Annual Report
of the
Independent Monitoring Board
at
HMP Forest Bank
for reporting Year
1 November 2016 – 31 October 2017
Published
May 2018

Monitoring fairness and respect for people in custody
# TABLE OF CONTENTS

## Introductory Sections

<table>
<thead>
<tr>
<th>Section</th>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Statutory Role</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>Executive Summary</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>Description of Establishment</td>
<td>8</td>
</tr>
</tbody>
</table>

## Evidence Sections

<table>
<thead>
<tr>
<th>Section</th>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Safety</td>
<td>10</td>
</tr>
<tr>
<td>5</td>
<td>Equality and Fairness</td>
<td>12</td>
</tr>
<tr>
<td>6</td>
<td>Segregation/Care and Separation Unit</td>
<td>14</td>
</tr>
<tr>
<td>7</td>
<td>Accommodation (including communication) – Visits</td>
<td>16</td>
</tr>
<tr>
<td>8</td>
<td>Reception &amp; Induction</td>
<td>18</td>
</tr>
<tr>
<td>9</td>
<td>Healthcare (including mental health and social care)</td>
<td>20</td>
</tr>
<tr>
<td>10</td>
<td>Education and Other Activities - Chaplaincy</td>
<td>23</td>
</tr>
<tr>
<td>11</td>
<td>Work, Vocational Training and Employment</td>
<td>26</td>
</tr>
<tr>
<td>12</td>
<td>Resettlement Preparation</td>
<td>27</td>
</tr>
<tr>
<td>13</td>
<td>Security</td>
<td>28</td>
</tr>
</tbody>
</table>

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>The Work of the IMB</td>
<td></td>
<td>30</td>
</tr>
<tr>
<td>Applications to the IMB</td>
<td></td>
<td>31</td>
</tr>
</tbody>
</table>
A Sections 1 - 3

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

HMP Forest Bank remains a well-managed, safe and respectful prison, in which its prisoners are treated fairly and humanely and generally feel safe and secure. The environment is clean and bright, and the Board regularly notes that the standard of cleanliness at HMP Forest Bank is always of a very high standard. Apart from some of the serveries requiring a little cosmetic attention, the overall fabrication of the prison is good.

Management challenges continue to focus on tackling increasing levels of violence and assaults, staff recruitment and restructuring, reviewing Healthcare provision particularly mental health and psychiatry, and the availability of NPS. Some routes for bringing drugs into the prison are both bold and inventive. The Security team continue to make significant seizures both targeted and by observation (although they have had a few issues with members of their staff).

Leadership and management of education and learning is good, now with more equitable access for vulnerable prisoners and an expansion of education in other parts of the prison outside of the education department itself. Relationships between staff and Prisoners are respectful and support for prisoners with protected characteristics is good.

There has been a number of gaps across the prison. Training new officers inevitably puts added pressure on the more experienced prison officers, and while the new recruits bring fresh enthusiasm, there remains some lack of knowledge. Also, there has been a marked decline in morale and motivation amongst the more experienced prison officers, which gives us, cause for concern. The Board will continue to monitor this situation closely over the coming months.

At the end of the reporting year the current Board is made up of just 7 members, 3 of which are on probation, out of a proposed quorum 20. The Board lost 7 members during the reporting year. This has inevitably necessitated a leaner, more focused approach to monitoring. Although the work undertaken is still in line with the National Monitoring Frame work. Despite several recruitment campaigns during the year, the Board continues to struggle to find suitable volunteers who are willing and able to support the required statutory role of the IMB.
Sadly, there have been 2 deaths in custody at HMP Forest Bank since the last report. One was self-inflicted and the other was of natural causes. The Board is pleased to acknowledge the continued and excellent professional working relationship that exists with the prison’s Director and his staff. The Board’s work is made easier by the ‘open door’ policy that exists not only with the prison’s management team but also with the Controller and her team. We are especially appreciative of the time taken by the Director to attend the Board’s monthly meetings, where he provides an update on the challenges and successes of the prison. As well as giving the board the opportunity to discuss any issue raised by the board.

Main judgements

Are prisoners treated fairly?
Overall, the Board believes prisoners are treated fairly at HMP Forest Bank. It is particularly impressed by the prison’s high-profile Equalities agenda and the emphasis management places on consulting prisoners and openly seeking their views and suggestions. A good example of this was the meticulous way in which planning was undertaken for the successful introduction of the Smoking Cessation policy.

The IMB sees fairness in our observations of prisoners and, interactions with prison staff, through its visits around the prison. However, the Board has been concerned of late about the number of verbal complaints raised regarding the lack of complaints forms available on the wings.

Are prisoners treated humanely?
The Board judges many aspects of this area to be excellent, not least the Overall Quality of Healthcare, Residential accommodation and the high standard of Catering. Those with Mental Health issues are well cared for. However, there is a proposed contract to link primary and secondary Mental Health, to improve access to Psychological services and provide prisoners with the opportunity to see a psychiatrist.

The Board recognizes the good programmes in place to help prisoners deal with their Substance abuse and new arrivals are well supported, with a dedicated wing for their first Night.
Are prisoners prepared well for their release?

Offender Management Unit (OMU) case supervisors work hard at encouraging prisoners to engage in addressing their offending behavior. Focusing on education, training, and developing a strong work ethic, and on encouraging prisoners to take on a greater level of personal and social responsibility.

Main Areas for Development

TO THE MINISTER
What changes, if any, might the Ministry be considering with regards to its recruitment campaign to be more comprehensively disclose the demands and intricacies of the role of the IMB and therefore managing prospective applicants’ expectations in a more realistic manner?

TO THE PRISON SERVICE
What measures are being taken to review the effectiveness of transportation of property between establishments to reduce the incidents of lost property and compensation claims?

TO THE DIRECTOR
The Board does have some concerns regarding the attrition rate particularly of long serving, experienced officers. May we ask what is being done to encourage and motivate these officers to remain at HMP Forest Bank?

The board has concerns relating to the number of application received relation to missing property, both from this establishment and from transfer to and from other establishments. Can the Director ensure that procedure and enforcements are put in place in relation to this?

How can you ensure the Board that a sufficient number of all types of complaint application forms will be freely and readily available on the wings at all times?
Improvements

During the reporting year HMP Forest Bank became a smoke free prison – while this is certainly an environmental improvement, the underlying effects of smoke free remain unknown at this time.

HMP Forest Bank has a zero-tolerance strategy to violence and the Board is pleased to observe that staffs now utilize Body Worn Video Cameras.

All the recommendations from the last HMIP report have been implemented or are in the process of being implemented.
3 DESCRIPTION OF THE PRISON

HMP/YOI Forest Bank (Forest Bank) is a purpose-built category ‘B’ male prison operated by the private operator Sodexo Justice Services. It opened in 2000 and is a relatively modern prison. Its main purpose is to serve the courts and to resettle prisoners within the Greater Manchester area.

HMP Forest Bank holds adult men both on remand or sentenced and young prisoners between the ages of 18-21 years. It holds a number of vulnerable prisoners, kept apart from the main population because of the nature of their offence.

The operational capacity is set at 1460 with a Certified Normal Accommodation (CAN) of 1064. There are eight residential house-blocks with a total of sixteen wings as follows, (although these are subject to change depending on management policy decisions and security considerations).

<table>
<thead>
<tr>
<th>Wing</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>Young adults/ General population</td>
</tr>
<tr>
<td>A2</td>
<td>General Population</td>
</tr>
<tr>
<td>B1</td>
<td>General Population</td>
</tr>
<tr>
<td>B2</td>
<td>General Population</td>
</tr>
<tr>
<td>C1</td>
<td>Vulnerable prisoners/ own protection overflow/General Population</td>
</tr>
<tr>
<td>C2</td>
<td>Vulnerable prisoners/own protection</td>
</tr>
<tr>
<td>D1</td>
<td>General Population &amp; next non-smoking unit</td>
</tr>
<tr>
<td>D2</td>
<td>General Population non-smokers only</td>
</tr>
<tr>
<td>E1</td>
<td>Vulnerable prisoners/own protection</td>
</tr>
<tr>
<td>E2</td>
<td>General Population</td>
</tr>
<tr>
<td>F1</td>
<td>Interventions and General Population</td>
</tr>
<tr>
<td>F2</td>
<td>General Population</td>
</tr>
<tr>
<td>G1</td>
<td>Eden Unit – Drug Recovery</td>
</tr>
<tr>
<td>G2</td>
<td>Motivational Unit</td>
</tr>
<tr>
<td>H1</td>
<td>Induction Unit</td>
</tr>
<tr>
<td>H2</td>
<td>Vulnerable prisoners/own protection non-smoking only</td>
</tr>
</tbody>
</table>
There is also a Healthcare Centre which has a twenty-bed in-patient facility and a Care and Separation Unit which can house up to twenty-five prisoners if necessary. Other areas of the prison include an education centre with classrooms, a library and computer suite, a chapel, a gymnasium with a sports hall and an outside all weather sports pitch, industries comprising of separate workshops, a reception centre, a visits hall, an administration block, and kitchens.
Safety and Safer Custody

HMP Forest Bank undertakes a holistic approach to the prevention of suicide and self-harm, with prisoner risk falling under the responsibility of the Safer Custody department, whose primary role is to ensure compliance with the Prison Service baseline policy. The Safer Custody department is chaired by a member of the prison’s Senior Management Team.

The Safer Custody Team utilizes the ACCT (Assessment Care Custody Teamwork) process to assess those prisoners that may be at risk of suicide or self-harm, and the Board is pleased to report that the Health Screen process for these prisoners is working well. ACCT books are essential for the regular monitoring of prisoners who are regarded as being at risk in terms of their personal safety, and their use has proven to be very effective in enhancing the safety of prisoners as well as staff at HMP Forest Bank. In addition, every instance of self-harm is recorded and investigated, and appropriate action taken, including the possibility of the prisoner being placed on an ACCT document to monitor and support the individual more closely. During the reporting period, 969 incidents of self-harm were recorded and a total of 1192 ACCT documents were opened, with 1257 being closed following assessment during the same period.

Prisoners entering the establishment are housed on the Induction wing where they undertake an Induction programme outlining the prison regime and associated procedures and processes. As well as placing important emphasis on support services available, which include The Samaritans who visit the prison weekly and liaise with prison listeners to offer support and advice. Another vital support role is the Listeners team who are prison trained and supported by the Samaritans and who provide a service 24 hour a day service should any of the prisoners feel the need for support.

Deaths in custody

It is regrettable there have been two deaths in custody at Forest Bank since our last report. One self-inflicted, the other of natural causes. The Board would like to take this opportunity to express its condolences to the prisoner’s next of kin.
Each death was investigated by the Ombudsman, and the findings were published. The Board was supplied with a copy of each report, and these have assisted greatly with our monitoring responsibilities. In each case the Board can report that all staff involved acted in a caring and professional manner with every courtesy extended to the next of kin. It is worthy of note that the Chaplaincy played an important and vital role in dealing with these very sad incidents.

As part of its monitoring role, the Board is informed of all deaths in custody and monitors the investigations on an ongoing basis.

**Violence Reduction**

Forest Bank has a robust and comprehensive Violence Reduction Policy that is enforced fairly and consistently throughout the establishment. Any prisoners involved in violent incidents are placed onto basic regime and monitored by staff on house block F1. This unit offers them the opportunity to address their behavior by setting appropriate and achievable targets. HMP Forest Bank continues to use the CVMM Module as a tool for reducing violence, this seems to have had a positive result.

However, violence-related incidents have increased when compared to last year’s figures, with a total of 749 incidents highlighted during the reporting period.

**Applications to the Board**

During the reporting year, the Board has received and responded to 87 (18.95%) prisoner applications as there were (89 in the previous year), in respect of safer custody related complaints, the majority of which relate to resident concerns around alleged bullying by either prisoners or staff. Where appropriate, the Board ensures that senior management is made aware of these types of applications and does request that investigations are conducted in each case.
5 EQUALITY AND INCLUSION

Equality and Inclusion continues to have a high profile within the prison, with a commitment to promoting fair outcomes for all prisoners at risk of being disadvantaged through race, nationality, religion, disability (including mental, physical, learning difficulties), gender and/or transgender issues, sexual orientation or age. The policy is focused on responding to the issues raised at regular prisoner forums as well as one-to-one support sessions that prisoners can request. Through these mediums, the prison works to actively break down barriers and create an inclusive and supportive environment.

A total of 43 discrimination incident report forms (DIRF's) were submitted in the reporting period, which is a significant decrease (of 10) on last year. These were fully investigated and responded to in a timely manner. Samples were also quality checked by the IMB as part of its ongoing monitoring procedures. DIRF's are widely available, and generally prisoners demonstrate a good understanding of the process.

The Diversity Lead provides a Diversity Surgery, which takes place three times per week, and updates prisoners case note to ensure that staff can quickly and easily update themselves on what support has been offered by the Diversity Team. The Diversity policy has been reviewed during the reporting period to ensure clear and concise guidance is given to all staff and their responsibilities in relation to the care of those with protected characteristics. The policy is published across all areas and is available to prisoners via the kiosk.

The equality data relating to access to the regime, services, and to the treatment of prisoners is monitored and presented for review at the Diversity, Inclusion Action Team meetings (DIAT). Actions are identified, agreed and monitored by the team as well as being monitored at the monthly Senior Management Team (SMT) performance meeting. Members of the Board also attend DIAT meetings on a regular basis.

- There is a bi-monthly forum for black and ethnic minority prisoners, which is well attended.
- Gypsy/Romany/Travelers prisoners have a diversity representative who is available as a first point of contact and some useful support groups are held via the Chaplaincy.
• Provisions for Foreign Nationals are in place. There is a useful link to the Home Office, and twice-monthly surgeries take place. A list of local immigration solicitors is available and free immigration advice can be accessed by the in-cell telephone system. There is a professional telephone interpreting service available (BIGWORD). In addition, there is a list of multilingual staff which is regularly maintained.

• Disabled prisoners are flagged on arrival at the prison and are seen by a specialist officer within 48 hours. The Personal Emergency and Evacuation Plan System (PEEPS) is applied to provide assurance that the safety of prisoners is guaranteed in an emergency. Currently, there are 44 prisoners on the PEEPS register. Text phone calls are available for prisoners unable to use an amplified telephone, and staff are present at all times when in use.

• There is a regular bi-monthly forum in place for the over 50’s. Health provision are reasonable, but apart from an over 50’s gym session, there is no age-specific planned activity. In 2018 the prison is looking to provide more stimulation for the over 50’s group.

• There is a bi-monthly forum for those prisoners identified as gay or bi-sexual but generally attendance is poor due to prisoners not wanting to “advertise” their sexuality. There are good links with outside support agencies (e.g. LGBT and GRASP) who attend some of the meetings as well. Free phone numbers for support groups are available should they be required, as well as one-to-one support with either the equality and inclusion manager or the prisoner diversity representative.

• Those prisoners who are identified as Transgender are supported by a comprehensive Transgender policy (available in the library) providing guidance to staff on the management of transgender prisoners, their issues and needs surrounding provision of care. Transgender prisoners undergo a review on arrival and may attend the bi-monthly forum specifically for their needs. Unisex items and ladies’ underwear are available from the prison shop.

In addition to celebrating a wide range of multi-faith festivals throughout the year, the prison delivers activities including Black History Day, Paralympics day and Poppy Day.
The unit comprises of 24 cells, including 1 constant observation cell, 2 Special accommodation cells, 2 holding cells and a meeting room used for Adjudications, GOOD Reviews and general meetings. There are also 2 showers, a toilet and dedicated exercise yards. Staffing in Care and Separation Unit (CSU) consists of 1 Manager, 3 Senior Officers and 10 Prison Custody officers. The numbers of prisoners held in CSU varies from Week to Week. The average number of prisoners held in the current reporting year is 16, (although at times the CSU has been at full capacity) as it was 24 in the previous year.

There is no single reason for the decrease in the number of prisoners being held since last year. In the past, prisoners have used the CSU as an ‘easy option’ to get a transfer to another establishment. Each prisoner has presented challenging behaviour for the management in CSU, all prisoners kept in Segregation aver 42 days were approved by the DDC. The Board has been involved in the monitoring of the prisoner by attending Multi-disciplinary reviews. During the year 107 prisoners were held on an open ACCT (Assessment, Care in Custody Teamwork) whereas in 2015 there were 124 prisoners on open ACCT. During the weekly rota, IMB record any interaction in detail with a prisoner who is on an ACCT document and liaise immediately with staff regarding any concerns.

The CSU accommodates difficult to manage prisoners, notably those that undergo a “Dirty Protest”. Throughout the reporting year 10 prisoners in the CSU have carried out a “dirty Protest” compared to 12 the previous reporting year.

CSU statistics are kept and every 3 months the Segregation Monitoring and Review Group (SMARG) meet to monitor trends and to address any issues. During the reporting period the special cell has not been used.
GOOD REVIEWS

The GOOD Reviews are held in CSU 3 days a week. The Board tries to attend these reviews whenever possible. However, the times of the Reviews have changed from the afternoon to early morning and this sometimes is an issue for the Board. The reviews that members have attended have always been in accordance with the set procedure and are documented.

ADJUDICATIONS

The Board monitor’s adjudications on a regular basis by attending hearings, these take place daily. The Board receives the adjudications sheet, which contains details of the charges. Independent Adjudications (Tier 2) are held twice a month, and where possible the Board also monitors these by sitting in with the District Judge.

The Board would like to record their appreciation of the staff in the unit, who deal with prisoners at their most vulnerable and disruptive at times with the utmost professionalism.
ACCOMODATION AND COMMUNICATION

The prison consists of 8 wings which consists of 2 levels (1s and 2s). A – F, these are the main wings that radiate from the hub. The other 2 wings are G1, G2, H1 and H2.

A shower survey was conducted in 2017 by the Board. All wings in the hub have two shower units, each have four showers. Wings G and H have eight shower blocks, each have four showers. All facilities are equipped for disabled prisoners. A concern for the Board is the condition of the showers, the Board has observed that not all showers work and can be a little tatty looking due to peeling paint. This has been raised with the Head of Residence and the Director.

All wings have prisoner painters, cleaners and servery workers and on the whole the wings are very well maintained. Wings G & H are cleaned by their own prisoners they also have their own dedicated Healthcare, support workers, nurses and mental Health nurses.

The access in the prison’s Main street 1 and Main street 2 are kept clean and tidy by the cleaners as are the floor and landing levels of the hub.

The Board remains very impressed with the quality of the catering as well as the professional way in which the prison shop (“kiosk”) and its ancillary services are managed. A pre-order meal system is fully operational via the kiosk, which allows prisoners to complete their menu requests one week in advance thereby giving them an opportunity to make informed choices about their dietary requirements. It is a credit to the catering staff that they are able to supply an average of 4,800 meals each and every day. Separate implements are used for Halal food preparation and there is a separate freezer for Halal raw food to prevent any cross contamination. The kitchen keeps an up-to-date Food Log book, which records such things as the temperature of food at the time of production and distribution to how often oil is changed. Governance around security (e.g. knives and tools) is well established and well controlled. HMP Forest Bank employs a fair and equitable selection process for those prisoners wishing to work in the kitchens and serveries and, on average, 55 prisoners a day work in the kitchens. However, it is noted that some are brought over late from the wings on a regular basis, which can cause problems for the kitchen due to the tight schedules that they have to work to.
In the reporting year the board has conducted a survey of the serveries on all wings. Despite emails and letters of instruction, we have concerns about the servery’s, from wearing of appropriate clothing, hats, gloves etc.to access to cleaning products.

Food is wheeled from the kitchens over to the wings by wing servery workers, who ensure that the food is served at the correct temperature. Recently, the time between distribution and service has improved dramatically and is only 30 minutes on average. The portions should be checked with the wing and any shortages reported to the Kitchens for restock. The Board has observed that this is not always the case. In most cases, prisoners are positive about the food on offer and a recent food satisfaction questionnaire showed that 62% of the prisoners surveyed were satisfied with the menu range and rotation, quality, quantity and temperature of their food. The cleanliness of the serveries is up to the standard on most visits. The Board makes weekly visits to the kitchens where it observes teamwork between staff and prisoners.

The catering contingency plans at HMP Forest Bank are very strong and are continually under review. The Board is confident that should any unforeseen issues arise, the contingency arrangements would prove adequate to maintain a continued service.

Visits
Since last year’s report there has been change in the visiting hall, there is now no crèche, although there have not been any complaints, prisoners have told the IMB how much the crèche is missed. Family days are still arranged throughout the year and are well attended. The visitor’s canteen is now run in house, and not run by PACT. During the reporting period there were approximately 79,668 visitors to the establishment.

The holding cells can sometimes be a little untidy and the VP’s have asked for frosted glass to be placed on their holding cell. Unfortunately this was rejected for safety reasons as the officers would not be able to see in the cell.
Reception, is the processing Unit for all Prisoners entering or leaving HMP Forest Bank and it works closely with the transport contractor GeoAmey. HMP Forest Bank experiences a significant throughput of prisoners on average of 100 new arrivals each week, many with complex personal needs.

Reception arrangements are good, and prisoners are generally positive about their treatment in the reception area, stating they are confident they will be kept safe and that their needs will be met. Reception staff are respectful towards prisoners and prisoners are happy with the level of staff interaction. There are adequate toilet facilities in the reception area, although on several occasions the Board has recorded the absence of toilet paper, soap and hand-drying facilities. Searches are carried out sensitively by two officers in adequate privacy, however some prisoners have stated that the search process was not explained to them in advance. Prisoners who arrive without property are promptly provided with prison issue clothing, however they are not fully informed during the Reception process about how they might obtain property. The checking out of prisoner property is generally well-run and efficient, however the Board has observed prisoners being asked to sign for their property prior to that property being searched and agreed with the prisoner.

Initial health screenings for new arrivals are undertaken promptly by a registered nurse. Immediate health care needs are identified, including mental health and substance misuse, as well as completion of ACCT documents if deemed necessary. Initial cell-sharing risk assessments are carried out and if it is deemed that prisoners are unsuitable for standard location they are located to Healthcare or CSU pending assessment and review. More formal assessments are carried out on the Induction wing and where permitted, a two-minute phone call is offered (5-minutes for foreign nationals). Some prisoners who have been offered a free telephone call have told the IMB that they could not do so due to the telephone being inoperable. However they were found to be working although there is a good delay before a dialing tone. This may account for some prisoners believing the phone is not working.

On the Induction wing prisoners are provided with bedding, toiletries and eating utensils on their first night, however the board has observed on occasions that these packs are sometimes
incomplete. Most cells have a television, although there have been delays in replacing those which had been broken by former occupants.

HMP Forest Bank is a non-smoking prison. Prisoners transferring from other smoke-free establishments can retain their vaping unit as long as it is from the approved supplier and emptied prior to leaving the Reception area. New receptions with vaping units in their possession will be given the option to dispose of them or retain them in stored property prior to an offer to purchase suitable replacements.

Induction.
The Induction room is clean and bright with adequate information posters clearly visible around the room. However, it has been observed that the temperature inside the room can become uncomfortable when there is an excess of ten prisoners, impacting on their ability to concentrate.

Some Induction sessions we observed were run by prisoner peer mentors only with no visible presence from Prison Officers. On occasion the timing of Induction sessions have impacted on the start of the prisoners exercise regime resulting in prisoners losing interest in the information and coercing fellow prisoners not to ask questions in an effort to leave the session early. However, the Induction presentations are well constructed, covering the most critical issues and giving prisoners the opportunity to ask questions. Nevertheless the complaints processes are poorly handled and are not explained in depth, causing some confusion especially with first time offenders. In addition, sessions are not always consistent in the delivery of information, for example, sometimes not mentioning the role of the IMB, Samaritans, Listeners or the Prison and Probation Ombudsman service.

Free Reception Letters and Induction Booklets are issued at the Induction session. Unfortunately, the information is only available in English with only pictorial rough guides to help speakers of other languages. We have observed that prisoners are referred to this booklet whatever their level of reading ability might be.

Emergency evacuation procedures are not covered as part of the Induction session and emphasis is placed, on cell fires.
The Primary Care provision at HMP Forest Bank is provided in accordance with the contract between the National Offender Management Service (NOMS) and Sodexo Justice Services. HMP Forest Bank has a wide range of services within the Healthcare Department, including external services such as Optical, Physiotherapy and Dental Care.

There has been a management restructure and this department now includes a Head of Healthcare, a Deputy Manager (who is clinically trained) and a Practice Manager. A new complaints procedure has been implemented which has worked well, resulting in a decrease in IMB applications.

Negotiations are currently underway to link the primary and secondary Mental Healthcare departments to ensure a better quality of care. The Clinical ISMS (Integrated Substance Misuse Service) service sits under the Healthcare umbrella but is also integrated within the Recovery services. The service includes first night, prescription case-loaded and triaged by the clinical team. Nurse led clinics relating to substance misuse are held on a daily basics.

HMP Forest Bank has a smoking cessation service which sits under the ISMS team. They are full time advisors who see all new receptions within a 24 hour of arriving to discuss their options as HMP Forest Bank is now a smoke free prison. Nicotine Replacement Therapy is offered on a 1-1 basis and group sessions are also delivered.

**HMIP Survey: (Her Majesty's Inspectorate of Prisons) SURVEY**

The results of the CQC (Care and Quality Commission) inspection was undertaken 7th & 8th December 2016 and published on the 7th March 2017, this is available in the public domain.

The 2016 report included the following mandatory improvements.

- A safeguarding policy/protocol that supports staff is required to recognise and take action if a patient is at risk of harm/abuse or presents a risk to others.
- Staffing levels on the 24hr inpatient unit must be monitored to ensure that the safe and effective service is provided to patients and meet their needs.
• Attendance to Secondary Health Screening appointments and waiting times for Primary Mental Health Services should be monitored to ensure that prisoner health needs are identified and met.

• Patients must be provided with information on how to escalate concerns and complaints if they remain dissatisfied with the outcome of their initial complaint. The new complaints system must be published across the prison.

The 2016 report included the below areas of improvements that the service SHOULD take:

• Patients with Mental Health needs should have access to psychological therapies equivalent to community services.

• Staff should have the opportunity to provide feedback on the day-to-day operation of the service and be included in decisions about how the service is run.

**Prison Management Response:**

The Healthcare department has had a new manager who has implemented many changes including a ‘Healthcare Patient Survey’ as part of the ‘Healthcare Delivery Plan’. 403 prisoners responded to the survey and the results showed:

- 90% said that they understood how to access Healthcare services,
- 79% said that they knew how to make a complaint,
- 74% said that the clinical room are clean or very clean,
- Of the 51% that received treatment from Primary Healthcare services, 68% rated their experience either excellent or good.

Secondary healthcare screening now takes place on the induction wing before prisoners leave for normal location. This has had a dramatic increase in the number of prisoners attending a Secondary health screening.

**Primary Healthcare**

The Board is pleased to report again that a prisoner requiring medical treatment can be seen at a very short notice. The Triage is run over 5 days, with a VP/OP prisoners triage running separately on a Wednesday. Nurses assess patient’s medical needs and either offer treatment or referral to the Doctor. The waiting time for the GP is reported as an average of 7/8 days, emergency appointments were dealt with in line with the NHS standards.
The Dentist is an external contracted service and the average waiting time is between 23/24 days. They offer 4 mornings per week with on average of 20 appointments per session. The Optician is an external contracted service that has one service per week. As the averages are weekly – there is no monthly average available for this service. The Physiotherapy service is conducted through an NHS external contract and consists of one morning per week. As the averages are weekly – there is no monthly average available for this service.

**Mental Healthcare**

Primary Mental Health is currently subcontracted to GMMH (Greater Manchester Mental Health) and Secondary Mental Health is currently undertaken in house. However Mental Health Services are still a major concern with CQC, and currently a new contract regarding the linkage of Primary and Secondary Mental Health is under negotiation, to include access to psychological services and counselling plus the opportunity for prisoners to see a psychiatrist.

**IMB Healthcare Applications**

It was noted that there was a significant decrease of 19% in the number of applications received by the board (total healthcare related applications was 114) however, during the course of the year the Healthcare department took responsibility for their own applications and these are currently not within the remit of the board. We receive the figures for the Healthcare complaints, on a monthly basis from the Healthcare team.

There were a total of 945 complaints to the prison and 114 applications to the IMB.

<table>
<thead>
<tr>
<th>Complaint type</th>
<th>Prison figures</th>
<th>IMB figures</th>
<th>Complaint type</th>
<th>Prison figures</th>
<th>IMB figures</th>
</tr>
</thead>
<tbody>
<tr>
<td>GP</td>
<td>2 %</td>
<td>5 %</td>
<td>Opticians</td>
<td>1%</td>
<td>5%</td>
</tr>
<tr>
<td>Nurse</td>
<td>1%</td>
<td>2%</td>
<td>Medication</td>
<td>49%</td>
<td>36%</td>
</tr>
<tr>
<td>Dentist</td>
<td>6%</td>
<td>7%</td>
<td>Other</td>
<td>40%</td>
<td>45%</td>
</tr>
</tbody>
</table>
10 EDUCATION AND OTHER PURPOSEFUL ACTIVITIES

The IMB have undertaken a detailed review of this area with the support of management, teaching staff and prisoners. We have also attended the Quality Improvement Group meetings on a regular basis.

Turnover of prisoners remains high, given the prison’s local nature. Over one third are in the prison for less than 30 days. However the Board is satisfied that assessment of educational attainments and needs is done as soon as is practicable after arrival and that this process works well giving prisoners a well-planned route forward, however long their stay. No prisoner can move into employment until he has reached entry level 3 in math and English. The Board remains comfortable with the fact that the initial focus of education, for those of previously lower attainment, is on these subjects. In the reporting year 13% were below this level in English and 17% in Math. The Board notes that against this background there are now more Level 1 and 2 classes in those subjects to cater for demand.

The prison has a focus on ensuring that prisoners are actively encouraged to leave their wings and attend education (and industries) with IEP penalties for those not responding adequately. There has also been an effort to ensure access for vulnerable prisoners and an expansion of education provision in other parts of the prison outside the education department itself. Inevitably, there is still much work in progress but the Board are impressed by what we have observed over the last year. This year the achievement was 90% against a target of 95%. In terms of achievement, this is measured in examinations. The pass rates in English and Math’s have been in excess of 95% throughout the year and in vocational training at 100% compared with 79%, 77% and 96% respectively in the previous year. It is noted that the success rate in examinations among, particularly, prisoners of Asian ethnicity is materially better than the White British population.

The atmosphere in education is lively and positive, the premises are in good order, books and equipment are available in sufficient quantities and staff morale is good. Access to the Virtual Campus is being steadily improved. Among other benefits, it provides facilities for CV writing and job searches. Vocational training courses including warehousing, recycling, catering and hospitality, fitness training and performing manufacturing operations. These continue to be
delivered with the notably high success rates indicated above. Other courses including information technology, budgeting and finance, self-employment and lifestyle choices are provided, again with high success rates. The training is practical and useful and that it provides a basis for employment and self-management after release.

Library provision continues to be at an appropriate level in terms of quantity and range of material available. Accessibility is enhanced by evening opening. Provision is made for reasonable access by vulnerable prisoners. Improvement could be made in the range of material in languages other than English.

The Board has received only 2 applications related directly to Education during the year (down from 7 in the previous year). This we believe reflects the improvements we have observed and noted above.

**Chaplaincy**

HMP Forest Bank Chaplaincy team is led by a full time Roman Catholic Chaplain, who is supported by a mix of full, part time and sessional Chaplains.

There is a shower room for the use of prisoners who need to wash before going to prayer, however these facilities do require improvement, and the Board is pleased to report that the Chaplaincy is actively working on arranging this.

Chaplains are accessible to new receptions the morning after their arrival. Times of services are well advertised and if prisoners cannot attend services for whatever reason (including to ill or frail), the process for contacting the Chaplaincy for a personal visit is easy to arrange via the Kiosk. Officers will telephone the Chaplaincy on the prisoner’s behalf if the situation warrants this approach.

VP prisoners have the same access to services as other prisoners. Officers not unlocking on time or not escorting prisoners to worship has sometimes caused frustration. It has been especially difficult at times for VP’s to attend due to Officers available to escort them.
Generally, prisoners are able to access religious services with no problems. However attendance, in particular Sunday Service, can often be negatively affected by the current regime, due primarily to the fact that Exercise and Gym sessions are scheduled for the same time of day as religious worship. Prisoners, therefore, have to make a choice about whether they wish to attend exercise or religious worship.

The chaplaincy makes visits to segregated prisoners and to Healthcare on a daily basis. Prisoners from the segregation unit can attend religious worship if approved by the Security department. However, more formal risk assessments need to be undertaken in this regard.

Excellent pastoral support is given to all prisoners whether they follow a faith or not and the prisoners are generally very positive about the support they receive from the chaplaincy. Average attendance is between 12% and 15% of the prison population.

The Chaplaincy team is well represented across the prison and attends a wide range of multifunctional meetings. They work closely with the prisoners on the ground, providing an excellent support service on both a short and long-term basis, as dictated by the needs of the individual prisoner.

The Chaplaincy provides pastoral support for bereaved prisoners as well as men visiting dying relatives or attending funerals. It is usually the chaplains who break the news of bereavement or serious illness and recommends whether the prisoner affected needs to be put on an ACCT document. The Chaplaincy also speaks to families, arranges compassionate visits if families wish to break this news themselves. The Chaplaincy also provides palliative religious support to both the prisoner and their families if that is what the prisoner wants.

No applications or significant issues in respect of the Chaplaincy have been brought to the Board’s attention during the year; indeed, the Chaplaincy has been open to the Board’s enquiries about wider pastoral matters and they have often assisted the Board in addressing particular prisoner applications in respect of personal issues.
The prison offers workshop capacity to businesses in the form of floor space and manpower. The businesses provide whatever equipment is needed for their processes. The level of activity is not in the prison’s control and not all workshops are always busy for this reason. Nevertheless our observation is that prisoners work well, and that supervision is of good quality.

There are currently 193 full time and 170-part time places in industries.

New providers of employment opportunities have been attracted during the year and more seem likely to agree contracts over the next few months. With workshops providing experience of parts assembly, metals recycling and cloth cutting to add to the call centre which offers suitably motivated prisoners the opportunity of an interview on release, electronics dismantling, and electrical components assembly already being undertaken. The Board take the view that work provision has two components – the acquisition of a skill (with possible certification as evidence) and the discipline of regular, timely attendance and measured output. In both respects we feel that the prison provides good opportunities in both respects.

We also draw attention to the part played by industries in the prison to its resettlement activities as explained in the following section.

Only 4 of the Board’s applications during the year were related to employment.
The Resettlement function at HMP Forest Bank embraces those activities designed to manage prisoners’ sentences in a structured way, to ensure the protection of the public (both while in prison and following release).

A key area of resettlement is the provision of housing, support and financial advice was restructured in 2014 with the establishment of Community Rehabilitation Companies (CRCs) set up to handle the expanded licence system applied to all released (convicted) prisoners, whatever the length of their sentence. That the system has not performed as expected, and has been examined and reported on in considerable detail in two joint inspection reports. In summary, the inspection found that the Through the Gate Service had not realised the needs of individual prisoners and were not properly identified and planned for and not enough was being done to help prisoners to get ready for release or to manage risks. These shortcomings are in evidence in relation to prisoners released from HMP Forest Bank.

In HMP Forest Bank the CRC which covers Greater Manchester and Cheshire is with Purple Futures, a partnership between Interserve (the lead partner) and three charities including Shelter who provide the relevant services in respect of prisoners released from Forest Bank. Following the initial interview by the prison each prisoner is interviewed by Shelter, using a standard questionnaire format, designed to capture information relevant to resettlement. There is normally no further contact between Shelter and the prisoner until 12 weeks before his release date. As this event may be some time away there is a risk that the information is out of date before it is acted upon. There are, however, courses offered by Shelter such as CV writing, employability, and budgeting which can be arranged because of the questionnaire. This data is also entered on OASys. Both the prison and Shelter have full access to all the data on OASys.

Much useful data is gathered in this process but there seems to be an overlap between the services the prison provides as part of the sentence plan and those offered by Shelter which may lead to duplication and inefficiency.

The Board received no applications relating to resettlement during the year.
Security continues to hold monthly Tactical Tasking Meetings, attended by representatives from all areas of the establishment. These meetings are both pro-active and re-active, and are intelligence led, convened on the back of information gathered from submitted IR’s (intelligence reports) which are processed by the Operations team.

Security has taken full control of the monthly cell search cycle. Ensuring daily cell searches are conducted. These ongoing searches have proved successful with a number of good finds.

As a matter of priority this reporting year, Security has assisted the establishment in delivering a smoke free prison, targeted conveyance through visits, and taken control of the main Hub of the prison of mass movement.

The Operations team has regularly assisted with random searching in the visits sector as well as conducting high visibility floor walks to help prevent and hinder the conveyance of illicit articles. In addition, movement to exercise has become more controlled using residence staff to conduct level B rub down searches prior to exercise or any other irregular movement of prisoners.

GANGS
The Security departments are fully aware of Organised Crime Groups in HMP Forest Bank. The prominent OCG nominals have been highlighted, and intelligence has been gathered on known individuals regarding the smoke free initiative, causing unrest and inciting others. The Security Operations team regularly monitors these individuals as well as regularly relocating and searching them to prevent new alliances from being formed.

DRUGS
Drugs unfortunately being smuggled into HMP Forest Bank remains a constant pressure and learning curve for both prison staff and the Security team in particular. Prisoners are constantly trying to establish new avenues for obtaining contraband and the Security department works very hard to identify trends through intelligence received, closing them down as soon as they are identified.
Although a lot of support is in place to assist prisoners who want to address their substance misuse, including appropriate measures to challenge repeat offenders found under the influence. NPS continues to place significant pressure on the establishment and staff alike. Since the prison became “smoke free” on 11th September tobacco has now become an unauthorized contraband item, 184.5g of tobacco has been seized since this.

**MOBILE PHONES**

Along with drugs, mobile phones are a valuable commodity in prison. A long CZ phone is valved between £140-£160, and an I-Phone between £800-£1,200. Information suggests that due to the increased cost of phones, prisoners are choosing to share them rather than trying to obtain their own.

Due to effective searches conducted by wing staff and the Operations team, together with the introduction of the pole metal detector, the number of mobile phones, sim card and accessories recovered have all increased from last year.

The reporting year has proved to be a difficult time for all involved in the safer custody aspect of the prison service at HMP Forest Bank for the reasons widely reported in the press. Yet the Board acknowledges the hard work that has been carried out to keep both staff and prisoners safe. The staff in the Security Department work with dedication and the Board commends them for this.
C  Section – Work of Board

Chairperson

During the reporting year the board elected Mrs Sheryl Walker as Chair and Mr Barry Cave as Vice Chair.

General

The board has generally managed to complete its duties within the last year, despite its low number of members. In addition to this, the board chair took a leave of absence for a few months and the vice chair took on the role as acting chair for a short time. Despite these restrictions the board has completed 692 visits within this reporting year, a 16% increase on 2016’s figures. The Board has also had 8 new appointed members, unfortunately due to other commitments only 3 remain. They are due to complete their probationary period early 2018. We have also had 2 experienced members resign due to personal commitments. The board also completed the triannual reviews within this reporting year. The board continues to work within the National Monitoring Framework and each member works to complete the mandatory task and also tasks within each special responsibility.

<table>
<thead>
<tr>
<th>BOARD STATISTICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommended Complement of Board Members</td>
</tr>
<tr>
<td>Number of Board members at the start of the reporting period</td>
</tr>
<tr>
<td>Number of Board members at the end of the reporting period</td>
</tr>
<tr>
<td>Total number of visits to the Establishment</td>
</tr>
<tr>
<td>Total number of segregation reviews attended</td>
</tr>
</tbody>
</table>
### D Section – Applications

<table>
<thead>
<tr>
<th>Code</th>
<th>Subject</th>
<th>Current reporting year</th>
<th>Previous reporting year</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Accommodation including laundry, clothing, ablutions</td>
<td>16</td>
<td>12</td>
</tr>
<tr>
<td>B</td>
<td>Discipline including adjudications, IEP, sanctions</td>
<td>4</td>
<td>14</td>
</tr>
<tr>
<td>C</td>
<td>Equality</td>
<td>2</td>
<td>17</td>
</tr>
<tr>
<td>D</td>
<td>Purposeful Activity including education, work, training, library, regime, time out of cell</td>
<td>23</td>
<td>7</td>
</tr>
<tr>
<td>E 1</td>
<td>Letters, visits, phones, public protection restrictions</td>
<td>29</td>
<td>32</td>
</tr>
<tr>
<td>E 2</td>
<td>Finance including pay, private monies, spends</td>
<td>15</td>
<td>17</td>
</tr>
<tr>
<td>F</td>
<td>Food and kitchens</td>
<td>9</td>
<td>7</td>
</tr>
<tr>
<td>G</td>
<td>Health including physical, mental, social care</td>
<td>114</td>
<td>141</td>
</tr>
<tr>
<td>H 1</td>
<td>Property within this establishment</td>
<td>50</td>
<td>30</td>
</tr>
<tr>
<td>H 2</td>
<td>Property during transfer or in another establishment or location</td>
<td>56</td>
<td>56</td>
</tr>
<tr>
<td>H 3</td>
<td>Canteen, facility list, catalogue(s)</td>
<td>26</td>
<td>24</td>
</tr>
<tr>
<td>I</td>
<td>Sentence management including HDC, ROTL, parole, release dates, re-categorisation</td>
<td>43</td>
<td>40</td>
</tr>
<tr>
<td>J</td>
<td>Staff/prisoner concerns including bullying</td>
<td>86</td>
<td>89</td>
</tr>
<tr>
<td>K</td>
<td>Transfers</td>
<td>65</td>
<td>32</td>
</tr>
<tr>
<td>L</td>
<td>Miscellaneous</td>
<td>85</td>
<td>34</td>
</tr>
<tr>
<td></td>
<td><strong>Total number of IMB applications</strong></td>
<td><strong>612</strong></td>
<td><strong>552</strong></td>
</tr>
</tbody>
</table>