prison council and the lack of prisoners' meetings until the latter part of the reporting period.
- Prisoners entering wing offices where post was open and easily viewable on the desks.

- Unsecured wing offices during prison officers' movements about the wing.
- Delays in replies to Comp1's and Comp1A's. 'Lost' forms and lack of replies to complaints.
- One wing not being able to participate in the August sports day (which caused ill feeling as the prisoners had been informed of the event and had prepared for it).
- Poor legal representation at some adjudications, (largely beyond the control of prison authorities).
- The failure of some prisoners to interact with their children at family visits and who were not encouraged to do so by those overseeing the events.
- Inappropriate physical contact between prisoners and their visitors and prisoners and a small number of employees.
- Delays by the Offender Management Unit in responding to prisoner's enquiries and requests.
- Prisoners not being informed about the reasons for cancellation of work.
- Low visibility of senior managers touring the estate, more evident during the beginning and earlier part of the reporting period
- Lack of response by the Governor to the Board's weekly reports
- Variability in the standard of displays containing information and access to forms
- Staff perception of lack of information and lack of development opportunities provided by the Establishment
- Not having funds to pay for phone calls from the wing was an issue for a few prisoners
- Continuing lack of communication/interaction between ISMS and Activities.

7.11. In July changes in the structure of residency included the designation of Anglia wing as the 'Induction Wing', which continued to be an uninviting environment. Some prisoners came to it direct from the courts after their commitment. Arguably, the first impression of HMPGM set by the wing itself was discouraging and despondency was easy to imagine

7.12. Prisoners have easy access to mobile phones and make calls at times to suit themselves. Promised equipment to help reduce the number of illegal phones inside HMPGM has not been forthcoming.

7.13. The kitchens were well managed despite being the focus of minor disruptions by individuals. Concerns about the cleanliness of trolleys, being returned to the kitchen from wings and the cleanliness and hygiene of serveries continues to be a concern for the Board. This situation had been identified in the Board's previous report.

7.13. Comments made to the Board about food issues were low in number and related to

- The quality of brought in vegetables.
- Portions provided in the care and segregation unit which were said to be smaller than those provided on other wings.
- Suspicions that Kitchen workers were sabotaging the hygiene of food.

Menus were as varied as the limited budget allowed although fresh produce provided by the gardens department was less than that available in previous years. This was a missed opportunity to offer garden fresh vegetables and salad.

7.14. Special diets, religious observances, celebration food and festival requirements were met very well.

7.15. The Jail House Café, closed for most of the year, reopened in November when a new manager was appointed. The lack of Category D residents (ROTLs), reduced in number at HMPGM as a result of the national policy, had a severe impact upon this facility's operational capability in as much that, even though the café had been established prior to the changes in

central government policies, staffing levels were insufficient to keep it open. This was another example of a situation which the local management had little control over local circumstances.

7.16. The Canteen appeared to meet the requirements of most residents including taking account of the smoking ban in March although there was a complaint that it was insufficiently reflective of ethnic and diversity needs.

Some residents stated that buying from Amazon without the 'Prime' option was unsatisfactory.

8 HEALTHCARE (including mental health and social care)

8.01. The Health Care Centre waiting and prescription-dispensing area is not fit for purpose. It is unwelcoming and forms part of a draughty entrance corridor allowing little privacy for consultations with nursing staff.

8.02. The supervision of prisoners in this 'reception' area is inconsistent. Health Care workers feel that there should be an officer presence within the building when prisoners are collecting their prescriptions. Lack of supervision has led to jostling, bullying and intimidation. On one occasion during the reporting period a member of the Board noted that there were 21 prisoners within the dispensing area. Several officers waited outside but there was no officer present to monitor activity within the dispensary area.

8.03. Patients requiring hospital care were provided with adequate escort and bed watches, often creating pressure on staffing levels within the establishment resulting in restricted movements and activities.

8.04. HMPGM has no purpose-built cells for those with mobility difficulties. Temporary fixtures are placed in normal cells when needed. There are a limited number of cells available for wheelchair users but doors are too narrow for those requiring larger wheelchairs tailored to their personal needs. (See previous observation re (DDA))

8.05. The free flow of and resulting misuse of illegal substances continues within the prison. Those prisoners wishing to complete their sentence and leave HMPGM drug free found it an uphill struggle. Dealing with prisoners who have become violent or unconscious as a result of using 'Psychoactive Substance' (SP) or other banned substances places significant demands upon resources and on the time of both mental health and medical staff. Some prisoners feel that a disproportionate amount of time is spent on dealing with these issues rather than on those with other needs.

8.06. Isolation of prisoners within the CSU, where prisoners may be placed as a result of challenging behaviour, and lockdowns due to staffing deficiencies, are situations where the stresses on mental health sufferers are increased.

8.07. HMPGM became 'smoke free' in March 2017. Courses have been offered by Health Care to help combat nicotine withdrawal. Two prisoners were hospitalised after trying to smoke nicotine patches, which contains plastic, an activity that has been known to cause bleeding in the lungs.

8.08. Prisoners have told the members of the Board that they believe some new arrivals to HMPGM are 'slipping through the net', as regards to their mental health needs. These prisoners feel that there is a stigma attached to admitting that they have mental health issues. More needs to be done to educate and inform, in order to ensure that no prisoner feels uncomfortable or vulnerable about seeking assistance.

8.09. Halfway through the reporting year the dental waiting list stood at over 100 patients. At the end of the year it had been cut to around ten. This shows a much-improved situation.

9 EDUCATION AND OTHER ACTIVITIES

9.01. The situation in this reporting period is a virtual repetition of the previous one, with education and training deliverers endeavouring to make improvements but hampered by the wider issues within the establishment, unrelated to the provision of learning and skills.

9.02. The length of time prisoners spends at HMPGM poses problems. 78% of the population spent less than a year within this establishment. The high turnover has had significant effect on sequencing the 'learner journey', in particular allocation to vocational courses. 12% of the prisoners remained for less than one month, 18% for between one and three months, 34% between three and six months, 24% six months to one year, 15% between one and two years, 4% for two to four years and 3% over four years.

9.03. HMPGM operated a significant portion of the year under a restricted daily regime, resulting in reduced hours for sessions both morning and afternoon due to the operational requirements of the establishment caused by low staffing levels and the need to facilitate access to other activities, such as healthcare, gym etc. The restricted movement of the prisoners was further aggravated whilst the fire-damaged wing was being made safe.

9.04. Staffing levels have been slowly increasing in line with Pathfinder requirements.

9.05. Post an inspection, a new management team was put in place (Curriculum and Assistant Curriculum managers), which had a positive impact over the year. Basic Skills Assessments were put in place with Level 1 in Maths and English being a minimum requirement for progression, as it was deemed low achievement in entry level English and Mathematical functional skills remained a concern.

9.06. A new generalist Outreach tutor began to engage with vulnerable or self-isolating prisoners on the wings or in workshops.

9.07 Attendance, peaking at 65% during the reporting period, continued to be a cause of concern, due to the high number of authorised absences and prisoners refusing to attend courses. This reflected on the wider culture within the establishment regarding purposeful activity.

9.08. Personal and Social Development (PSD) is an improving area. Learners on PSD successfully presented to the Governors at the end of various courses. The Growth Project led Well-being days organised by learners alongside staff. Read Ahead and Family Days are high points in PSD.

9.09. The Gym Delivery Plan continued to be disrupted due to prison-wide staff shortages and cross-deployment of PE staff. In the latter half of the year, the commitment from the SMT to keep the gym open, and increased staff levels resulted in a reduction in this cross-deployment and improvement in attendance by the prisoners.

9.10. The Library was underused/closed whilst a new contract was negotiated. Weston College took over the management. The disruption to access affected numbers enrolling for distance learning, reduced to 14 from the previous 80. Use of this facility improved with the appointment of a new Librarian.

9.11. The number of activity places was 520. The reduction of the prison roll to 507 meant that there were enough places for full employment. Once men were encouraged onto courses, the retention rate was high.

9.12. Retention and success rates across all courses

Title	Success	Retention	Achievement
Maths – E2	100%	100%	100%
Maths – E3	100%	100%	100%
Maths – L1	75%	100%	75%
Maths – L2	65%	98%	67%
English – E2	50%	50%	100%
English – E3	100%	100%	100%
English – L1	65%	82%	79%
English – L2	54%	92%	59%
Behaviour Change	92%	96%	96%
STVA	95%	95%	100%
Family Relationships	92%	92%	100%
Interview Skills	100%	100%	100%
Peer Monitoring	100%	100%	100%
ICT – Level 1	79%	100%	100%
ICT – Level 2	67%	100%	67%
Catering	95%	95%	100%
Painting and Decorating	77%	77%	100%
Bricklaying (Doug) – L2	89%	89%	100%
Bricklaying (Andy) – L2	100%	100%	100%
Construction – L1	95%	97%	97%
Horticulture – L1	90%	90%	100%
Horticulture – L2	100%	100%	100%
Cleaning Skills – L2	100%	100%	100%
Forklift	100%	100%	100%
Customer Service	100%	100%	100%

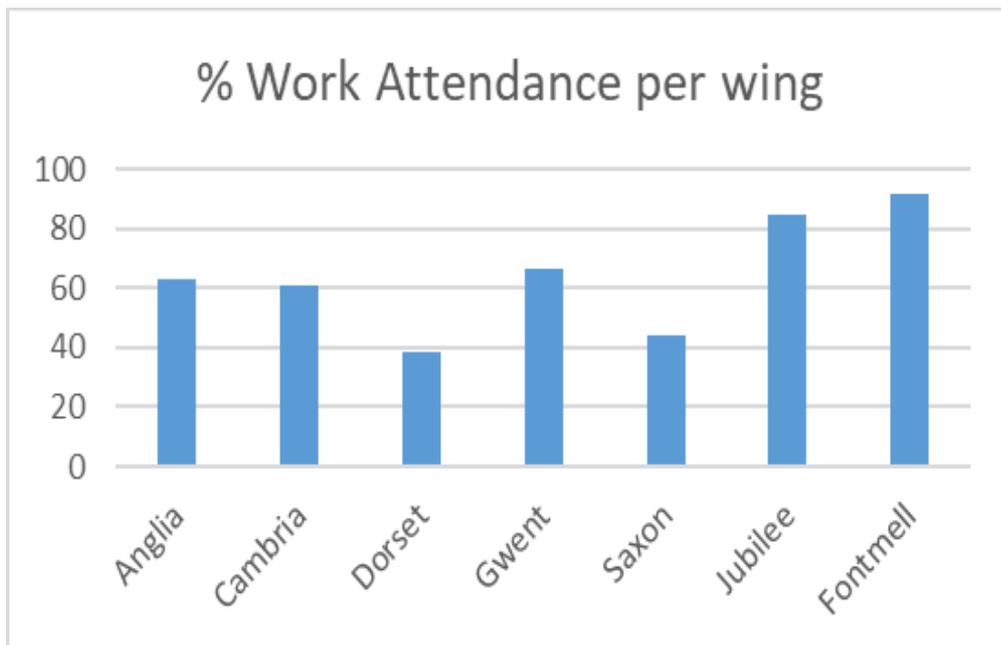
10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

10.01. As a Training and Resettlement Establishment, for SW region, HMPGM should be giving high priority to equipping its residents to re-enter the world of work. The Board has significant concerns that despite the progress being made since the last inspection, there are still serious shortcomings in preparing residents for release into employment.

10.02. Best practice can be seen where work-based national accreditation is available, notably in Farms and Gardens, Catering and Laundry. The assembly of lighting products also provides prisoners with challenging purposeful activities. The packing activities in Workshops 8, 9 and 10 whilst providing employment for some, has very limited scope in developing any individual skills. The introduction of a secure work area for self-isolators was welcomed.

10.03. There were significant barriers throughout this reporting period, which prevented the establishment achieving its objective of providing continuous development with regard to purposeful activity placements.

1. Long-term unavailability of Instructors in the Farms and Gardens Area.
 2. Lack of heating in Workshop One, which meant repetitive disruption to an MOJ contract.
 3. The length of time taken to undertake a Pay Review and failure to implement the review's findings.
1. Minimal use of ROTL
 2. Poor attendance at work by prisoners



Source: HMPGM Data dashboard December 2017

11 RESETTLEMENT PREPARATION

11.01. For the third year in succession, the OMU, key to rehabilitation and resettlement, has been understaffed. During this reporting period there were three changes of leadership and operational offender supervisors were frequently required to work as wing officers in order to keep the regime running. Between 1st and 26th April of the 964 hours available for OMU work by these officers only 116.25 were spent on this function and likewise in May of the 833 hours available only 185 were employed in carrying out these duties.

11.02. In the wake of the unsatisfactory aforementioned HMIP Report, many people employed in OMU felt they were firefighting rather than implementing potential improvements and this situation was reflected in numerous conversations between Board members and prisoners who claimed frequently not to know, either the identity of their Offender Manager or to have not received their sentence plan, which resulted in them being unsure about how best to progress their personal situation.

11.03. Towards the end of the reporting period previous deficiencies were being addressed, within the OMU, with the placement of a Governor grade and the introduction of a Senior Probation Officer supported by four Probation Officers and six Prison Officers, two of whom being tasked to be available within the department every working day. A reallocation of cases took place, data and risk levels were assessed and caseloads reduced to forty for the Probation Officers and fifty for Prison Officers. One objective of this exercise was to enable the Offender Managers to get out into the prison ground and to become more visible on the wings. During the last month of this reporting period weekly surgeries were being held on two of the establishment's wings.

11.04. Preparations for Parole Boards and many applications for HDC and Recategorization have taken place in a timely fashion but not all. For the final 6 months of the reporting period the number of overdue HDCs has ranged between 5 and 15 and for Re-Cats between 2 and 19. Enquiries by Board members on behalf of individual prisoners confirmed availability of full and detailed up to date records and testified to the valuable support given by Casework Administrators.

11.05. As reported for the past 3 years offenders have continued to arrive at HMPGM with none or incomplete OASyS documentation. Throughout the reporting period additional investment had been made in order to reduce the backlog from 153 cases, in September, to 124 in December. Even with a full complement of staff it is still anticipated that there will be as many as 50 offenders without appropriate OASyS documentation by the summer of 2018. This administrative activity is supposed to be undertaken by the donor establishment, which was/is obviously not occurring, as a consequence of which continued additional pressure was/is being placed upon and already overstretched resources at HMPGM.

11.06. The Board believes that the introduction of Key Workers, the new offender management model, additional probation staff and new prison officer managers all scheduled for early 2018 will all allow the OMU to work effectively and efficiently with prisoners at HMPGM.

11.07. Very few of the informative monthly meetings, bringing together the '7 Pathways' with the OMU, took place during this reporting period. A temporary appointment was made in November to cover the absence of the Head of Resettlement.

11.08. A full complement of programmes to reduce reoffending, TSP and RESOLVE, was delivered appropriately to the prisoners, meeting the criteria and all targets were achieved. A new programme, TIMEWISE, piloted during the previous reporting period and rolled out during this one, has also been delivered successfully (TSP: 37, RESOLVE: 19, TIMEWISE: 6) Its objective is to reduce violence by asking prisoners to understand the implications of their actions and develop skills for controlling them. Awareness training is available for all staff as well as workshop and support groups, and for those prisoners who have completed the programme. It is not yet accredited.

11.09. Key4Life, a charity, new to HMPGM this year, works with prisoners aged 18-30 for a period of 3-6 months prior to their release and then post release. It aims to reduce youth reoffending by using behavioural changing techniques post release. The programme seeks to provide an introduction to employment through 3-day placements, training and support groups for a period of up to 12 months. The first course of 12 was completed at the end of the reporting period and the programme is set to continue.

11.10. One enhanced wing has worked to prepare prisoners in a practical way for release and it is proposed that this should develop further into a 'Dads' wing.

11.11. The NCS provides guidance to prisoners on entry to HMPGM and again, prior to release, about considering what work experience and qualifications, which may be gained during their incarceration, could enhance their success in seeking work once released. Between January and the end of October NCS recorded 76 work outcomes, 20% of those released and all remaining in work for 4 weeks. The fact that HMPGM, a Dorset prison, resettles offenders to Bristol, Gloucester, Somerset, Wiltshire and Avon, makes establishing contact with potential employers difficult.

11.12. Attendance at work and education is crucial to achieving resettlement and rehabilitation objectives. Between June and November the percentage of the prison population attending work or training was consistently below 60%.

11.13. The Catch 22 team which responsible for resettling prisoners back into the community upon release, work hard to see all of them, within the last 12 weeks of their sentence. Citizen's cards and bankcards may be issued and any remaining problems of debt tackled. Accommodation is a major concern particularly for those prisoners considered low priority, (no drug, alcohol, physical or mental health issues). Between 1st June and 30th November Catch 22 worked with 258 prisoners, oversaw 192 releases, 84% of whom were housed and 16% classed as no fixed abode. It should be noted that the NFA number includes those prisoners where contact has been made with local authority housing but where there is no address available in advance of their release and they are therefore directed to report to Probation if necessary, then on to Housing when emergency accommodation may be found. Such released prisoners are caught up in the national shortage of housing provision. Both NCS and Catch 22 work with the OMU to assist those released on HDC.

11.14. Barnardo's Family Contact contract was renewed during this reporting period. Barnardo's working with HMPGM ran nine successful Family Days, assisted by FOGMP, which contributed to the cost of lunches. FOGMP is a charity, which supports prisoner rehabilitation. During this reporting period it has paid for the services of a yoga teacher, yoga mats and a Yoga Day as well as providing distraction material for prisoners self-isolating or dealing with stress. The Visits Hall accommodates three visitors' sessions per week supported by Barnardo's trained volunteers in the newly decorated crèche area. Board members frequently report on the pleasant atmosphere on these occasions, but security remains vigilant throughout. The Visitors Centre continues to enjoy the support of Mothers Union and FOGMP in providing refreshments and a friendly welcome to all visitors.

C Section – Work of Board

BOARD STATISTICS	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	14
Total number of visits to the Establishment	528
Total number of segregation reviews attended	120 +

D Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation Including laundry, clothing, ablutions	5	11
B	Discipline including adjudications, IEP, sanctions	5	1
C	Equality	2	4
D	Purposeful Activity including education, work, training, library, regime, time out of cell	14	12
E 1	Letters, visits, phones, public protection restrictions	6	1
E 2	Finance including pay, private monies, spends	9	6
F	Food and kitchens	0	2
G	Health including physical, mental, social care	7	18
H 1	Property within this establishment	18	16
H 2	Property during transfer or in another establishment or location	42	45
H 3	Canteen, facility list, catalogue(s)	4	3
H 3	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	33	25
I	Staff/prisoner concerns including bullying	12	13
J	Transfers	16	10
K	Miscellaneous	10	20
	Total number of IMB applications	181	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
ISMS	Integrated Substance Misuse 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
PS	Psychoactive Substances
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