



Annual Report
of the
Independent Monitoring Board
at

HMP Holme House

for reporting Year
1st January – 31st December 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 Holme House from the period 01/01/2017 to 31/12/2017. IMB evidence comes from observations made on rota visits, scrutiny of records and data, attendance at various meetings, informal contact with staff and prisoners, prisoners' applications and monitoring of areas of concern.

Main judgements

2.1 Staffing levels have been a cause for concern throughout the year as long and short-term sickness rates have impacted negatively on all aspects of prisoners' lives. Despite the introduction of a temporary core day from the 31st July to accommodate this, the Regime Management Plan was frequently adjusted, often on a daily basis, to maximise available resources. This caused uncertainty and frustration to prisoners and disruption to their daily routines, with activities such as association frequently rationed albeit equitably across house blocks. As a consequence, a new core day was introduced in September in an effort to introduce more certainty and stability. Prisoners experienced the impact on their access to work [see page 15], education [see page 14], support services, access to some medical services [see pages 12 - 13] and enrichment activities.

2.2 The amount of illicit drugs and their ready access for prisoners has impacted on the lives of both prisoners and officers. The effects have contributed to high levels of sickness amongst uniformed staff, particularly at Band 3, compounding the pressure on already tight resources with the non-availability of some very experienced officers. Incidents involving psychoactive substances [PS] have risen and the primary and secondary effects of PS have affected the safety and stability of the prison. This has resulted in increased levels of violence on both staff and prisoner on prisoner assaults [see page 8]. Holme House now presents a much more challenging and volatile environment, particularly on certain house blocks.

2.3 The Offender Management Unit [OMU] has been understaffed, which has resulted in prisoners having little or no access to an Offender Supervisor. This has impacted on the completion of Offender Assessment System [OASys] with a backlog building up throughout the year. Prisoners are frustrated with the absence of sentence planning and the impact that has had on their rehabilitation and, up to October, their chances of early release [see page 16].

Are prisoners treated fairly?

2.4 When staffing levels are adequate, prisoners generally receive fair treatment but this has been difficult to achieve at times. Ongoing effort needs to continue to ensure a stable and consistent regime, to provide more good quality work placements [see page 16], to reintroduce the Safer Custody focus group meetings for vulnerable groups of prisoners, to provide appropriate sentence plans [see page 16] and to ensure that ACCT reviews and documentation are more consistent across the prison [see page 8].

Are prisoners treated humanely?

2.5 The IMB considers that aspects of the physical environment are not fit for purpose. The size and condition of many cells is unacceptable, most of the showers need urgent refurbishment and toilets in many double cells lack screening. Too often, shortages of basic items such as kettles mean that officers are unable to satisfy the requests that prisoners make [see page 11]. This causes a sense of frustration among prisoners, but the high level of vandalism by prisoners does not help. Lack of access to medical support is an area of great concern with long waiting times for outpatient appointments [see pages 12 - 13].

Are prisoners prepared well for their release?

2.6 There has been a deterioration in 2017. The planned increase in purposeful activities has not yet been realised. The introduction of part time LSE opportunities increased the numbers but the temporary regime meant that prisoners were not always able to attend, which has also led to a decrease in attendance in the workshops. The introduction of an Employment and Training Portfolio has been delayed [see page 16]. During the summer months many

prisoners had only limited access to National Careers Service staff due to the closure of the Engagement Centre. Education courses have been greatly interrupted in the second half of the year [see page 14]. Despite the best efforts of the prison, transfer of out of area prisoners to their local prisons in the last 12 weeks of their sentence was curtailed in the second half of 2017, largely due to national population pressures. The work of Offender Supervisors has been significantly curtailed in the second half of 2017 [see page 16].

Main Areas for Development

TO THE MINISTER

2.7 Holme House was built 26 years ago and the original parts of the prison need urgent refurbishment, particularly on the house blocks. This criticism was made during an unannounced inspection in July 2017 by HMIP. The conversion of single cells to double cells has not helped the decency agenda. Can the Minister provide extra funding to enhance the decency of the environment?

2.8 Holme House is suffering from high levels of staff sickness compounded by the levels of staff on back to work and restricted duties and is unable to consistently offer a full regime to prisoners. This situation is seriously curtailing or indeed stopping work on Safer Custody, Offender Management and the transition towards being a Cat C training prison. Can the Minister say what plans are in place to improve staff recruitment and increase the number of officers in 2018?

TO THE PRISON SERVICE

2.9 Holme House has a proportion of Young Offenders who should really be accommodated in a Young Offender Institution, especially considering that we have a local YOI nearby. Why is this not happening?

2.10 Amey has the Works and Stores contract but it does not carry out the repairs and refurbishment of the cells and showers in a timely manner. There are often long delays in getting important repairs done which impact on prisoner decency and wellbeing. Can the Prison Service review the current contract and ensure that staffing levels and response times are built into the contracts?

2.11 Property transfer between establishments is not carried out effectively and consistently. Property is not being effectively documented, tracked or recovered. What actions can the Prison Service take to improve the property situation?

2.12 The Board is concerned about the number of prisoners who wish to transfer to their local area but whose transfers are very difficult to arrange, evidenced by the high number of applications received this year. There have also been delays in arranging transfers of prisoners in the Segregation Unit to another prison. What can the Prison Service do to improve the movement of prisoners?

TO THE GOVERNOR

2.13 Staffing levels are paramount to the safe running of the establishment. What action can be taken to ensure a better balance between experienced and less experienced staff?

2.14 More prisoners need to be in full time education or training. This need has been recognised by the SMT but regime issues have stopped any progress in the second half of 2017. What can be done to improve the situation?

Improvements

2.15 The IMB is pleased to see that there has been a considerable reduction in in-patient beds being occupied by prisoners with mental health issues. These prisoners have been transferred to secure mental health units.

2.16 The Visits Hall, Visitors' Centre and the Healthcare exercise yard have been refurbished and much improved in 2017.

2.17 In cell phones and the introduction of kiosks on each wing have been welcomed by prisoners.

2.18 The introduction of a Prisoner Council in November is welcomed.

2.19 A great deal of work has been done in the latter part of the year to plan for the introduction of the Drug Recovery Prison (DRP).

3 DESCRIPTION OF THE PRISON

3.1 Holme House is a Category B local prison holding convicted adult male prisoners [21 and over] and a small number of young offenders [18 – 21 years old]. Having been designated a reform prison in 2016, this year has been a transition journey to becoming a Cat C Training Prison within an enlarged cluster of three local reform prisons as Durham and Deerbolt prisons were incorporated into the group in April 2017. This transition into a Cat C Training Prison involved the newly defined role of a Drug Recovery Prison. This is a new joint Department of Health and Ministry of Justice initiative which began on 1st April 2017. It is co-designed and produced through a collaboration between HM Prison and Probation Service and NHS England over a three year period. From May, Holme House stopped receiving remand prisoners from local courts. Throughout 2017 Holme House has been transferring Cat B prisoners to other prisons but this has proved to be very difficult due to the high national population. At the end of 2017 there were still approximately 12 Cat B prisoners here so the prison has been unable to officially move to its new status. It is hoped to achieve this early in 2018.

3.2 The Operational Capacity [OP CAP] has stayed at 1210 in 2017. The population has remained high throughout 2017. The average prison population has been over 1200 for 4 months and only once has it been below 1183. The Certified Normal Capacity [CNA] is 1,034.

3.3 Services within the prison are provided by the following organisations:

- Education, Learning and Skills: **Novus**
- Healthcare: **G4S** covering nursing and support admin services, **Spectrum** covering GP and Pharmacy, **Burgess and Hyder** covering dentistry, **Tees, Esk and Wear Valley** [TEWV] covering Mental Health and **Lifeline** covering non-clinical substance misuse.
- Through the Gate [TTG] covering housing, debt management and benefits. **Durham Tees Valley Community Rehabilitation Company** [DTVCRC]
- Visitors Centre and Family Support: **North East Prisons After Care Service** [NEPACS]
- Works and Stores: **Amey**
- The main voluntary provider of services: **Samaritans**

3.4 The prison consists of seven house blocks including one for sex offenders. There are 10 industrial workshops. Holme House has an inpatients facility with 16 beds and a palliative care suite with 2 beds. There is also a large gym.

B Evidence sections 4 – 11

4 SAFETY

4.1 All Board members agree that the atmosphere in the prison has become more tense and volatile, particularly from June. Minutes of focus groups organised by the Safer Custody Team in May show prisoner awareness of officers feeling unsafe and raised prisoner anxiety about their own safety.

4.2 Violence related incidents and anti-social behaviour have increased in 2017, particularly from May onwards. The highest numbers were assaults on staff, and prisoner on prisoner assaults. In 2016 there were a total of 815 incidents – 256 violent and 559 anti-social behaviour incidents. In 2017 there were 1209 recorded incidents – 293 violent and 916 anti-social behaviour incidents – a 48% increase.

4.3 The high availability of psychoactive substances [PS] has caused frequent and alarming medical emergencies for prisoners and staff. There were 376 recorded incidents in 2017, 189 in June and July. PS related incidents often involve violent behaviour towards officers and other prisoners. Officers have struggled at times to cope with the scale and frequency of such incidents – a situation exacerbated by their experience of secondary effects and the low staffing levels throughout the year. Since October there has been a marked reduction in the use of PS due to intelligence focused searches and other actions.

4.4 These factors have affected prisoners' wellbeing. Some prisoners are afraid of the effects of PS [both medical and behavioural] and of getting into debt to feed their habit. They do not view the wings in the hardest hit house blocks as a safe environment – a situation compounded by the reduced regimes and at times limited access to work, education, training and the library. Searches, some very high profile, have taken place towards the end of the year, but new forms of PS are still finding their way into the prison.

4.5 There has been an increase in the number of ACCTS. In 2016 there was a total of 752 opened. In 2017 there were 822 ACCTS opened with a constant upward trend throughout the year. The number related to self-harm and suicide show an upward trend. The IMB has attended ACCT reviews which were carried out in a professional, caring and prisoner focused manner but they are not always multi-disciplinary. By the end of December there was still not a system in place to have a nurse attending each review. A Single Case Management system was introduced in October which had one designated officer in charge of a prisoner's reviews to provide continuity and familiarity. The system is still a work in progress and has not yet been fully embedded to ensure attendance of all relevant attendees.

4.6 There have been problems in delivering induction to new prisoners, particularly in the summer months. An HMIP survey conducted in July found that only half of prisoners who had an induction found it useful. However, in October our own monitoring of a small number of prisoners did not reflect this trend. Prisoners arriving on transfer spend too long in Reception before being moved to a house block, which is not acceptable.

4.7 Access to Listeners has been variable at points during the year with some house blocks regularly failing to unlock them, something which the Board has raised on more than one occasion.

4.8 During 2017 Lifeline surrendered the DART [Drug and Alcohol Reduction Team] contract which was temporarily taken over by Change, Grow, Live. There were no adverse consequences of this change. All prisoners are seen by DART and assessed within one week

of arrival in the establishment. 50% of prisoners are actively working with DART. In the last quarter a new lead for DART has been appointed to work with the community.

4.9 There were 5 deaths in custody during 2017 – 4 due to natural causes. This is 2 more than in 2016.

5 EQUALITY AND FAIRNESS

5.1 Holme House tries to accommodate protected characteristics as defined by the Equality Act 2010. There are times however when the overarching difficulties that the prison has endured do not allow this, such as Muslim prayers which have not happened on at least two Fridays during the year due to no available Imam. Muslim prisoners rarely get to the Chapel for Friday prayers on time and some weeks the service starts an hour late:

- The prison has had a whole year without a permanent Imam as the previous incumbent secured a post elsewhere and the subsequent appointment and vetting processes are very lengthy.

5.2 Despite best endeavours many observations of unfairness have been recorded. This is linked to the regime being curtailed for the latter six months of the year when a shortage of prison officers resulted in prisoners not being allowed to serve their sentence in the way prescribed. Examples of this are:

- Some prisoners being given the choice to either work or have association and a shower;
- Prisoners being locked up for up to 23 hours a day, being given a short session of exercise and some days no association;
- Prisoners not getting transferred to a prison near their home for the last 3 months of sentence because the national system does not accommodate single prisoner transfer;
- Long delays in access to offender supervisors resulting in sentence planning not being carried out in a timely manner;
- Long delays in reception and the transport van for prisoners arriving from Durham, an example being prisoners waiting from 9.30 am to 7 pm before being allocated a cell;
- On a number of occasions, it has been recorded that the response to the complaints made by prisoners has been out of time, usually when there are late responses from other prisons. Complaint responses are not always helpful and leave the recipient not understanding the situation.
- Prisoners do not always receive the reply to their complaints but we have found that this is often due to officers not accessing and printing off the replies for prisoners on their house block. The IMB has had complaints from prisoners where other prisoners distribute their complaint replies, a task that should be carried out by an officer and in confidence. This also happens with prisoners' correspondence.
- A restricted regime has been in place for the last four months preceded by a temporary core day from July resulting in very little education being delivered and prisoners spending significant time locked up. This can result in cleaners and other workers not getting association and time for showers and phone calls. An example is that one cleaner in the segregation unit reported to the IMB that he had only had one hour's association in 10 days as association was on the afternoon in his house block until September and he needed to be at work in the afternoons;

6 SEGREGATION/CARE AND SEPARATION UNIT

6.1 The Board is informed of new arrivals in the Segregation Unit and the use of Special Accommodation. The IMB has seen some excellent examples of officers showing a very caring attitude towards vulnerable prisoners. The IMB has also witnessed an extremely professional approach to some very disturbed or violent prisoners when the team work of the officers has minimised a potential violent incident.

6.2 Segregation accommodation is in a poor state of repair and only emergency repairs have been carried out. The cells are basic, the showers need refurbishing and floors need replacing. This situation is exacerbated by the regular damage caused by prisoners when they destroy the interior or flood the cell.

6.3 The cell call system is very unreliable e.g. lights not working or some lights permanently on, so officers are not always aware that a prisoner has requested their presence. In May there were 5 cells in use but the call system was not working in these cells. As many prisoners have mental health issues, this is a safety concern for prisoner wellbeing and officers are very aware of this risk.

6.4 There has been an increase in adjudications in 2017 reflecting the increase in violence and drug related incidents. In 2017 there were 4387, compared to 3130 in 2016 [a 40% increase] At the beginning of January there was a backlog of 245 adjudications and the SMT took action to reduce the backlog. Referrals are made to the police but there are long delays e.g. in March there were 20 cases dating back to the middle of January which had not been investigated. This undermines the prison's rules and the fairness of the system in the eyes of prisoners and officers.

6.5 Adjudications and GOOD reviews are regularly observed by Board members. On many occasions they have been conducted in a caring way where the focus is very much on the needs of the individual prisoner. The very low number of applications we receive reflects the fact that most prisoners understand their own responsibility for their behaviour and accept the judgements of the governors.

6.6 There has been an increase in the number of prisoners refusing to relocate back to a house block which adds to the pressures of a unit often close to full capacity. In May there were plans to appoint an officer with a focus on the reintegration of such prisoners but this did not happen due to the need to prioritise the deployment of staff to other areas of the prison. These prisoners need additional support before they can manage the return to a house block.

7 ACCOMMODATION (including communication)

7.1 The physical structure of Holme House is showing signs, in general, of the age of the building and overall deterioration of basic standards. Renovation has not been sufficient to keep the premises in a reasonable condition. Maintenance is outsourced to Amey and orders for repairs take a significant time to deliver. There is only one handy person for the prison which is not sufficient for the level of repairs needed.

7.2 Significant matters include;

- New beds ordered in 2015 have not all been fitted. These beds are designed to be used as a privacy screen. Some shared cells do not have privacy screening for the toilet. Some cells were built for single occupancy and are in fact used as doubles;
- At points in the year there have been periods of low kit supplies when stores have not been ordered and replenished which has been, primarily, a prison management issue. Some house blocks have their own washing facilities. Prisoners prefer to do their own washing in the cells or in the house block laundry where available as clothes sent to the laundry sometimes get lost or damaged;
- During the transformation to a reform prison significant prisoner movement between prisons has occurred during the year. There have been many issues relating to property not following prisoners for many reasons. Property collections by prisoners are dependent upon resources being available both on the house block and within reception. Some prisoners have had unacceptable delays in accessing their basic belongings;
- In the main officers relate well to prisoners and indeed examples of good practice have been observed, particularly during ACCT and other reviews. Some prisoners have reported poor treatment by officers although very few formal Applications have been made;
- The canteen is run by DHL and a good service is provided to prisoners;
- Due to staffing issues within the prison changes to the regime have been made at short notice and often on a daily basis. Given the immediacy of these changes there were times when prisoners could not be informed in advance creating frustration.
- A prisoner consultation forum, the Democratic Council, was set up in November and although early days, the Board will monitor its effectiveness in improving communication with prisoners.

8 HEALTHCARE (including mental health and social care)

8.1 Healthcare is available to all prisoners, who have a medical and mental health assessment within 24 hours of admission to reception.

- Plans were in place to restructure primary care, but these have been compromised by significant staff shortages and the slow progress of the prison reform agenda. Unfortunately, the shortage of prison officers, plus difficulties in recruitment and retention of health staff, compromised the ability to facilitate some new elements of planning.
- The GP, based in Holme House, and managed by Spectrum, is sometimes deployed to other north east prisons and waiting lists for access to a GP increased to an average of 8-12 weeks. Similarly, dental appointment times have increased to 5 - 8 weeks for an initial appointment, 6 weeks for treatment and 6 weeks for a hygienist appointment. This is in excess of appointment times in the community.
- HMP Durham, now transfers the majority of Cat C prisoners to Holme House. This has led to a much improved transfer of all prisoner healthcare records and medication requirements.
- DNAs [Did Not Attend] continue to be a source of concern. In all healthcare and nursing clinics, the average of DNAs was 18%. So far attempts to improve this issue have been unsuccessful; however, healthcare staff are making strenuous efforts to turn this around.
- Inpatient care is available according to clinical need and, whereas for most of the year half the beds were occupied by mental health patients, this has been reduced to an average of two patients. This is partly due to the opening of the AMH unit in HMP Durham (a mental health facility) and new admissions criteria for in-patients within Holme House.
- Plans are underway to extend social care beds within inpatient care. Stockton Borough Council Social Care Department has helped with the planning for this.
- Bed watches are staffed by prison officers via payment plus.
- The escort system is much improved from 2016, with the allocation of four dedicated escorts per day.
- Holme House goes smoke free on 14th January 2018 and throughout 2017, all prisoners have had the opportunity to take smoking cessation classes. 698 prisoners self-referred for these.

8.2 MENTAL HEALTH

- The prison inspection, in 2017, gave a disappointing report on mental health and an action plan is now in place.
- The effects of PS have led to more complex cases for the mental health team.
- The money allocated to Holme House from the Drug Reduction Fund has enabled an increase in staffing of the mental health team, which has facilitated the employment of a Speech and Language therapist, addictions psychologists and an

addictions psychiatrist. Psychological support is available to all prisoners who require it.

- A monthly Patients' Forum has been established and the department now has a Cooper pat dog, which is highly valued by patients.
- The main issue for the mental health manager and his team in 2017 has been the access to prisoners. Shut downs of house blocks, because of shortage of officers, together with frequent searches of prisoners, and poor appropriate interview rooms, have all contributed to this.
- The complaints procedures are well known to prisoners, however healthcare complaints to IMB members are amongst the highest categories (102), with medication and lengthy appointment times featuring heavily.
- The 'in cell' telephone system, installed in 2017, has proved a useful tool for prisoners to contact healthcare.

9 EDUCATION AND OTHER ACTIVITIES

9.1 OFSTED, as part of the unannounced HMIP inspection in July this year, rated the overall effectiveness of learning and skills work within Holme House and all of the individual elements as “Good”. At that time, NOVUS was well ahead with plans to accommodate the prison’s transition to Category C status.

9.2 For almost five months in the summer, education classes were seriously disrupted due to regime changes. When staffing levels improved the classes were intermittent and sometimes cancelled at short notice. Prisoners became uninterested and did not always return to their classes. This was also partly due to the fact that they were given the choice of association time or education. Novus staff did see some prisoners on the house blocks but regular classroom-based learning was interrupted for the majority. Skills and qualifications are a vital part of preparing for release and in 2017 these needs were not sufficiently met by Holme House.

9.3 One positive to emerge from this is that the downtime has allowed much thought and planning to go into the delivery of education for the new Category C regime, to be introduced in early 2018, and ideas/plans for purposeful evening activities. Pleasingly, Inside Out, a programme run in conjunction with Teesside University, was still launched in September and was successfully completed by 15 prisoners in December, working alongside 15 students from the university, culminating in the award of certificates by the Deans of Teesside University.

9.4 The IMB has continually raised concerns about the virtual closedown of education for almost 6 months of the year, while being fully aware of the reasons. The Board looks forward to a resumption of a full programme of education and purposeful activities under the new Category C regime early in 2018.

9.4 The PE facilities are good but because of staff vacancies no accredited qualifications have been offered this year. This is an issue that should be addressed. The gym has struggled to access prisoners for their gym induction but apart from this sessions in the gym remain highly valued by the prisoners as a counter to long periods of enforced inactivity when education and employment have not been available. The gym staff have also made a significant contribution to the move to a smoke free prison, delivering smoking cessation courses to a large number of prisoners.

9.5 There is a good library service provided by Stockton Borough Council. However only around a quarter of prisoners use the library regularly. This was the case before serious restrictions were in place from mid-July. It has struggled to attract prisoner numbers but the shortfall in attendance has been mitigated to a small extent by successful initiatives like the visiting author scheme, working with prisoners to produce a book of poems “Holme Truths” which has met with great acclaim.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

10.1 As with education this aspect of prison life has been affected by staffing levels and the introduction of a temporary regime since mid-September. In order to increase the number of employed prisoners many full-time jobs are now part time. This was planned as a temporary measure to increase participation in work. However, as the majority of association is in the afternoon and prisoners could choose this over work, it has become increasingly difficult to allocate prisoners to these pm sessions.

10.2 Prisoners do, however, develop skills valued by employers including team working, using initiative, working independently and regard for safety. They also make good progress in developing the personal and social skills needed for work and resettlement. The excellent feedback from AEB, who design, manufacture and install student accommodation furniture, praised the quality of the products and the professional approach of the workers. This is the third year of the contract.

10.3 The prison continues to develop partnerships with local businesses to attract new employment and training opportunities evidenced by a positive collaboration this year with a highly successful world class business who manufacture advanced automotive components and who have set up a workshop within Holme House.

10.4 There are insufficient purposeful activity places overall. The ability of prisoners to choose whether they take part in activities means that it is too easy for them to refuse to attend. AMU [Activity Management Unit] has made great efforts to encourage a change in attitude of those who refuse to engage but even though there are vacancies there have been too few applications. Attendance and punctuality have been an increasing problem throughout the year. Both need to be improved if Holme House is to instill a work ethic which will help the prisoners to access and maintain employment on release.

11 RESETTLEMENT PREPARATION

11.1 Resettlement was the area of work most affected by to the temporary regime introduced just after mid-year. induction, OASys assessments, sentence planning/management and pre-release activities were either severely disrupted or totally suspended, leading to major delays in sentence planning for prisoners. The backlog in OASys has been compounded due to prisoners arriving on transfer to Holme House without an OASys. Prisoners have frequently expressed their dismay, frustration and anger to the IMB either verbally or in their applications.

11.2 Offender Supervisors have been constantly redeployed across all parts of the prison, especially on Band 4 duties on house blocks, to ensure the safety and well-being of prisoners and fellow officers and as a means of mitigating the shortfall in staff highlighted in other parts of this report. This, therefore, has been one of the biggest areas for concern and one which has been raised regularly with the Senior Management Team - further evidenced by the high number of applications from prisoners about sentence related issues. The redeployment of Offender Supervisors has resulted in an inconsistent and poor quality service for prisoners.

11.3 An HMIP inspection in July 2017 highlighted the need to strengthen the coordination between the reoffending team and the offender management team. To achieve this the management structure has been modified to bring both teams under the Governor responsible for reducing reoffending. A Memorandum of Understanding between the NPS and DTVCRC [Durham Tees Valley Community Rehabilitation Company] and Tees and Wear Reform prisons clearly setting out the strategy for working collaboratively is in place.

11.4 The Through the Gate [TTG] team approached 1,607 prisoners to provide resettlement services. 643 required support for the following reasons: 490 for accommodation, 64 for education, training and employment and 80 for finance, benefit and debt. An average of 86.5% prisoners have been released to some form of accommodation. One problem encountered by TTG has been the numbers of prisoners from outside the area, when TTG has to liaise with other CRCs to find accommodation.

11.5 Prisoner induction takes place in the Engagement Centre delivered by 4 agencies [NOVUS, NCS, APM and Stockton Council Library Services] working together. Prisoners have experienced delays of up to 4 weeks in being allocated to work / education but a backlog of 240 was reduced to 129 by the end of 2017.

11.6 Home Detention Curfew received 367 applications in 2017, of which 128 (35%) were refused, the main reason being the likelihood of breaching licence conditions, which accounted for 74 (58%). Of the 239 HDC releases only 88 (34%) were released on time with the remainder delayed either for reports or backlogs of work. Delays in the HDC process leave many prisoners feeling totally neglected by the system.

C Section – Work of Board

BOARD STATISTICS	
Recommended Complement of Board Members	18
Number of Board members at the start of the reporting period	7
Number of Board members at the end of the reporting period	12
Total number of visits to the Establishment	456

1. As the Board started 2017 with only 7 members, a recruitment campaign was held in February. Six new members were accepted and started their training in two stages due to General Election purdah. One new member left the Board and two other new members have taken a sabbatical. They will hopefully continue their training in 2018. Three members are successfully completing their training.

2. The IMB has made contact with IMBs in HMP Kirklevington and HMP Durham in 2017 and reciprocal visits have been made. As we are part of the Tees and Wear Reform prisons, this contact has enabled us to understand the context in which two other prisons in the group operate. Further professional development is provided by guest speakers at our monthly Board Meetings who can update us on their areas of responsibility. There have been very limited opportunities to attend prison training sessions due to staffing issues. IMB Annual Report Training was attended by the Chair and Vice Chair in February.

3. The IMB has carried out its role by rota visits on Mondays to Fridays. Each member is aware of the tasks associated with being on rota and a detailed rota report is made for each visit. All members attend the relevant prison meetings for their areas of special interest as observers and report back any significant items at the monthly Board meetings. Adjudications are observed on a weekly basis, sometimes more often. Segregation reviews are attended at least once a week. ACCT reviews are attended but we intend to attend more in 2018 as the board membership increases.

4. Issues of concern are sometimes referred immediately to members of the SMT. The IMB values the open and professional relationship we have with the governors. This, and the relationship with all other members of staff, enables us to do our job more effectively.

D Section - Applications

Code	Subject	Current reporting year 2017	Previous reporting year 2016
A	Accommodation including laundry, clothing, ablutions	39	17
B	Discipline including adjudications, IEP, sanctions	18	16
C	Equality	6	7
D	Purposeful Activity including education, work, training, library, regime, time out of cell	52	37
E 1	Letters, visits, phones, public protection restrictions	64	59
E 2	Finance including pay, private monies, spends	43	39
F	Food and kitchens	8	18
G	Health including physical, mental, social care	102	86
H 1	Property within this establishment	102	59
H 2	Property during transfer or in another establishment or location	62	76
H 3	Canteen, facility list, catalogue(s)	7	11
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	74	70
J	Staff/prisoner concerns including bullying	41	36
K	Transfers	86	48
	Total number of IMB applications	704	579

The 125 increase in applications in 2017 is a concern as the prison population has not changed significantly since 2016. Five categories [B, E2, G, H3 and K] have remained approximately the same as a percentage of the total number of applications. Four categories have shown a percentage decrease [C, F, H2 and I] and four categories [A, D, H1 and K] have shown a percentage increase. Our monthly applications records show that the biggest areas of concern have regularly been Health, Transfers and Sentence Related. These are the aspects of prisoners' lives which are causing them most concern.