



**Annual Report**  
of the  
**Independent Monitoring Board**  
at

**HMP Guys Marsh**

for reporting Year  
**01 December 2017 to 30 November 2018**

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*Monitoring fairness and respect for people in custody*

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## A Sections 1 - 3

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### **STATUTORY ROLE OF THE IMB**

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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.

## EXECUTIVE SUMMARY

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This report presents the findings of the Independent Monitoring Board at HMP Guys Marsh from 01/12/17 to 30/11/18. Evidence is derived from monitoring activities, attendance at meetings, and scrutiny of data, surveys, discussions with prisoners, staff, and prisoner applications to the IMB.

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The Board was aware that Special Measures and Pathfinder status contributed to the boost in staffing levels and morale, giving impetus to the urgently required improvements this reporting year. The reduction of the Operating Capacity in conjunction with the fabric up-grade created an abnormal environment. The sustained, unacceptably high use of Psychoactive Substances (PS) continued to have a detrimental impact on the safety and decency of the prison.

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The many activities and Awareness Days throughout the year led to an overall improvement in relationships contributing to the Governor's and Deputy Governor's aim of changing the culture of HMPGM to one of respect and achievement.

There is a strong commitment to fairness and dignity and, overall, the prisoners do receive fair treatment. However, the Incentives and Earned privileges (IEP) scheme has not been seen as being fair or effective (5.12). There was some perception that poor behaviour got attention, and that good behaviour was not valued or rewarded. Also, there was some evidence of negative staff attitude and use of inappropriate language (4.12).

Commitment to dignity, decency and humane treatment is evidenced in all the work of the "Growth Project"(9.03, 11.09). However, there was inconsistency in the discipline of wing management, which impacted detrimentally upon cleanliness of serveries and inconsistent provision of adequate equipment and materials (7.08, 7.13). In addition, the Board reports the impact of inadequate national provision for seriously mentally ill prisoners. In one instance the long wait for a secure bed led to a prisoner being held in CSU for 107 days, which the Board judged to be inhumane and unacceptable. (6.01, 6.02, 8.03)

The Board regrets to report that violence rose to unacceptably high levels and that there have been four PS related deaths in custody within this reporting year (4.02, 4.05).

The use of PS drives high levels of debt, coercion and violence, thus undermining safety, although the positive impact of improved interpersonal relationships and intervention strategies has led to the perception of an improved sense of safety amongst the prisoners in general. (9.03, 9.11)

## **Main Areas for Development**

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### **TO THE MINISTER**

Will the Minister give urgent consideration to;

- A discussion with colleagues in the Ministry of Health and Social Care regarding the provision of more suitable, humane facilities for mentally ill prisoners?
- Implementing a coordinated and resourced National Strategy targeting a reduction in access to, and use of, Psychoactive Substances within the next twelve months?

### **TO THE PRISON SERVICE**

Will HMPPS please give attention to;

- Re-evaluating the current contracts in relation to the transfer of property as prisoners move between establishments? The current volumetric method employed is inadequate when moving long-term prisoners and their personal property between different locations. This results in excessive demand upon prison staff and has the potential of causing unrest on the part of the prisoners due to them not having reasonable access to their treasured possessions.
- Improving the motivation, development, training and mentoring of new-intake prison officers with the dual objectives of reducing staff churn and achieving higher performance?

### **TO THE GOVERNOR**

- The Independent Monitoring Board recognises the improved relationships between prisoners and prison staff here at HMP Guys Marsh, and the on-going developments in purposeful activities and work placements. However, as was recorded in last year's report, it is still not clear how disengaged prisoners are being effectively incentivised (or sanctioned) in order to encourage attendance at work or education? In addition, how can competing appointments which impact on attendance be de-conflicted?
- As monitored and reported repeatedly, litter, general cleanliness of wings, especially serveries and food trolleys, and lapses in adequate provision of cleaning materials continued to be a blight and a health hazard encouraging vermin. Please will this matter be addressed urgently for the good of the whole establishment?

## Improvements

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- It is notable that current staffing levels have lifted morale and contributed toward a more positive atmosphere at HMP Guys Marsh.
  - The Offender Management Unit's performance has improved significantly under Governor leadership, likewise healthcare has shown sustained improvement since the appointment of CARE UK to the role.
  - Land-based Industries have continued to flourish as evidenced by the welcoming presence of the flowerbeds, situated at the entrance to HMP Guys Marsh. The gardens within the grounds of the prison are also a delight.
  - There has been a significant and welcome investment in the refurbishment, maintenance and upgrading of accommodation, buildings and facilities. In addition, the much-needed attention to the water ducts and pipe network across the site. These works continue.
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## 3 DESCRIPTION OF THE PRISON

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3.01 HMP Guys Marsh (HMPGM) is a Category C (Cat C) adult male Training and Resettlement Prison located two miles South West of Shaftesbury in rural Dorset. Its operational capacity has been temporarily reduced to 396 following the decanting of two accommodation buildings, currently undergoing refurbishment and upgrading of services. The prison was in Special Measures throughout the reporting year.

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

- Education, Learning and Skills: Weston College
- Healthcare: CARE UK
- Works and maintenance: MoJ domestic contractor
- Prisoner Transport: GeoAmey

3.03 Improved developments in work placements and qualifications have been introduced. There are places available in work and education in excess of current prison population

3.04 The decanting of two buildings, for refurbishment purposes, has meant significant, temporary cell sharing in two of the occupied wings.

3.05 The gym works well, providing space and good equipment for prisoners' use.

3.06 The Care and Separation Unit (CSU) has been under constant repair this year. Currently all cells are operational, along with two special cells.

3.07 The Friends of Guys Marsh Prison (FOGMP) continued to invest time and effort providing support for the Well-Being Days throughout this reporting year, Partner Volunteer Organisations, co-ordinated by CLINKS provided invaluable practical and moral support to prisoners.

## B Evidence sections 4 – 11

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### 4 SAFETY

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4.01 The Board acknowledges that the SMT's priority continues to be Safety and that there are clear strategies to tackle bullying and coercion, an example of which is the Challenge, Support and Intervention Plans (CSIP) (see 4.12, 9.11) which along with the sustained strong support of the Growth Project has the aim of embedding Safety at the heart of HMPGM's values and operating culture.

4.02 Despite all efforts, there have been four deaths in custody in the first half of this reporting year (4.14) and a marked rise in violence after a short period of sustained reduction as reported by IMB last year using the data from the 'stability graph'. Violence peaked in the second half of 2018 as evidenced by the Trends, Indicators, Evidence Record (TIER) data, and was connected to the use of illicit substances, debt and coercion. Improved reporting and more focussed analysis of data revealed multiple recordings for certain individuals involved in violence, use of Psychoactive Substances (PS) and self-harming. Violence data showed that there were 15 incidents in February, rising to 22 in May, up to 27 in September, reducing to 16 in November. Assaults on staff peaked in July (8) and August (9). Self-harming rose steadily from 11 in February, 27 in June, 37 in July, 38 in August, with a small drop in September and October, rising again in November to 38.

4.03 Following a Summer of positive and productive activities organised in support of objectives in 4.01, Wing Representatives conducted a survey on their respective wings (with varying results) which revealed that there had been a fall in their concerns about vulnerability, averaging 25%, a reduction from over 50% as reported last year, despite the rise in recorded violence.

4.04 Newly developed analytical tools, 'ANVIL' used in measuring violence, and 'VIPER' employed in scoring risk assessments, were effective.

4.05 The board has noted that analysis of figures by the Safer Custody Team show that the intake of prisoners with recorded histories of violence has risen by 44%. Latest analysis has indicated that spikes have occurred on Sunday afternoons and that violent acts moved away from areas covered by CCTV into cells, grounds and Healthcare. 20% men around mid-year were considered high Cell Sharing Risk Assessed (CSRA).

4.06 Upon arrival at HMPGM, Reception standards are good. Prisoners are treated with respect and a Listener is always present. Health assessments are undertaken which includes identifying the individual's use of PS, if relevant, and the recording of prescribed medications.

4.07 The Induction of prisoners into HMPGM was of considerable concern to the Board throughout the previous reporting year. It has taken months to put a consistent process in place. The designated wing changed as Anglia (the designated Induction Wing) was emptied for refurbishment and Mercia Wing took temporary responsibility for managing this function. By the end of the reporting year the Board is pleased to report that there is now an effective Induction Programme in place. A "first night" consultation office on the wing and a dedicated training room in the Education Block ensures that all relevant information and leaflets are available and that all staff, involved in guiding the prisoners through their choices, can gather for the Induction briefings which now happen on a regular basis. The Board observed, throughout the reporting period, that there were frequent occasions when "first night" cells had not been cleaned adequately, making them less than ideal for new arrivals, this matter has been and will remain a subject for monitoring.

4.08 The transfer of property from other establishments remains a concern, especially for the long-term prisoners who have accumulated a lifetime of possessions during their incarceration. This issue has generated 55 Applications to IMB. The Board commends the Complaints Clerk and supporting staff, who all work diligently in contacting other establishments in support of the claims made by prisoners. The Board has noted, despite the emotional impact of the loss of personal and sentimental items, which cannot be compensated for, how long it takes to settle compensation for lost property and, occasionally, how slowly the Prisons and Probation Ombudsman (PPO) is perceived to respond. An acknowledgement of receipt of papers would be helpful in managing expectations and would provide a date for accurate reference.

4.09 Self-harming incidents have increased although fewer individuals are involved. Of 105 incidents over the last quarter, 45 were in the last month of the reporting year. The Safer Communities Data shows that 60% use cutting, 20% ingestion, 12% ligature/hanging, 4% head banging and very small percentages with superficial burns and refusing food.

The Board recognises that HMPGM has invested considerable time and effort in the training of staff in the processes relevant to Suicide and Self-Harm (SASH) and Assessment, and Care in Custody Teamwork (ACCT) and their understanding and handling of documentation, which in turn, has led to an improvement in ACCT management. However, the Board notes that the wing officers are under pressure when there are multiple cases to manage and more so at times of limited staffing in the evenings or at weekends. The working hours of Health Care staff also impacted upon their effectiveness at times of crisis.

4.10 The Board continues to commend the weekly Complex Offenders' meeting, which achieves a high standard for an all-discipline examination and assessment of the emotional, mental, behavioural and physical needs of the most difficult prisoners.

4.11 Recruitment and training of Listeners has been of concern this reporting year. The Samaritan lead reported that training sessions were on the point of being non-viable, not for lack of applications, but because of onerous security checks. However, the progressive rollout of in-cell technology will mean that prisoners will be able to use the telephones more regularly to contact family in times of stress and thereby reduce the demand. The Board will continue to monitor the recruitment of Listeners.

4.12 Bullying and violence continue to be challenged by innovative projects and strategies. The Growth project has generated good traction, as it continues to promote positive behaviour and responsibility on the part of the individual. The prisoners have appreciated the Well-Being days, community activities and sports days. The CSIP strategy is in place to help the more difficult prisoners and the Board has noted a growing change in culture and relationships. It has however been noted that some staff still need encouragement to engage beyond the needs of their basic duties. There have been complaints, and Applications to the Board, about staff bullying and use of inappropriate language.

4.13 There has been recorded occasional use of heroin, cannabis and illicit Subutex but PS and Hooch still account for the highest substance misuse at HMPGM. Use is far too high and continues to disrupt the key purpose of the prison to train and prepare men for a crime-free life on release. It impacts upon prisoners' attendance at work or education and absorbs the attention of staff to the detriment of all the other prisoners.

4.14 The extreme outcome of drug abuse was the tragedy of four deaths in custody linked to the use of PS, in March, April and two in June. These deaths were handled as well as possible, with immediate responses from the staff and governors. The Governing Governor immediately visited the families accompanied by the prison's chaplain, whilst help and support was provided to the other prisoners. The Deputy Governor wrote a meaningful letter to all the prisoners, the core of which was the collective responsibility and care of all within the establishment, which was well received. Wing officers received further training in

first response in the absence of Healthcare personnel, which resulted in improved management, and more detailed welfare and safety checks through the observation panels at time of “unlock”

4.15 Following the four deaths linked to PS, the Coroner’s Court recommended that an Integrated Substance Misuse Strategy (ISMS) team worker must visit any prisoner found under the influence of PS within twenty-four hours of discovery. However, the Board notes that cases have not always been reported to the ISMS team.

4.16 The ISMS team now has a recovery worker on each wing and runs two-week education courses on mis-use of alcohol and violence. Posters and information leaflets warning of the dangers of PS are on every wing and one recovered prisoner has started a peer support group, Rock Bottom. However, there were 150 PS recorded incidents in November up from 72 in October.

4.17 Self-Isolators are identified clearly and are supported by the regime, largely on Cambria wing and the Serenity Garden by the Chaplaincy allows them to associate safely in peace.

4.18 The Board notes that by establishment’s own admission Use of Force (UoF) has increased unacceptably during this reporting period and is the subject of HMPGM’s continuing scrutiny regarding baton use, supervision and accurate recording. It is regretted that often the Board is not notified in a timely way. UoF (Control and Restraint C&R) rose from 28 occasions in January, peaking in May (39), June (42) and July (53). The trend was slightly down in October (30) and November (40). The total including all months was 427. HMPGM records all ‘guiding holds’ as C&R.

4.19 The use of CCTV and body worn cameras has proven effective and vital in vigilance and prevention of bullying within common areas and as a result provided an increased sense of safety within the prison community whilst providing enhanced detailed evidence when needed to assess or adjudge an event. However, as previously noted, (4.05) prisoners intent on harm know how to avoid cameras.

## **5 EQUALITY AND FAIRNESS**

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5.01 The Board notes that HMPGM, in accordance with its own detailed Equality Policy, is committed to providing a safe and decent environment, where everyone is treated fairly with a positive duty to eliminate unlawful discrimination against all the nine protected characteristics identified by the 2010 Equality Act.

5.02 Throughout the reporting year the Board notes that, though the Protected Characteristics Equality Action Team meetings were re-established, meetings were cancelled at short notice and a low level of priority given by the Senior Management Team.

5.03 The Equality representatives take their roles seriously and are listened to by the staff, as evidenced by interaction and attention to ideas and comments at meetings.

5.04 Individual members of the Board were made aware, through Applications and general conversations with prisoners, that the complaints system was not trusted. It was of concern to the Board in the last reporting year. During the latter part of this year, the complaints system has been overhauled by the Clerk and now works within the guidelines. Some responses, as noted by the Board, were inadequate and were challenged by individual members.

5.05 Of particular interest to the Board this year was the Discrimination Incident reporting. Members discerned that there was very little trust in the Discrimination Incident Report Form (DIRF) process. With Governor lead, The Equality Action Team (EAT) undertook an analysis

of 86 submitted DIRFs which found that 41 were not discrimination-related, 23 were dismissed after investigation, 8 were upheld with subsequent action. The remaining 14 were not resolved at the time of writing.

5.06 The Board continues to report the good, positive engagement of the Chaplaincy in promoting fairness and goodwill amongst all groups of prisoners. The Chaplaincy provides an environment for peace, reflection and sanctuary, especially so following the opening of the Serenity Garden. The range of chaplains supporting the many faiths is an excellent example of respect of personal beliefs without fear of victimisation.

5.07 The physical space in the Chaplaincy area is much in need of refurbishment. The Board has been concerned all year about the state of the Multifaith Room, which has a poor roof and a grubby carpet. This room is used for general meetings without much due regard or respect for the fact that it is sacred (shoeless) space for Muslims and others.

5.08 HMPGM has fully supported Weston college in promoting a wide range of Awareness Days with themed months encompassing many key issues such as Mental Health, Black History, Gypsy and Travellers, The Holocaust, Stress Awareness, LGBT and Glaucoma. Learning about WWI and poppy production workshops were very successful.

5.09 Older prisoners continued to be supported by staff and various charities operating within the prison, and they generally feel safe, apart from reported low-level verbal discrimination. The Board notes that deteriorating health is concerning. A Personal Evaluation and Evacuation Plan (PEEP) register is updated regularly.

5.10 The Board was made aware, as evidenced by collated data, that up to a third of prisoners self-declare some form of disability ranging from Attention Deficit Disorder, physical and mental impairment or other long-term medical conditions. Mental ill-health, however induced, is a background to much disability reporting.

5.11 There are very few cells adapted for wheelchair use. During the year the grounds of HMPGM have been disrupted by contractors refurbishing two wings and replacing pipework throughout the estate so they have been more hazardous for prisoners to navigate. The Board has observed that the contractors have made every effort to secure safely areas of work. However, the Board still considers HMPGM to be an unsuitable location for physically disabled or geriatric prisoners, as it does not comply with the DDA legislation. There is a good working relationship with Dorset Social Services which works with identified prisoners as needed.

5.12 The effectiveness and management of the Incentives and Earned Privileges Policy (IEP) was and remains a concern of the Board. Enhanced status is not much better than Standard or Basic. Good behavior appears not to be considered sufficiently recognized or incentivized. The Board Acknowledges the SMT's frustration and the need to review and improve methods of motivation in this area.

5.13 Wing staff and the Kitchen provide good, practical support to prisoners participating in all the major festivals, especially in managing Ramadan, Eid.

5.14 The Independent Monitoring Board, in its recruitment campaign this year, made every effort to reach out to a diverse population, extending the reach of the campaign to include larger urban centres, and employing adapted promotional materials to reflect the prison population's diversity.

## 6 SEGREGATION/CARE AND SEPARATION UNIT

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6.01 Occupancy of the CSU has, towards the end of the reporting year, been rising and stood at an average of 5/6 men. The SMT remained committed to returning prisoners to a normal location as soon as possible. In addition to normal monitoring of occupants the Board monitored in greater detail prisoners who remained in CSU up to and in excess of forty-two days and noted that poor mental health predominated. The lack of outside secure beds after sectioning has proved problematic.

6.02 The Board continues to commend the staff in CSU for humane and skilful handling of the most difficult prisoners. It is a constant concern that poor mental health affects many prisoners across the estate and that CSU often holds the worst cases where the care and support is good and prisoners, by admission in conversation, feel safe.

6.03 During the year the cells have been repeatedly repaired which has resulted in four 'anti-smash' cells being developed and brought in to use. Dirty protests have been handled well, and a cell that can be sluiced down is now in use.

6.04 Concern remains about the inconsistency of notification to IMB of new arrivals in CSU. However, Reviews are attended by IMB and the Board is satisfied that they are conducted well and constructively.

6.05 Members of the Board visit CSU more than twice a week and have full, unimpeded access to the prisoners. In some cases, such as three- person unlock, privacy can be achieved by discussion through the observation panel. This is not ideal, but it maintains access.

6.06 There have been occasions of prisoners being in CSU on open ACCTs. It is a reflection of the safety felt when on the unit (6.02). The Board continues to stress that it should be in exceptional circumstances only.

6.07 Observed adjudications were seen to be fair and the Board is satisfied that they were competently managed in accordance with the prison's rules and regulations. However, too many of them were deferred, allowing those facing serious charges to be free on the wings without sanction. There has been an upward trend of multiple charges; for example, at the end of the reporting year there were 283 adjudications up from 188 in October. There is the sense, in discussing this with the Staff, that some of the extra caseload is the result of inexperienced wing staff resorting to Report rather than resolving issues before escalation.

6.08 50% of external adjudications for April, May and June were dismissed due to lack of evidence, poor paperwork and timeliness. Several of the Independent Adjudicator's (IA) cases, logged by Members, were deferred in the first instance then dropped on the second hearing due to unavailability of witnesses. The Board notes that the SMT continues to work in order to resolve this situation by developing awareness of Adjudication Procedural requirements and provision of Adjudication Liaison training for all CSU staff.

6.09 Despite the comment (6.08) CSU documentation is properly completed and up-to-date. There has been significant improvement during this reporting year.

6.10 The Board has noted that there is discussion and appeal for consistency and clarification in use of C&R when men refuse to leave CSU.

## **7 ACCOMMODATION (INCLUDING COMMUNICATION)**

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7.01 The general condition of the estate has been a long-term concern of the Board as was reported in detail in last year's report. Significant investment has been made during this reporting period and refurbishment and upgrading of the accommodation buildings, along with the repairs/replacement of the water pipework throughout the estate has commenced and continues into the next reporting period.

7.02 In late spring, Dorset wing was emptied of occupants in order for these works to be carried out. The wing is due to re-open in Spring 2019 after a period of unforeseen delay.

7.03 Anglia wing was decanted in late autumn for the same purpose, which necessitated the relocation of Induction responsibilities to Mercia wing.

7.04 With two wings out of action there was reduced opportunity to consider the preferences of individual prisoners, and the doubling-up of cells on Jubilee wing, a previous aspirational enhanced wing, initially created an element of stress as the dynamics of the wing changed from Enhanced to Standard as prisoners with drug related issues were housed on this wing. Privacy became one issue due to the limited space and sharing of the cells.

Note: One of the PS- related deaths occurred on this wing.

7.05 The Board has noted that stability had been achieved and something of the former aspirational aspect had been restored but members continue to monitor the pressures on equipment and space.

7.06 Regular rota visits by Board members have evidenced sustained periods of lack of heating (workshop 1) and hot water on wings, and the continued poor conditions in the shower areas. Only on Cambria and Tarrant (CSU) is there evidence of the orderly regularly cleaning, where the atmosphere is fresh and tidy.

7.07 Replacement flooring on Saxon and Gwent wings visibly improved the environment and promoted a positive response to littering and general tidiness inside. Littering around the perimeter of the buildings still is excessive and poorly managed by wing managers.

7.08 The Board regrets the variable leadership shown on some wings so that the work of the orderlies is not monitored, and areas go unchecked and unchallenged. Members have spoken to wing officers who have re-located from other establishments and who have commented on the lack of expectation to challenge prisoners' behaviour.

7.09 Poor water supply and drainage causing leaks, smelly blockages and odour, experienced throughout the summer months is now being addressed by the on-going works..

7.10 A revised programme for kit exchange was introduced in the latter half of the reporting year. There is a weekly rota in place for each area to exchange essential clothes and bedding.

7.11 Personal laundry on the wings continued to be a problem with machines and tumble-dryers out of action. There was particular pressure on wings taking more prisoners (especially Jubilee). However, the Board now reports that replacement machines were provided by the end of the reporting year.

7.12 Following the collapse of Carillion in the last reporting year, the Board notes that the MoJ contractors are more effective in responding to requirements. Catching up has been a

long process and there have been disappointing delays to cell repairs. However, Tarrant (CSU) wing has been in full working order for the first time in a long while and broken windows throughout the establishment are fewer in number.

7.13 Of concern to the Board has been the standard of cleanliness and hygiene of food trolleys and serveries. During regular monitoring members have witnessed food trolleys sent back to the kitchen in a disgusting state. Wing staff have been provided with details of time allowances, but the servery workers maintain they do not have sufficient time nor guaranteed availability of cleaning materials. Servery workers are required to be dressed in whites and it has taken the whole reporting year to achieve this. Kitchen staff report feeling unsupported by wing staff.

7.14 The Board observed that that the kitchen is a clean and hygienic environment with dedicated areas for special diets. Produce from the establishment's gardens was used to supplement the menu in season.

7.15 There was one complaint about food, which in general, was deemed to be good. Portion sizes appear good and the kitchen provides a varied menu at the rate of £2.02 per person per day. Prisoners are encouraged to comment on the back of the menu and all comments are answered.

7.16 The canteen system is working and timing of distribution has been altered to reduce any potential bullying.

7.17 The Board welcomes the investment in in-cell technology by providing the prisoners with much improved communication with their families. It is disappointing that the next phase of electronic in-cell communication has been postponed.

7.18 The Visits Reception outside HMPGM is a bright, friendly place for the visiting families to enjoy whilst waiting and the Visits Hall is a clean place to meet, with space and equipment for children to play, overseen by Barnados staff.

7.19 There have been eight Family Days and the hope is to increase those days to twelve.

## **8 HEALTHCARE (INCLUDING MENTAL HEALTH AND SOCIAL CARE)**

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8.01 Health care is provided under contract by Care UK. After some difficulties during the reporting year, staffing is now at an appropriate level and no agency staff are employed. The Health Care team feel that they have a good working relationship with the prison staff.

8.02 Illegal substances are widely available within the prison and have an obvious detrimental effect on prisoners' health. The influence of PS (Spice) is pervasive and unpredictable in effect. On one day this reporting year Health Care practitioners commented that prisoners were "dropping like flies" as a result of a bad batch of PS circulating in the prison. Both Health Care and prison staff spent the day responding to alarms and IMB members observed men who were unconscious as a result. Such freely available substances make it difficult for those wishing to break free from a drug habit, despite support to do so by prison agencies, as well as placing stress on the Health Care time and resources. During the year Health Care staff were required to provide urgent attendance on 356 occasions following the use of non-prescribed drugs.

8.03 Prisoners with mental health problems require specialist support and care. Serious sufferers have been placed in the CSU, and although many find it beneficial to be in a low - stimulus environment, it does not address their needs. There are no facilities in HMPGM for appropriate treatment (6.01, 6.02). Transfer to a suitable mental health facility takes too long. One prisoner remained in CSU for 107 days whilst his physical and mental health deteriorated greatly. Health Care staff concur with the Board that this was inhumane and totally inappropriate. The transfer arrangements are out of the hands of the prison, but staff on the wing, although unqualified and insufficiently trained in mental health care, work hard to help individuals.

8.04 Evening medication is issued at 16.30. Prisoners who have problems with sleeping believe that their prescribed anti-depressants will help them sleep if taken later than this time. Some prisoners therefore feign the swallowing of their tablets and have 'stock-piled' as a result. This has led to theft and coercion. Where and when appropriate the Health Centre enables prisoners to take responsibility to take their own, prescribed medicines on their wings.

8.05 As reported last year, the Health Care waiting area is not fit for purpose. It is small and subsequently lacks privacy. As it is housed in a corridor with direct access to the outside, it can be cold and draughty. Although there are new benches, the £150k earmarked for improvement was lost with the collapse of Carillion.

8.06 There is a lack of consistency in the monitoring of behaviour in the Health Care waiting area. Prisoners complain about intimidation and bullying whilst waiting for their prescriptions. The Board has observed staff on the outside of the building whilst there has been no officer on the inside.

8.07 On average, one in ten appointments with the GP are missed. Prisoners have complained that they are not notified of their appointment until it is too late to attend them. Prison staff should deliver this information to the prisoners before they leave the wing for work or education. The present situation is a waste of resources, i.e., of highly skilled practitioners' time and is an expense to the community.

8.08 Prisoners' health was being compromised by poor hygiene in some wing serveries. Spilled food was left on surfaces and floors overnight and serving trolleys are not cleaned to an acceptable and safe condition (7.13). Some prisoners complained that they were not given the materials to sanitise surfaces. Rats have been seen regularly throughout the prison grounds where an abundance of rubbish accumulates, having been thrown out of cell windows.

8.09 Patient concerns were dealt with sensitively by staff and usually brought to a satisfactory conclusion. During the reporting year there were only three complaints that were progressed for further investigation.

8.10 The Health Care staff provides a good level of care in difficult and challenging circumstances. Older prisoners are informed about screening available to them (bowel cancer etc.) and all prisoners with chronic medical conditions have a designated member of staff to support them.

## 9 EDUCATION AND OTHER ACTIVITIES

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9.01 Guys Marsh is a designated Pathfinder Prison, with a new Offender Management Model and Band 3 Keyworkers. Staffing levels increased in line with the Pathfinder model and there were 114 Band 3 officers in place mid-year.

9.02 The Board notes that the aim and effort of the implementation model has been to improve the quality and outcome of Offender Management in developing the rehabilitative culture of HMPGM and improve the relationships between staff and Prisoners, which had not been good, as reported last year.

9.03 The Growth Project initiative, in partnership with Dr. Sarah Lewis, is developing and improving the prison environment to achieve greater safety and well-being. The Well-Being Days, the Summer Fair and the Charity Fund-raising events have helped to develop better relationships between staff and prisoners and encouraged more rehabilitative attitudes within HMPGM.

9.04 As reported last year, the demographics and turnover at HMPGM are significant and impact on the delivery of courses. 88% of the prisoners are between twenty-one and forty-nine years of age. Over 75% serve less than one year with 52% less than six months. 18% of the population is non-British. Programmes, partnerships and activities have been identified to support recognised areas of need, such as English Language classes.

9.05 The change to quality work completed in custody, with continued links to the community, has been the purpose of contractual changes in the workshops. There are enough activity places for full employment. The prison roll fell to 396 following decant for refurbishment, but still prisoners refuse to engage.

9.06 Attendance at education and work continued to be of great concern, linked to limited support in encouraging men off the wings, which has impacted on motivation to attend activities. In addition, self-certified sick and appointments outside class such as ISMS, Recoop, Dentist, Offender Managers and Health Centre interrupt attendance. Average attendance at mid-year stood at 65%. The target is 80% attendance, which, by the end of the reporting year, is being achieved in patches.

9.07 The Board has noted that there has been an encouraging rise in the level of attendance towards the end of the reporting year, as Keyworker engagement bedded in, coupled with the implementation of the new Employment and Pay Policy, structured to support engagement with educational functional skills in conjunction with sentence planning.

9.08 There has been a review of all work placements to make activities more purposeful. This has led to the introduction of more community, charity and conservation work and the development of a peer support system.

9.09 The Board has noted that new initiatives changing from contractual work to more meaningful tasks have taken time to be accepted because of the change in payment, leading to a serious dip in attendance at mid-year. By the end of the reporting year, there has been a more positive trend.

9.10 The Laundry and Catering records show the strengths of the real working environment. The catering team was nominated for the BBC Cookery Team of the Year and was short-listed to the final three.

9.11 There are many initiatives to address behaviour including 'Stop the Violent Act', 'Change, Lets Everyone Achieve', 'Becoming Victim Aware', 'Urban Beat Shop', 'Changing Tunes', 'Build Love' vocational training, 'Rock Bottom', 'Thinking Skills Programme' and 'Resolve' medium risk violence reduction and 'Time wise Toolkit' an intervention targeting violent behaviour, hostile thinking and anti-social beliefs. Much is under-pinned by peer mentoring.

9.12 Vocational Training is a critical area for employment with some good outcomes in Brick-laying, Basic Construction course, Catering, Horticulture and Practical Cleaning and Fork-lift Truck training. There has also been success with Customer Service (19 learners) and Performing Manufacturing Operations (28 learners)

9.13 The Board is interested to see that a wider curriculum, designed to encourage participation without qualifications, has been introduced. The courses include Creative Writing, Emotional Resilience, Film Club, Debating Club and Language Taster classes. There has also been a Dragon's Den-style competition for those interested in self-employment.

9.14 There is a dedicated workshop for vulnerable and complex prisoners to access. There is also peer mentoring in that location.

9.15 It is disappointing to note that the Virtual Campus has not operated since moving location in November 2017. BT has not addressed the Broadband deficit.

9.16 The Board is pleased to note that access to the gym has improved this reporting year, with consideration of individual needs through GP referrals. Induction includes a health check, first aid and manual handling awareness. ISMS gym includes work round all addictions, including steroids. Also, the CSU has started a gym programme.

9.17 Weston College runs the Library and has delivered a variety of events including 'Reading Ahead' and Maths Challenges. LGBT was celebrated with an awareness event, a World Book Night and the Loss Exhibition was successful. However, the Library is underused.

9.18 There has been a disappointing fall in prisoners taking up Distance Learning.

## 10 WORK, VOCATIONAL TRAINING AND EMPLOYMENT

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10.01 HMP Guys Marsh is a Resettlement Prison and, as such, establishing a culture and preparation for the world of work is vital to its work.

10.02 The year has been one of transition for work placements. Some areas, notably Farms and Gardens, The Laundry, The Recycling Area and The Kitchen have continued to provide rewarding placements. Those areas that have offered work-based qualifications are beacons of good practice.

10.03 Other placements have struggled in the wake of two key developments; the first is the introduction of a new pay structure. This new pay structure, coupled with the closure of several long-established work areas, led to very low attendance rates at work during the summer and autumn periods.

10.04 The Board notes, however, that there has been a gradual return to work heading towards an end of November/ December figure of almost 80% attendance at allocated work places, which is encouraging.

10.05 There have been some exciting developments in work placements, namely the refurbishment of wheel chairs overseen by the Weldmar Trust, and the recycling of waste wood into a variety of easily sold artefacts such as bird boxes. Both placements require workers who can develop a wide variety of key work skills most notably, initiative.

10.06 There are important challenges that the prison has to meet in 2019 as the roll increases from the current 396 OpCap to its former level when the two recently decommissioned wings are refurbished and in operation again, they being:

- To provide rewarding skills-based work placements for all.
- To expand the number of work-based qualifications that can be offered.
- To ensure that keyworkers vigorously engage with prisoners to ensure that work placements are taken up
- To ensure that 'not going to work' is a sanctioned option.

## 11 RESETTLEMENT PREPARATION

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11.01 The Board reports that the Offender Management Unit has improved significantly since the IMB reported last year.

11.02 Offender Management in Custody (OMIC) was implemented and began to make an impact. Positive improvements were:

- More consistent offender management and supervision resulting from the recruitment of a Senior Probation Officer, a number of new Probation Officers and a Governor Grade Manager of Resettlement.
- Significant reduction in numbers of outstanding OASys completions, sentence plans and risk assessments. The number of prisoners arriving at HMPGM without OASys documentation remains a cause for concern.
- Allocation of high-risk prisoners to Probation Officers, and medium-risk to operational staff.
- Introduction of Keyworker Scheme, whereby each prisoner is allocated a keyworker on each wing. 40% of operational staff received training during Spring 2018, and the scheme rolled out during the year.

11.03 The Board has observed a varying degree of knowledge and patchy implementation of the Keyworker scheme amongst wing staff and prisoners, indicating that it has been difficult to embed and sustain, but with a dedicated staff member now monitoring the level of keyworker engagement, there are encouraging signs of improvement.

11.04 The Board shares the concern of the OMU management that the department is still located away from the main estate, preventing easy accessibility to the prisoners.

11.05 The Programmes Team continue to deliver accredited programmes of TSP and RESOLVE, and have largely achieved their set target of sixty (20 RESOLVE and 40 TSP) in six groups. Within the set year 20 started RESOLVE with three dropouts due to transfers and one lack of engagement. Of the 40 starting TSP, 36 finished, again due to transfers and some lack of motivation.

11.06 Time-Wise, a non-accredited programme which can be delivered on a 1:1 basis and adapted to the particular needs of the prisoner, has been successfully completed by five prisoners.

11.07 The ethos of valuing and improving family connections with home and family continued to be a feature at HMPGM. The Board commends the Governors for enabling input from volunteers and agencies to continue and flourish. A new initiative by the Deputy Governor to make direct contact with the families of every newly arrived prisoner has received positive responses from many of them.

11.08 The refurbished Visiting Area and the Visitors' Centre outside the gates offers a welcoming atmosphere for visitors, and a creche and minibus transport from the station is provided by volunteers. The Friends of Guys Marsh Prison, Barnados and the Mothers' Union continue to support and finance rehabilitation projects such as the Serenity Garden, Well-Being Days, yoga classes and drama projects. The attractive flower-beds at the entrance to HMPGM, created by the ROTL prisoners working in Farms and Gardens, are bright and welcoming.

11.09 The Growth Project continued to promote mutual respect within HMPGM, the prisoners' own sense of self-worth and self-accountability through peer support, a mentorship scheme and harnessing individual's skills in improving conditions throughout the prison as evidenced by the Celebration Awards ceremonies, where individual achievements were recognised, the artwork around the estate and the improved quality of communication between prisoners on the wings.

11.10 Catch 22 is the Community Rehabilitation Company (CRC) contracted to liaise with the Home Probation Officers, accommodation agencies and local authorities, to equip all prisoners with financial advice and bank accounts, and to assist finding employment on release. Of the 386 prisoners released between November 2017 and November 2018, the records show 380 were seen during the twelve weeks prior to release, 57 were No Fixed Abode (NFA) on release and 161 were equipped with bank accounts.

## C Section – Work of Board

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<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	15
Number of Board members at the end of the reporting period	10
Total number of visits to the Establishment	486
Total number of segregation reviews attended	98

## D Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation Including laundry, clothing, ablutions	4	5
B	Discipline including adjudications, IEP, sanctions	3	5
C	Equality	6	2
D	Purposeful Activity including education, work, training, library, regime, time out of cell	8	14
E 1	Letters, visits, phones, public protection restrictions	7	6
E 2	Finance including pay, private monies, spends	5	9
F	Food and kitchens	1	0
G	Health including physical, mental, social care	14	7
H1	Property within this establishment	7	18
H2	Property during transfer or in another establishment or location	55	42
H3	Canteen, facility list, catalogue(s)	7	4
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	34	33
J	Staff/prisoner concerns including bullying	15	12
K	Transfers	7	16
L	Miscellaneous	16	10
	<b>Total number of IMB applications</b>	189	183

**ACRONYMS**

AA	Alcoholics Anonymous
ACCT	Assessment, Care in Custody Teamwork
BME	Black Minority Ethnic
CAB	Citizen's Advice Bureau
CALM	Controlling Anger and Learning to Manage It
CARATS	Counselling, Advise, Referral, Assessment & Through Care
CAT D	Offenders who can be reasonably trusted in open conditions
CM	Custodial Manager
CRC	Community Rehabilitation Companies
CSRA	Cell Share Risk Assessment
DIRF	Discrimination Incident Reporting Form
EAT	Equality Action Team
ESOL	English for Speakers of Other Languages
FN	Foreign National Offenders
FOGMP	Friends of Guys Marsh Prison
GOOD	Good Order or Discipline Rule 45
HDC	Home Detention Curfew - early release 'tagging' scheme
HMIP	Her Majesty's Inspector of Prisons
HMCIP	Her Majesty's Chief Inspector of Prisons
HMPGM	HMP Guys Marsh
IDTS	Integrated Drug Treatment Strategy
IEP	Incentives and Earned Privileges Policy
IPP	Indeterminate Public Protection
IR	Intelligence Report
IRC	Immigration Removal Centre
ISMS	Integrated substance Misuse Strategy
ISP	Individual Sentence Plan
Listener	Prisoner Samaritan-trained to support those at risk of self-harm
MAPPA	Multi-agency Public Protection Arrangements
MDT	Mandatory Drug Testing
MIAP	Managing Information Across Partners
NA	Narcotics Anonymous
NFA	No Fixed Abode
NVQ	National Vocational Qualification
OASys	The Offender Assessment System
OCA	Observation, Classification and Allocation
OI	Own Interest Rule 45
OLASS 4	Offender Learning and Skill Service Contract 4
OMU	Offender Management Unit
PEEP	Personal Evaluation and Evacuation Plan
PPO	Prisons and Probation Ombudsman
ROTL	Release on Temporary Licence 29
SIR	Security Information Report
SMARG	Segregation Monitoring and Review Group
SMART	Systematic Monitoring and Analysis of Race Equality Template
SMT	Senior Management Team
SO	Senior Officer
TIER	Trends, Indicators, Evidence Record
TSP	Thinking Skills Programme
UKBA	United Kingdom Border Agency