



Annual Report
of the
Independent Monitoring Board
at

HMP/YOI Stoke Heath

for reporting Year
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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

The Prison Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- (2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison and also to the prison's records.

Main judgements

Are prisoners treated fairly?

Yes

Are prisoners treated humanely?

Yes

Are prisoners prepared well for their release?

Yes: However HMP/YOI Stoke Heath has been hindered and let down by delays between the termination and re-commissioning of workstream contracts.

Main Areas for Development

TO THE MINISTER

Delays by Amey in completing the following works: the tailor's shop and the car mechanics and woodworking workshops. A car valeting area was put in place last year but NVQ work cannot start until drains have been provided. The delays are attributed to the ongoing restrictive nature of the current Amey contract which is not due to expire until 31 May 2020.

The termination and re-commissioning of the following resettlement workstreams have not been seamless, resulting in lulls in output for months at a time: National Careers Service, Children and Families workstream and the Attitude Thinking and Behaviour workstream. There appear to be serious weaknesses in the national contracting and commissioning arrangements.

TO THE PRISON SERVICE

During the last reporting year 65 mobile phones have been detected by the 'pole' in reception, either about the person or in property. This is of particular concern as the sending prisons, mainly HMP Hewell and HMP Birmingham, appear not to have followed search procedures before transfer.

The churn in population, with some prisoners arriving with less than twelve weeks of sentence remaining, leaves little time for the Resettlement Team to help them prepare for their release.

Prisoners are arriving from other establishments without their OASYS sentence plan completed; a backlog of these plans has run at circa 150 for much of the year.

Property transfers from other prisons are a major concern; the IMB has received 80 (20% of total) property applications this year as opposed to 44 for the previous year. Cell clearance procedures do not seem to be used at the sending prison and the prisoners claim that they are rushed into signing off their property cards.

TO THE GOVERNOR

NIL

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

To provide additional beds in secure units for the mentally disturbed prisoners.

Improvements

HMP/YOI Stoke Heath has successfully converted into a smoke free prison.

The security team remain very pro-active in trying to reduce the amount of illicit items, especially drugs, entering the prison and continue to have good liaison with the police.

Reception, Visits, the Gatehouse and Vocational Training facilities improved.

3. DESCRIPTION OF THE PRISON

HMP/YOI Stoke Heath, located near Market Drayton, Shropshire, is a closed Cat C male establishment holding both sentenced young adults (18-21) and adults (21 and over), including remands from both categories, within 8 wings. There is also a small Cat D house outside the gates (the old prison officers' mess). All wings are now smoke free and some wings have changed function: all of F Wing is for drug rehabilitation and G wing has been split between induction and a seniors' quiet wing. The prison's main role is the resettlement of prisoners from the Midlands, and the establishment currently houses 766 Category C and young adult prisoners and 16 Cat D prisoners. The prison population is mainly from the Midlands (66%), North West 14%, Wales 6%, Yorkshire 3% London 3% & others 8%.

HMP/YOI Stoke Heath is fully committed to the Prison Service objectives:

- Protecting the public by holding those committed by the courts in a safe, decent and healthy environment.
- Reducing crime by providing constructive regimes which address offending behaviour, improve educational and work skills and promote law abiding behaviour in custody.
- In securing its objectives the prison adheres to the following principles:
 - Work in close partnership with others in the Criminal Justice System to achieve common objectives
 - Obtain best practice from the resources available using research to ensure effective correctional practice
 - Value diversity, promote equality of opportunity and combat unlawful discrimination
 - Ensure staff have the right leadership, organisation, support, and preparation to carry out their work effectively.

B Evidence sections 4 – 11

4. SAFETY

Reception

Most prisoners who arrive at Stoke Heath are transfers in, so are familiar with prison routine; but if remanded they are asked if this is the first time in custody and treated accordingly. On arrival, prisoners are seen by healthcare in private, who assess their mental and physical health and substance misuse issues. Prisoners are searched thoroughly and religious and cultural needs taken into account.

During the last reporting year, the number of mobile phones detected by the 'pole' in reception has been 65, found either about the person or in property. This is of particular concern as the sending prison has obviously not followed search procedure or ignored the indication and transferred anyway. Apart from Stoke Heath having to deal with the prisoner, this can increase the risk of escape whilst being transferred. Prisoners with mobile phones are located in segregation, downgraded to basic and reported to police.

Prisoners are allowed a free phone call on arrival; the phone has recently been moved to a position where it is possible to have a less public conversation.

Reception and waiting areas are clean; the painting programme has been completed this year. The cell doors and walls are now very brightly coloured and the walls are also adorned with inspirational phrases; it is much more welcoming.

The aim is for prisoners to spend as little time as possible in reception and this is usually the case. There is still an issue with prisoners arriving late on Friday evening, mostly from other prisons and occasionally from court.

Self-harm and suicide prevention

The number of ACCTs opened was 393, and those closed 348 (July 2017 – May 2018). Prisoners on an ACCT are discussed in the MASH (multi agency safe-guarding hub) meeting. This meeting is an in-depth analysis of monthly figures of ACCTs opened and closed; trends are noted and incidents of self-harm are discussed.

SASH Training (suicide and self-harm) is being rolled out to all those who come into direct contact with prisoners.

There have been four deaths in custody from natural causes during the reporting period.

Professional Case Reviews

These are multi-agency meetings to ensure that on release vulnerable prisoners have everything in place (housing, benefits, medication) to ensure they can cope on their release. Again this year there have been a number of prisoners with very complex mental health issues who have been located in healthcare on constant watch until they can be relocated to a suitable mental health facility.

The quality of ACCTs is discussed in the safer prisons meeting to ascertain if the documents are filled in properly. They are generally completed with all information needed; occasional notices to staff are sent out to remind them of the importance of accurate record keeping.

Cell Sharing Risk Assessment (CSRA)

There has been an increase in the number of prisoners arriving as high CSRA. A prisoner who is identified as high risk cannot share a cell unless they are racially high risk in which case they can share with a prisoner with the same ethnic background. Several prisoners have been moved in order to accommodate this.

Key Worker Scheme

This is being rolled out as more staff are trained. Eventually each prisoner will have a key worker, whose role will be to have quality time for more in-depth conversations with the six prisoners allotted to them, to guide, encourage, coach and support. Details will then be entered on P-Nomis.

Bullying

There is an active TBB (Tackling Bullying Behaviour) strategy; perpetrators are often moved from wing to wing or cell to cell and searched frequently in order to disrupt their behaviour. Other sanctions such as reduced canteen are available.

Victims of bullying are supported; they are monitored for at least eight weeks, and their cases are reviewed at the MASH (multi-agency safe-guarding hub) meeting, which is attended by the safer prisons governor, his safety team, healthcare, mental health in-reach and the IMB.

Contraband:

The security team have again been very pro-active in trying to reduce the amount of illicit items entering the prison particularly in reception and visits.

Significant problems are drugs and mobile phones; those found with a mobile phone are referred to the police. However, additional funding from *Payment Plus* has enabled the team to do more cell searches, pin phone monitoring, stop and search, intelligence gathering and perimeter fence patrols which have all been very successful.

Shortly a Rapi-Scan machine will be available to scan the mail for drugs and eliminate the need to photocopy mail.

There has been a slight reduction in finds of weapons. Those found were made in manufacturing; searching is in place.

Body Worn Cameras

The system is up and running, familiarisation talks are ongoing with staff, and posters and signs are being put up to inform prisoners that body-cams are being used. A compliance visit on 16 March said that they were being used appropriately.

There are currently 12 Listeners at Stoke Heath. Recruitment and training in January was a success and, although not extensively used, the Listeners are available on a 24-hour rota and prisoners can request to see a Listener in private. Listeners are trained by the Samaritans; there are also Samaritan phones available.

5. EQUALITY AND FAIRNESS

There have been 53 Discrimination Incident Report Forms (DIRFs) and other referrals such as Intelligence Reports and referrals from adjudications. At the same point in the last reporting period there were 29 complaints, an increase of 82%. It is believed that the explanation for this increase is positive as prison staff have been paying more attention to non-tolerance of discrimination. There have also been 17 complaints from prisoners about staff which have been investigated with satisfactory outcomes.

Prisoner Equality Representatives are now in place on all wings with the exception of E Wing. This is commendable as it is always difficult to find reliable prisoners for this role.

Discrimination incidents are scrutinised by both the Prisoner Representatives and also an external 'independent' professional to ensure a fair and balanced investigation has taken place. Feedback from these scrutiny panels is positive with only one investigation from 18 scrutinised where a request was made by the panel for the staff to reinvestigate.

Prisoner Representatives have decided to focus on multi-cultural celebrations, culminating with an event in October, the traditional time to celebrate Black History. The theme for events throughout the year is 'Positive Change' and several activities have taken place or been planned in conjunction with this, such as wing wall painting, music and radio events.

Disabled prisoner and PEEP (Personal Emergency Evacuation Plans): information continues to be updated, and there are currently seven active PEEPs for prisoners in residence. There are also requirements for PEEPs in the workplace: two in Art and Education for prisoners with mobility issues.

Disabled prisoners with specific and complicated issues are deemed to be 'hard to reach' prisoners. Between Equalities and Labour Allocations the prison attempts to provide a bespoke programme of work and education to encourage prisoners to learn and achieve. Approximately 20 prisoners are currently in this group. There is one Red Band prisoner carer on I Wing and it is hoped to have two in the future.

6. SEGREGATION/CARE AND SEPARATION UNIT

To date no prisoners have been held for more than three months in segregation.

The conditions and facilities of the unit are generally good; in particular, the Red Band keeps the servery very clean. The staffing levels are adequate; on adjudication days extra staff are brought in. All paperwork is meticulously filled in and filed.

The Board are told of newly arrived prisoners and advised of review dates.

100% of reviews have been held within the specified time limit and are attended by a Governor, healthcare and an IMB member. The nurse is always asked if there are any medical concerns with the prisoner.

A safety algorithm is completed and if not deemed suitable for segregation the prisoner is returned to normal location. Five prisoners in the reporting year have been returned to normal location after failing the safety algorithm. Most algorithms (98%) are completed within two hours of location in segregation

Prisoners generally attend their review although a small number refuse to do so; if they do not attend, they are advised of the outcome. The prisoner is always introduced to those present, asked if he knows the reason for his location in SRU and the purpose of the review. He is given an opportunity to speak and a reintegration plan is discussed if returning to the wing.

In January 2018, a care map was introduced, to aid re-integration, covering vulnerability because of drugs, alcohol or mental health problems and to build on any strengths or interests the prisoner might have and encourage alternatives to disruptive behaviour. This care map returns with the prisoner to the wing. All prisoners are monitored for two weeks on return to normal location from segregation to ensure they have settled and feel safe.

Prisoners are often returned to normal location within the day.

IMB members can speak freely with all prisoners in the unit at any time.

Prisoners on an ACCT have been assessed as fit to be segregated and the prescribed number of observations is adhered to. They are re-located if their safety becomes an issue.

There has been a small increase in the use of CC (cellular confinement): this is usually a short-term punishment resulting from adjudication.

There have been several prisoners kept in segregation for more than a month; this is because they have refused to go back to normal location despite the efforts of staff and governors to persuade them to return.

The policy is not to transfer a prisoner to another prison from the segregation unit; however a small number have been transferred this reporting year because of exceptional circumstances for safety reasons.

There has been no authorised use of special cell or restraints. Two separate instances of removal of running water in SRU cells were reported within a few days. The first was evidenced through the direct observation of two IMB members, who brought it to the attention of the SRU Governor, who immediately rectified the position; the second was brought to the Board's attention on an IMB application and could not be evidenced. The SRU Governor issued an instruction to staff to clarify the policy. The Board was pleased with the positive and prompt action.

There have been a small number of dirty protests, and bio-hazard trained prisoners have dealt with these satisfactorily.

7. ACCOMMODATION AND COMMUNICATION

The main development during the year has been the transfer to a larger wing of the drug and substance rehabilitation work. Previously located on an older 70 bed accommodation block, the move to a larger, 150 bed more modern wing is a real step up in facilities. It gives space for meeting rooms, classrooms and accommodation for men undergoing both treatment programmes and, crucially, those who have completed the programmes who now need space in a protected environment to consolidate their recovery. The ability for men to access dedicated group rooms without leaving the wing is a real win for efficiency and effectiveness. These arrangements were not possible in the previous accommodation. Time will tell if there is a real benefit but it is already noticeable that the substance misuse team and the men are making the most of this really positive development.

Welcome improvements have also been made to Reception, Visits and the Gatehouse.

Property:

The applications received by the Board about property issues arising at or on transfer from other establishments has nearly doubled whilst overall applications have increased by 25%. They now form 20% of the applications dealt with by the Board (compared with 5% property complaints about Stoke Heath). If informal approaches about property issues relating to other establishments are included, this would at least double and therefore warrant specific mention. The evidence the Board has seen indicates that the management of property by prisons sending men to Stoke Heath is patchy at best and in some cases almost non-existent. Cell clearance procedures do not seem to be used, men claim they are rushed into signing off property cards on the pretext of waiting transport, property does not follow on when promised and when complaints are sent they often need several iterations to yield a result. The Board unashamedly advises men who feel aggrieved to claim financial compensation and if necessary take their case to the Ombudsman. The financial cost of such poor procedural compliance should be of concern, not to mention the moral responsibility to safeguard the property in the care of the system. If the prison service gives an example of indifference to property what message does that send to those whom they are trying to rehabilitate?

8. HEALTHCARE (including mental health and social care)

All healthcare services at Stoke Heath are currently going through the re-tendering process. A new healthcare contract will commence on 1st April 2019. At the present time, services are provided via three contracts from NHS England – primary care (Shropshire Community Health NHS Trust), secondary mental health services (South Staffordshire & Shropshire NHS Trust) and substance misuse services (Forward Trust & North Staffordshire Combined Healthcare Trust). The new contract will be a prime provider model, meaning that all services will be delivered by one provider or sub-contracted/partnership and accountable to the prime provider.

Hence, health services at Stoke Heath are set to change. Patient forums have been held by NHS England to allow prisoners to have a say in how services will be delivered and the patient group will also be involved in the review of the bids that have been tendered.

In the interim period, all services continue to run as separate entities with joint working where required.

In relation to primary care services, NHS England has developed new assessment templates for reception processes. This means that all prisoners are now expected to have two reception screens, one at the point of arrival and a second one within seven days. This has caused great difficulties as the service does not have the capacity for the second reception screen. All receptions are receiving the first screen on entry to the prison and a business case is in place to source additional resources for the second reception screens.

Dental waiting times have increased over the twelve-month period. A lot of clinical audit has been conducted to ascertain the reasons for this – the reasons include poor dental care previously, the long courses of treatment required for each patient, and the high number of new receptions requesting dental services. NHS England has worked closely with the dental team and has resourced additional dental time. A new dentist is due to commence – this means that, for a period of time, dental clinics will be held five days a week.

Escorts and bed watches continue to cause challenges. However, these relate to administration and appointments booking issues and no NHS targets have been breached as a result. The prison works closely with healthcare colleagues to ensure all urgent appointments are facilitated. Some examples of excellent care have been observed in the facilitation of appointments for a prisoner requiring chemotherapy. The prison has gone above and beyond to meet this prisoner's needs.

The healthcare centre has seen a bit of a facelift in some areas this year, with new carpeting and better use of available facilities. A recent infection control external audit was completed which for the first time incorporated the wing based medication rooms, and 92% was achieved.

Primary mental health services receive between 60 and 80 new referrals each month. The care pathway is used for triaging these referrals and the nursing sister is currently providing training to other teams to improve the quality of the referrals they receive.

Secondary mental health services manage transfers out of the prison to secure hospitals and have raised no concerns with this.

Formal complaint numbers have reduced in comparison to the last two years. This is due to the fact that safer prescribing guidelines are now embedded into daily practice, as well as patients being better informed as to prescribing decisions. Other establishments are now commencing the work that Stoke Heath has previously completed in relation to safer prescribing.

9. EDUCATION AND OTHER ACTIVITIES

The education department has been managed by NOVUS since 2011 and they deliver a wide range of educational services for the prison population. The initial 5-year contract has now expired but an extension was provided and the tendering process for the next educational contract to start in April 2019 has now commenced. The result of the tendering process is not yet known, but whoever becomes the provider a seamless transition process is expected.

This has enabled continuity of service with NOVUS maintaining a high base of services and taking opportunities to develop training delivery to effectively meet the needs of the prison population. The challenge of reducing and static budgets from previous years has been met, maintaining both the quality and effectiveness of training delivery. During this year an additional £119,000 was received that has enhanced the educational provision.

There is evidence that NOVUS continues to make the best of the financial resources allocated to them. They are currently delivering education and training within the current resource allocation (98.8%) and the final figure is expected to be about 104%.

Additional funding has been found through Engagement and Progression Learning (EPL), and £5,000.00 has been secured to provide 70 students with construction skills (CSCS). £580.00 has been secured through 'Enablers' and used to produce a job club that has attracted 22 students. Funding has also been provided by the Prison Education Trust and currently there are five students undertaking a degree with the Open University, and others engaged in distance learning programmes at level 3.

Most of the planned development of new workshops reported in the last annual report to expand and enhance training provision in woodworking, tailoring, and car mechanics has now been completed. This has resulted in a greater number of prisoners taking part in educational provision.

We reported last year concerns about the length of time taken to carry out works required to enhance the training provision and the loss of training opportunities for the current prison population. The works reported on (woodworking, the tailors shop, and car mechanics) have now been completed but some frustration still remains. A car valeting area was put in place last year but NVQ work cannot start until drains have been provided. This work was requested, approved, and financially supported over 9 months ago but has still not been completed. The delay is attributed to the restrictive nature of the current contract with Amey who are responsible for works within the prison establishment. This work could have been completed much quicker by another provider, but there are financial penalties written into the contract should another provider be used for this type of work.

A wide range of courses is offered by NOVUS and it is encouraging to see that regular reviews are carried out to enable dynamic training delivery aligned to meet the needs of the prison population. Yearly curriculum reviews are completed to align activity with labour markets, employment opportunities, and social enterprise. For example, following a recent review, changes were made to replace first aid training and enhance health and safety training to include asbestos awareness, more relevant to preparing students to maximise work opportunities on release. Another example is additional NVQs now being provided following the introduction of the new tailors' workshop.

There remains a focus on the delivery of all levels of functional skills for Maths and English, which is a mandatory requirement for some, with success rates currently at 84%. However, this figure includes a lag which includes learners who are awaiting results and it is expected that the success rates achieved will be above the national average. Last year the success rate was 95%.

10. WORK, VOCATIONAL TRAINING and EMPLOYMENT

There remains a wide range of vocational training aligned to work based qualifications to increase employment opportunities upon release to break the cycle of reoffending. Some examples include painting and decorating, performing manufacturing operations, waste recycling, horticulture, bricklaying, welding, car mechanics, industrial cleaning, wood working, barista, and others.

There is a clear focus on providing as many opportunities as possible to prepare prisoners for the workplace and finding employment on release. An employment broker visits the prison on a fortnightly basis, and the working relationship with 'through the gate' providers continues to develop but could be stronger. There are also good links with national organisations such as Pret a Manger, Greene King, and others who are able to assist with job opportunities for some on release. Discussions are currently ongoing with Virgin Trains in respect of a pre-apprenticeship programme that will strengthen post release opportunities.

There is clear evidence of the proactive preparation of prisoners for the workplace, and enabling opportunities for employment on release. Support and guidance is provided such as CV writing, interview preparation, job registration, and accessing of apprenticeships, all of which provide good examples of a work-based ethos and focus.

However, concerns have been raised about the loss of the National Careers Service that has fragmented services and has had a detrimental impact on the provision of information, advice, and guidance. Various providers are picking up some of the elements previously covered by the National Careers Service but it is suggested that there is currently a lack of cohesion and no systematic process in the provision of these valuable and essential services. Previously staff (1.4 posting allocation) provided a daily service to deliver career advice and this has now been reduced to one member of staff providing one day every fortnight.

There remains limited performance information available for both outputs and outcomes and this would assist in providing a stronger evidence base to provide the reassurance that resources are being maximised, and the right outcomes are being achieved such as employment and cessation of further offending.

In 2015 the Police and Crime Commissioner for West Mercia set up a company called 'Inside Products' that was designed to maximise financial opportunities provided by the production of products within prison. The scheme involved HMP Stoke Heath, HMP Hewell, and HMP Long Lartin but unfortunately did not progress at the time for a variety of different reasons. The purpose was for goods produced in prison to be sold on a commercial basis, with any profit coming back to the prison to enhance rehabilitative opportunities.

We note that representations are currently being made by the training provider to consider the sale of products being made in the new woodworking department. Quality goods are being produced and to dismantle or destroy them is counter-productive and inefficient. The scheme being suggested is innovative and deserves some merit.

11. RESETTLEMENT PREPARATION

This extensive, complicated and core part of the regime at Stoke Heath continues to be managed actively through a well-developed strategy. Two areas of concern have been noted.

Firstly, the termination and re-commissioning of workstreams has resulted in a lull in output for months at a time. These were the National Careers Service contract, the Children and Families workstream managed by the Chaplaincy, and the Attitude, Thinking and Behaviour workstream. These arrangements were terminated or curtailed during the year with no replacement resource or arrangements being put in place for several months. This impacted upon the ability of men approaching release to obtain professional, informed and experienced careers support during this time. The Children and Families workstream had to close positive programmes pending tendering and the appointment of Barnado's with an associated ramp up period still being completed. The Attitude Thinking and Behaviour workstream lost funding from the commissioning body despite these programmes being key parts of sentence plans. The inability to plan for the termination of one contract and its replacement seamlessly by new arrangements is a serious weakness in the national contracting and commissioning arrangements, beyond the ability of the Governor and team to rectify directly. The lull in what have been very positive workstreams over recent years is hard to understand or rationalize, other than as a blunt instrument to save money.

Secondly, the churn in population nationally impacts heavily on the ability of Stoke Heath to meet its role of training and resettlement. Men coming to Stoke Heath ideally need to have at least twelve weeks of sentence left and preferably much longer in order to give the team maximum opportunity to help prepare them for release. Not only are men arriving with less than twelve weeks remaining, many are coming from other establishments without their OASYS sentence plan completed. This is despite this being a key role for local prisons and not a key task for Stoke Heath. A backlog of these plans has run at circa 150 for much of the year. It is estimated each plan takes about one day of a member of staff's time to put in place comprehensively. Whilst Stoke Heath is attempting to address this unbudgeted and unresourced task it must deflect OMU staff from other key tasks. The churn affects many programmes which lose men at little notice or cannot plan to maximise numbers as men arrive with too little time to complete courses. This is a gross waste of expensive, dedicated resource and opportunities, thereby sub-optimising positive outputs for men and society.

C Section – Work of Board

BOARD STATISTICS	
Recommended Complement of Board Members	17
Number Board Members at the start of the reporting period	12
Number of Board Members at the end of the reporting period	13
Total number of visits to the establishment	339
Total number of segregation reviews attended	164

D Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	7	6
B	Discipline including adjudications, IEP, sanctions	10	9
C	Equality	5	8
D	Purposeful Activity including education, work, training, library, regime, time out of cell	13	9
E 1	Letters, visits, phones, public protection restrictions	15	13
E 2	Finance including pay, private monies, spends	14	14
F	Food and kitchens	5	7
G	Health including physical, mental, social care	58	42
H 1	Property within this establishment	17	11
H 2	Property during transfer or in another establishment or location	80	44
H 3	Canteen, facility list, catalogue(s)	24	11
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	36	46
J	Staff/prisoner concerns including bullying	56	52
K	Transfers	42	23
	Total number of IMB applications	410	318