



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

for reporting Year  
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*Monitoring fairness and respect for people in custody*

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## A Sections 1 - 3

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### 1 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.

## 2 EXECUTIVE SUMMARY

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### Main judgements

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#### **Are prisoners treated fairly?**

Overall, prisoners receive fair treatment in HMP Moorland. Great efforts have been made to improve the facilities and living conditions for all prisoners across the prison.

The reduction in the access to new psychoactive substances (NPS) has benefited all prisoners and the atmosphere throughout the prison has become calmer. (4i)

The intake of new officers over the last few years has resulted in the full complement of prison officers being employed and all the key workers are now functional. Through internal training of prison officers at entry level (POELTs) and key workers, the focus on interpersonal skills and rehabilitative culture has been emphasised. The IMB has observed the practical application of these skills throughout the prison and especially in the Segregation Unit, which houses the most challenging and vulnerable prisoners. (6i)

The whole segregation process is supported by a number of agencies and this has resulted in a considered and consistent approach to the reintegration of prisoners back to normal regime. Every prisoner is encouraged to consider the experience as an opportunity for a fresh start.

However, during the year, the lack of consistency in the enforcement of the IEP procedures has resulted in some prisoners being treated unfairly. (5iv)

The low number of PID workers throughout the prison means that the valuable service provided by them is not consistent for all prisoners. (5vi)

The loss of property caused by the movement between establishments has increased. (7v)

#### **Are prisoners treated humanely?**

In general, prisoners are treated in a humane way at HMP Moorland.

Family relationships are maintained with the assistance of in-cell phones, the work of PACT and the celebration of faith festivals. (5vii, 7ii)

Living conditions have been improved via an ongoing programme of upgrading of cells and furniture with the added assurance of weekly decency checks carried out by the Senior Management Team. (7i, 7iv)

Mental Health staffing has increased. There is now 7 day cover which allows prisoners on a new assessment, care and assessment, care in custody and teamwork (ACCT) to be seen within 24 hours. (8iii)

Waiting times for all Healthcare specialism appointments have improved and the number of cancelled hospital appointments has decreased. (8iv, 8v)

There has been a small increase in the number of ACCT documents opened this year, and the IMB has noted that in general, the frequency and quality of the recorded observations are good. (4iv)

Prisoner representation has increased via prisoner forums and attendance at some prison meetings. (5i) In some cases, prisoner representatives receive training in order to enhance their understanding of procedures. (5ii)

However, especially during the first nine months of the reporting year, cell clearances were taking too long to initiate and there were problems with the transfer of medication from Houseblocks to the Segregation Unit within an acceptable time span. (6iii)

The number of incidents of self harm has increased in the last year by 39% and by 67% in the last two years. (4i) While prisoners have the opportunity to call the Samaritans from their cells, the calls are cut off after 20 minutes and the lines are not available after 11pm. There are not enough Listeners and at times the Listeners have not been let out to respond to a request.(4iii)

In a small number of workshops, the number of toilets is not adequate for the number of workers and there is limited dust extraction in the Bricklaying workshop. (10vi)

When the 'virtual seg' process is used to transfer prisoners from the segregation unit in one prison to another prison, it is a chance for a fresh start. However, the availability of suitable rehabilitative programmes, education or work in the receiving establishment are not considered in the transfer/reintegration plan. (6viii)

### **Are prisoners prepared well for their release?**

In general, the prisoners are prepared well for release as there are sufficient workshop and education places for the population. As in the previous year, Employment Fairs and Challenge Days continue to focus attention on employment after release. Punctuality and attendance at work and education is good.

In some workshops, the volume of work available can vary, which results in periods of underemployment. (10iii)

In the Reintegration Unit, the attendance at workshops or education does not occur until the third week of the four week programme. For any prisoner who had been attending work or education previously, the regular pattern of employment is lost. (7vi)

HMP Moorland is not commissioned to run the Kaizen programme for the MCOSO population so they have to move to another establishment. (9v)

There is a delay in completing sentence plans. (11x)

There are 25 prisoners serving indeterminate sentences for public protection (IPP) at HMP Moorland, all of whom are over tariff and 'stuck' in the prison system. (11vi)

The shortage of suitable accommodation in the community causes anxiety for those about to be released as it jeopardises their successful resettlement. (11iv)

## **Main Areas for Development**

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### **TO THE MINISTER**

- Can the Minister help to unblock the system so that IPP prisoners who are at the moment in limbo, work towards a release date? (11vi)
- Unsuitable or no accommodation upon release undoes the preparatory work carried out by the prisoner and prison. Can the Minister work with other Ministerial colleagues to improve the availability and suitability of accommodation for those about to be released? (11iv)

### **TO THE PRISON SERVICE**

- The loss of personal property resulting from the transfer between establishments continues to cause prisoners anxiety and reinforces the belief that the prison authorities do not care. (7v)
- The use of 'Virtual Seg' transfers to move prisoners between establishments may interrupt the consistent interaction required by some prisoners with complex needs. Could Reintegration plans which meet these complex needs, be discussed by the two establishments before the prisoner moves, so that the prisoner can reap the greatest benefit from the 'fresh start'? (6viii)
- Can HMP Moorland be given the resources to deliver the required number and type of programme for MCOSO? (Men convicted of sexual offences) (9v)
- Can the number of Offender Managers be increased so that there is improved communication with the prisoners and better sentence planning? (11x)

### **TO THE GOVERNOR**

- Can IEP Policy Forums be established in order to improve transparency and understanding of the IEP system? (5iv)
- Building on the success of the regular PID worker meetings, can more PID workers be recruited and trained? Given the rapid turnover of prisoners at HMP Moorland, could succession planning be incorporated into the process? (5vi)
- Transfer of property within the establishment continues to cause anxiety especially when a prisoner has vacated a shared cell. Can the revised Cell Clearance policy be rigorously enforced and implemented so that prisoners can have confidence in the system? (6iii, 7v)
- The rapid increase over the last few years in the incidents of self-harm gives cause for concern. These incidents are regularly discussed at Safer Custody meetings. Could a planned programme of distraction activities be introduced and monitored on a trial basis, in order to assess the most effective methods of prevention? (4ii)
- Despite the availability of the in-cell phones giving easy access to the Samaritans, Listeners are still a necessary part of the peer support network for prisoners. Can more be recruited and trained? (4iii)
- Can prisoners have more frequent meetings with their Offender Supervisors in order to have up to date assessments which inform their sentence plans? (11x)
- Can all workshops be provided with adequate facilities to meet the health and safety needs of all who work there? (10vi, 10vii)

## Improvements

Area	Concern last year	Current Assessment	Para ref.
Safety	Increasing use of NPS	Implementation of comprehensive Drug Strategy has reduced supply and use.	4i
Equality and Fairness	Freezing of key worker scheme	All officers now trained and allocated to prisoners.	11x
Segregation	Cell clearances and retrieval of medication taking too long on transfer to the segregation unit	Cell clearances continue to be problematic but improving. The cell clearance policy has been updated and its application is being monitored. IMB applications for property transferred 'within establishment' reduced by 24% since last year	6iii
	Virtual seg transfers do not constructively address the complex needs of prisoners	On arrival at HMP Moorland segregation unit, assessment is undertaken to address complex needs and if appropriate, transfer to normal location to continue focussed work. However, the area-wide 'virtual' seg transfer process does not automatically include a reintegration plan containing the interactions required by a prisoner with complex needs.	6viii
Accommodation	Efficient transfer of property within HMP Moorland	Continues to be problematic but cell clearance policy has recently been updated and recirculated	7v
	Transfer of property between establishments	Applications on 'transfer to another establishment'	7v

		increased by 68% since last year	
	Cancellation of digitalisation process	The use of in-cell IT for laptops and kiosks would have been beneficial. The wiring has, however, allowed the introduction of in-cell phones	7ii
Accommodation	Slow replacement of kit, bedding and equipment due to external supply.	No longer a problem.	7iv
	Need for refurbishment of facilities in Visitors' Centre.	The refurbishment of the Visits Hall has commenced and the Creche is now usually open and staffed by PACT volunteers. Plans are underway to improve the external Visitors' Centre.	7x
Healthcare	Lack of 24/7 mental health care	Improved -now available 7 days a week. Not 24 hour.	8iii
	Long waiting times for physiotherapy	Improved - reduced to 3 weeks	8iv
	Cancellation of hospital appointments	Improved - reduced to 8.1% from last year's figure of 12.5% for unavailability of escorts alone.	8v
	Limited availability of Samaritans' phones	In-cell phones allow immediate access to the Samaritans at certain times. However, they cut-off after 20 minutes. Samaritan mobile phones are available outside these times.	4iii
	DNA rates for Healthcare high	This remains high for GP clinics – average 13.3%. (12.9% for 17/18) This is being addressed by improving distribution of H/C appointment slips and, on some Houseblocks,	8vi

		putting appointment lists on noticeboards.	
Education	Due to staffing levels there were times when restricted regimes meant prisoners failed to reach education or work.	Staffing levels have improved, however, new regimes for men convicted of sexual offences (MCOSO) and other prisoners can affect start/finish times and impact on other activities eg mealtimes.	9i,
Work			
Resettlement	Some prisoners released without a discharge address	Under Homelessness Reduction Act 2017, Local Housing Authority is informed but there are still 8% released with no known address	11iv

### 3 DESCRIPTION OF THE PRISON

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HMP and YOI Moorland is a Category C resettlement male prison which has provision for 1006 prisoners, with an average population of 953 for the reporting period. The population is diverse and, at the time of writing, includes 39 who are under 21 years, 95 between 21-25 years, 70 who are over 65, 181 Foreign Nationals of mixed ages and 568 others including MCOSO.

In Autumn 2018, HMP Moorland started to plan for a different mix of prisoners as a result of national re-configuration plans (Prison Estate Transformation Programme). However, these plans were postponed for a year and there is not yet any clarity as to the future population mix.

There are seven accommodation Houseblocks. Most cells, although built as single cells are dual occupancy except in Houseblock 5 and 6.

Two of the Houseblocks are for MCOSO. These are managed as separate units from the rest of the prison, as are their Workshop, Education and Library sessions. Houseblock 7 is used for men over retirement age and younger prisoners who have any special medical or social care needs. Houseblock 5A is a Re-integration Unit for those men placed on IEP Basic regime or transferring to normal location from the Segregation Unit. Here the prisoners work positively towards standard regime, including attending work or education. At the end of this reporting year, a drug-free wing, Houseblock 6B, was being introduced with compact (voluntary) drug testing as part of the contract. Houseblock 2A is an Induction Wing.

There are 17 operational workshops, two barber shops, two libraries, two education centres, a kitchen, gym, chapel, non-residential healthcare centre, resettlement hub, reception area, visits (reception and hall) and various administration offices. These facilities offer prisoners the opportunity to address their needs and develop skills which will reduce their risk of re-offending and increase their chances of a successful resettlement.

Healthcare is provided by Care UK and NOVUS provides education.

The prison has benefited financially this year by being nominated as one of the prisons in the 10 prison project (10PP). The focus of this programme is on improving decency, leadership and the reduction of violence and drug-use within the prison. The 10PP has enabled the employment of more Operational Support Grade (OSG) staff, a staff officer and drug strategy manager and additional training for all staff. In order to reduce violence, illegal drug use and mobile phones within the prison, work has been undertaken on the fabric of the buildings and a variety of security measures have been employed. The prisoners of HMP Moorland have benefited from the employment of additional officers, extra staff training and improved security measures which have occurred as a result of the 10PP.

The key worker scheme was fully rolled out in October 2018. IMB Board members have found from discussions with prisoners, that this scheme is realising the potential for effective Key worker/prisoner relationships and developing prisoner self-awareness and confidence. The aim is for prisoners to be able to better self-manage within prison, families, communities and workplaces. The recent visit by Her Majesty's Inspectorate of Prisons (HMIP) also acknowledges 'good constructive staff-prisoner relationships'.

As a training and resettlement prison, there is a constant turnover of prisoners (approx. 100 released per month) which could have an unsettling effect. The establishment is countering this by working towards a consistent approach with the evaluation and enforcement of

policies and procedures prison wide. With ongoing support from probation and prison managers, the aim is to ensure consistency of provision.

## B Evidence sections 4 – 11

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### 4 SAFETY

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	2016-2017	2017-2018	2018-2019
<b>ACCT Documents opened</b>	420	569	578
<b>Incidents of self-harm</b>	451	543	755
<b>Constant supervision</b>	20	24	45
<b>Prisoner- on-Prisoner assaults and fights</b>	215	234	198
<b>Assaults on staff</b>	66	95	119

i. While all the above figures, except prisoner-on-prisoner assaults, again show a year-on-year increase, analysis of the monthly figures indicates that the situation has now begun to improve. Violence against prisoners and staff peaked in the summer of 2018, but there appears to have been a downward trend since then, which tends to confirm the IMB's sense that the prison is becoming calmer and safer. Towards the end of the reporting year, this was supported by HMIP findings which showed an improved healthy prison test score for Safety. (Level 3).

Possible explanations include:

- the "basic" wing on Houseblock 5A
- the efforts which have been made to reduce access to NPS, a major contributor to violence in Moorland. The number of times the Substance Misuse Team was called out within 24 hours of an NPS incident peaked at 120 in July 2018, while the figures for the last three months of the reporting year show a significant reduction, December 30; January 12; February 4.

ii. The big increase in incidents of self-harm is a cause for concern, but it is hard to know whether this may, in part, result from better monitoring and recording. Most staff have now completed SASH training. Every incident is discussed at the Safer Custody meetings, and efforts are made to identify underlying issues.

iii. Prisoners can now telephone Samaritans from their in-cell phones, though calls are cut off after 15 minutes and the lines are not available after 11pm. A Samaritans phone can still be requested from staff. The in-cell facility appears to have reduced the number of requests for Listeners; however there is still a need for them. The Safer Custody team have difficulty recruiting enough suitable Listeners. They are also aware that in some instances Listeners have not been let out to respond to a request.

iv. The IMB regularly examines ACCT documentation during rota visits, and we have found that the frequency and quality of recorded observations meet the requirements of the current care plan.

v. The IMB has been called out for only four serious incidents this year, compared with 11 last year. Of these, one was a planned removal which was conducted calmly and professionally. There were two deaths in custody, though neither took place on the premises. One prisoner died of natural causes while in hospital, and the Coroner made no recommendations for the prison. The second death occurred shortly after the prisoner had been released. He died on his way to a bail hostel: the inquest is still pending at the time of writing. The one serious incident for which the command suite was opened concerned a prisoner on the railings; this was handled very professionally and resolved peacefully. This is a welcome reduction after 11 serious incidents last year, and again tends to confirm the IMB's view that safety is improving at Moorland.

## 5 EQUALITY AND FAIRNESS

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- i. Equality meetings continue to be held bi-monthly, chaired by the Governor and representatives from Healthcare, Chaplaincy, Immigration and the IMB make up this multidisciplinary group. In addition, two prisoners attend the meetings and have the opportunity to raise concerns. Each member of the Senior Management Team has a specific responsibility for each of the protected characteristics. Attention to the Lammy Report and updating of the action plan is a continuous process.
- ii. The IMB scrutinizes a number of the DIRF reports in order to monitor that a correct and timely process has been followed. Throughout the year, the IMB have received 8 applications relating to equality which is a reduction from the 12 received the previous year. To assist in their understanding of the Discrimination Information Report Forms the prisoner representatives have been able to view the paper work and discuss the outcomes using actual but redacted complaints. They found this a very useful exercise enabling them to comment positively on the process to other prisoners.
- iii. The various prisoner forums have continued to be held, some more frequently and more successfully than others. The Young Persons Forum and the Travelers' Forum have not gone ahead due to lack of interest from the prisoners. In these cases, individuals were seen by a CM in order to ascertain their views.
- iv. An increase in IMB Applications relating to IEPs, brought the attention of the Board to the fact that some prisoners had had their IEP status downgraded and they had not been aware of this as they had not been given their IEP paperwork. The IEP policy has now been reviewed and improved procedures applied. A positive result of this is the discussion about the IEP system held between the Residential CMs and the Wing Representatives. The much anticipated, twice yearly IEP policy forums have not yet gone ahead.
- v. In talking with staff and prisoners, the IMB feels that prisoners have equal access to regimes and facilities. Due to increased staffing, the regime is now rarely cancelled or curtailed.
- vi. The prison has acknowledged that there have been issues of confidentiality and timeliness with both the Complaints and Application processes and they have recently amended the procedures to improve the service to prisoners. The complaints procedures are generally known to prisoners and PID workers are available on each houseblock, but not all Wings, to offer guidance. The presence of Peer Mentors and PID workers across the establishment is beneficial and provides an additional source of advice and information for prisoners. Additionally, the IMB advises prisoners and assists where appropriate in explaining how complaints can be made to Healthcare, Education and other providers, including escalation to the next stage, the Ombudsman.
- vii. A valued and relatively new additional service with regards to Visits and Family concerns is the commissioned service delivered by PACT. Their specialist family engagement worker can offer support and advocacy in order to strengthen and maintain relationships and reconnect broken relationships. They do this through individual case work, group activities, workshops and liaison with Social Services. Importantly, in order to support their work, PACT training for prison staff on Effective Family Engagement will soon be available. The IMB looks forward to seeing this develop over the next year.
- viii. During the reporting year, there have been 4 Family Days which are well planned, enjoyable and provide a focus for families to share activities. These days are greatly anticipated and appreciated by the attending prisoners and their families.

ix. The Chaplaincy functions very well, and during recent staffing difficulties they supported each other and worked as a team. Prisoners have access to a number of chaplains of different faiths. The Chaplaincy team and the kitchen work together to ensure that the menu reflects cultural and ethnic requirements at times of religious festivals. Prisoners know that the Chaplaincy staff are very caring and that they will always visit a prisoner when requested.

## **6 SEGREGATION/CARE AND SEPARATION UNIT**

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- i. HMP Moorland Segregation Unit has a total capacity for 28 prisoners and the facilities remain the same as last year with an ongoing programme of refurbishment. Staff have good interpersonal skills and create a positive atmosphere, for the prisoners in their care. Over the last year there has been consistency across the whole segregation process, including improved planning for the re-integration of prisoners.
- ii. Board members are notified very quickly of new arrivals in Segregation, and they are seen by a member within 72 hours. Prisoners have access to reading material from the library trolley, distraction puzzle packs, colouring books and a radio. The unit is visited on a regular basis by Healthcare, Mental Health, Chaplaincy and a member of the IMB, as well as daily visits by the Duty Governor. IMB members regularly check all documentation in the unit, including daily log, history sheets and ACCT forms.
- iii. The IMB has expressed concern about the length of time it can take for cell clearances to occur and the transfer of medication from previous accommodation to the Segregation Unit. The Cell Clearance protocol has recently been updated in order to address this issue. There has been a decrease in the number of IMB Applications relating to 'internal' property issues in the last quarter of the year.
- iv. During the reporting period, there was an average of 28 new receptions per month, a reduction on the 36 the previous year, of which an average of 5 were under restraint, compared to 10 the previous year, The average population in segregation was 13 compared with 17 in the previous reporting period, and only 2 prisoners were admitted to the unit for their own protection.
- v. A Board member attends Segregation Reviews twice a week. These are normally attended by Healthcare, Security, Safer Custody, the prisoner's Keyworker and a member of the Substance Misuse and Re-settlement teams if appropriate. This provides a multi-disciplinary approach to the review process of each individual. At these meetings, discussions focus on the prisoner's mental health and well-being. Priority is given as to how quickly and safely the prisoner can return to normal location.
- vi. In this reporting year, greater emphasis has been made on re-integration plans, which are put in place as soon as a prisoner is admitted to Segregation, and then frequently reviewed and updated. On leaving the Unit, prisoners are often transferred to the dedicated Basic Wing on Houseblock 5A, to progress their re-integration, before being placed back on normal location. (see Para 7vi)
- vii. The full time Administrator for the Segregation Unit has now been transferred to other duties. This has increased the administration work and time-pressure for the officers on a day to day basis. This is currently manageable because of the IT skills of the current officers and the reduced numbers in Segregation.
- viii. The Board is still concerned about the principle of the 'Virtual' Segregation transfer process, as this may result in some of the more challenging prisoners being moved around the prison system without their complex issues being addressed in an effective manner. The IMB is pleased to note that at HMP Moorland, every effort is made to address the problems of the 'Virtual Seg' prisoners who are transferred here.

ix. For some prisoners with serious mental health issues, the prison does not have the facilities to sustain their wellbeing on a long-term basis. Within the limiting conditions of the Segregation Unit, the prison staff demonstrate their genuine concern and care for these prisoners, while waiting for the seemingly slow external mental health protocols to be followed.

x. The prison carries out Adjudications on a daily basis, a sample of which are attended by an IMB member on a weekly basis. There were approximately 3,926 adjudications held, compared to 4,227 in the previous period. 394 were referred to the Police for further investigation, a decrease on the previous years' figure of 462.

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## **7. ACCOMMODATION (including communication)**

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- i. The planned improvements highlighted in the last report are ongoing. New beds are being installed and in-cell toilets and wing showers are being refurbished.
- ii. The in-cell phone system has been a great success; it has alleviated the queues on landings and privacy issues; the use of in-cell phones costs 6p per minute as opposed to 66p per minute on the old system; this means that prisoners can have effective and quality calls to families. The whole system is monitored and prisoners, by means of an authorised PIN, can only call prison-approved numbers; incoming calls are not permitted. Any attempted abuse leads to withdrawal of the phone. This facility helps family cohesion and supports prisoners, partners and their families.
- iii. HMP Moorland has responded to the different health and well-being needs of the prisoners by allocating areas where specific resources can be concentrated. Disability needs are accommodated in Houseblock 7 where medical beds and other aids are provided. Houseblock 1 offers a focus on Substance Misuse interventions, and the recently introduced Houseblock 6B aims to offer a drug-free environment with voluntary drug-testing ensuring this. Houseblock 2A is the Induction wing.
- iv. Accommodation decency checks take place each week and these increase staff and prisoner confidence in the standard of provision.
- v. The loss of Prisoner property caused by moving between and within establishments still features highly in IMB applications and cause significant anxiety to the prisoners and administrative work for staff. There was a noticeable decrease in the IMB applications relating to 'internal' property after a revised Cell Clearance policy was introduced. There has been a 68% increase in the number of applications relating to the transfer of property from other establishments.
- vi. During 2018, Houseblock 5A was designated as a Basic Reintegration Unit. The aim is to provide violent and refractory prisoners with an environment that enables them to re-integrate back onto normal location with improved behaviour. It aims to do this through a four-week programme which includes intervention sessions to address issues such as Debt, Anger, Depression and Healthy Living. By the final week of the programme, the prisoner should be in work or education. Staffing levels are enhanced to allow greater positive interaction between officers and prisoners. Each prisoner has a weekly review to evaluate their progress.  
After the introduction of Houseblock 5A, there was a noticeable reduction in the number of prisoners being sent to the Segregation Unit and the other Houseblocks felt calmer and quieter. For those in the Segregation Unit, 5A offers a 'step-down' from the Segregation Unit resulting in a reduced length of stay there.  
A recent independent review of the first year of the Reintegration Unit has highlighted shortcomings in the regime, staffing and rehabilitative strategies. Issues which need to be addressed in order to meet the aim of rehabilitation have been identified.  
The IMB has allocated a member to specifically monitor the Reintegration Unit and to report back to the Board on a monthly basis. (see Para 6vi, 9vii)
- vii. It is pleasing to report that the well-planned smoke-free scheme introduced in January 2018 has now settled in.
- viii. The kitchen prepares meals onsite for the prison. Last year, this report highlighted concern regarding the renewal/repair of broken equipment. In some cases despite repeated requests to the Facilities Contractor, equipment remained out of service for long periods

which added to the challenges for the kitchen staff. Currently the staff are content with the state of repair of equipment.

All religious and other festival catering needs are met through careful planning. Meals are sourced from specialist suppliers if they cannot be prepared in the kitchen due to religious restrictions.

Those with medical or other dietary requirements are catered for. Catering staff meet with individual prisoners to agree, within reason, a menu to meet these requirements.

During the year, Applications to the IMB regarding food represented less than 2% of those received. There have been a number of issues around food "shrinkage" on individual Houseblocks and there is now a new ordering system which allows catering staff to check dispatches and deliveries to house blocks.

ix. The prison has afternoon visits four times per week and during the year there have been problems with the Visits booking process. For an extended period, families were unable to contact the prison business hub to arrange visits and they complained of difficulties with on-line and telephone bookings, which caused considerable stress to the visitors. The IMB witnessed families without bookings who had traveled long distances in the hope of a visit, arriving at the external Visits Centre and pleading with Visits staff for access. This was clearly distressing and in these cases Visits staff were sympathetic and went to great lengths to resolve the issue. These booking problems have now been resolved and visit requests are now being processed promptly.

x. The internal Visits Centre is in the process of being refurbished and the seats and tables have been replaced. The children's area is due for a revamp and continues to be managed by PACT, a commissioned provider, who recruit volunteers to staff the sessions. This facility is greatly appreciated by prisoners and their families.

## 8 HEALTHCARE (including mental health and social care)

- i. Overall the IMB is satisfied that healthcare services including mental health, substance misuse, and the arrangements for social care are of a standard equivalent to those available to the general population.
- ii. We received a copy of the Prison and Probation Ombudsman's report on a death in custody which took place in April 2018. The prisoner, who had multiple complex health problems, died in hospital of natural causes, and his death was in no way attributable to lack of care in the prison. The learning points which were identified in the clinical review were acted upon by the Head of Health Care with commendable speed.
- iii. The IMB is pleased to note that since last year, mental health staffing has been increased so that care is now available 7 days per week, and prisoners put on an ACCT can be seen within 24 hours. As a temporary arrangement, which is part of an individual's social care/nursing requirements, a general nurse is available 24/7.
- iv. Last year's report raised concerns, for the second year running, about the long waiting times for physiotherapy. It is pleasing to note that, as at February 2019, waiting times for all specialisms are now satisfactory. (see table) . Both MCOSO and other prisoners, have to be seen in separate clinics, and both are receiving an equitable service.

Clinic	Waiting time for general prisoners (weeks)	Waiting Time for MCOSO (weeks)
Podiatry	5	5
Optician	2	2
Dental (new)	2	1
Dental (follow-up)	3	3
Physiotherapy	3	3

- v. IMB reports for the last four years have raised concerns about the cancellation of scheduled hospital appointments due to unavailability of escorts. Unfortunately, due to a change in national data requirements, the reasons for cancellation of appointments are now not disaggregated. However, the IMB is pleased to see that the **overall** cancellation rate this year is down to 8.1% from last year's figure of 12.5% for unavailability of escorts alone.

Months 2018-19	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Tot
Hosp appts. scheduled	71	71	68	79	81	61	69	82	77	48	62	<b>769</b>
Cancelled *	9	8	6	4	1	8	2	9	6	6	3	<b>62</b>
Percentage (%)	12.6	11.3	8.8	5.1	1.2	13.1	2.9	11.0	7.8	12.5	4.8	<b>8.1</b>

\*Reasons include prioritisation for an emergency, patient refusal and hospital rearranged, as well as unavailability of escorts

- vi. Our reports for the last three years have also raised concerns about the number of internal appointments missed. The Did Not Attend (DNA) rate is still high for GP clinics, with an average of 13.3% over 11 months compared with 12.9% for the first 9 months of 17/18.

Months 2018-19	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan
DNA GP	13	13	9	7	18	15	11	11	14	20	15

Clinics (%)											
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vii. The IMB received 52 health-related applications this year compared with 29 in 2017/18, an increase of 79 %. When these were reviewed in detail, about a third of them concerned delays in access to health care or to medication. Some of these had resulted from breakdowns in communication such as appointment slips not being received, which does appear to be a continuing problem. Another third concerned the quality of clinical care. These were promptly dealt with by healthcare.

<b>Issue</b>	<b>Number of Apps</b>
Quality of clinical care in Moorland	18 (incl. 7 from 1 person)
Delay in access to care or medication in Moorland	16
Missed or delayed hospital appointments	5
Issues about F35	2
Issues about other establishments	1
Miscellaneous other	10

There is no obvious explanation for the increase in health-related applications this year, and nothing which leads the IMB to believe that care is not, on the whole, of a good standard.

The number of psychoactive substance (PS) incidents have significantly decreased over the year. This reduction means that the 1-1 interventions with the Substance Misuse team are more effective.

## 9 EDUCATION AND OTHER ACTIVITIES

i. At HMP Moorland, Education is provided by NOVUS. About 360 prisoners access education every week. (38% of population)

During the year, 2018/19, there has been a stable regime and very little teaching time has been lost.

ii. On arrival at HMP Moorland, prisoners are seen by the Induction team. This results in the production of an Employment Pathway which includes preferred choices of education and employment as well as Functional skills, Maths and English if ability is shown to be below Level 1. For some jobs, a prisoner needs to have attained Level 1 in English and Maths. Novus have recently changed the awarding body which has resulted in a difference in the approach to teaching Maths. The emphasis is now on increasing learner confidence and to this end, a research project is taking place using electronic reader pens which combine aural and visual learning styles.

iii. Once the Employment Pathway is formulated, a place in Education or employment is usually found within an acceptable timespan. Progress along the Employment Pathway is tracked via a record of training and achievement called the Passport to Employment. Education at HMP Moorland is provided in two separate locations to accommodate MCOSO and the other prisoners. Both education centres cover the same range of numeracy, literacy, English for speakers of other languages (ESOL), media, enterprise and IT qualifications (ITQ) courses, with MCOSO also having access to art and design.

iv. Very few prisoners remain in Moorland long enough to complete higher level qualifications however, it is possible to complete modules which contribute towards a degree.

v. Thinking Skills programme (TSP) and Resolve are offered at Moorland. Key workers play a vital role in these programmes as they have individual sessions with their prisoners built into the timetable. MCOSO are able to access the Horizon programme. There are ten places on each course and five courses are held every year. Kaizen is not available at HMP Moorland, so to do this course the prisoners have to move to another establishment.

vi. A member of the education team visits the segregation unit weekly to support the prisoners on an individual basis. The subjects taught depend on need. Encouragement is given to continue with the courses once the prisoner has returned to normal location.

vii. Prisoners held on the re-integration Unit do not attend work or education until three weeks into the reintegration programme. Two education team members deliver six, one hour intervention sessions on subjects thought to be beneficial to the prisoners. Eg coping with change, managing anxiety and depression, debt and anger management, and healthy living. A recent review of the unit has taken place and the emphasis on rehabilitation and meeting personal needs will change the structure of the four-week programme. (see Para 7vi)

viii. Attendance at lessons is good and IMB members have noted in their rota reports on a number of occasions, the interest and enthusiasm shown by the prisoners. Those with identified learning difficulties can engage in mainstream education as there are learning mentors available.

ix. ESOL classes are provided within the education department classrooms but the tutors also hold classes in the tailors' workshop.

x. The gym meets the needs of the different groups of prisoners by holding gym sessions tailored to age and ability. The team works with Healthcare, providing First Aid courses as

well as sessions for those with specific health needs. ASDAN sports and fitness short courses are delivered at Level 1 and 2. The gym team are actively exploring the possibility of increasing the external courses on offer with a view to increasing the employability of the prisoners upon release.

xi. During the year, the chaplaincy team have been short staffed, however during this time, they worked together as a cohesive team to meet the needs of the prisoners through regular religious services, one to one sessions and supporting religious festivals.

xii. The libraries are well used by the prisoners. They provide a comprehensive supply of books and DVDs in two locations in the prison. A book trolley is provided for the segregation unit. Shannon Trust mentors work within the library, supporting the development of literacy.

## **10 WORK, VOCATIONAL TRAINING and EMPLOYMENT**

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i. As HMP Moorland is a Resettlement prison, there is an expectation that during the working day, prisoners will be in work or education. This begins with the Induction process, where pathways are identified to personalise future learning, training or employment, based on need and personal choice.

ii. For those wishing to obtain vocational training and qualifications, there are opportunities available in warehousing, fork lift trucks, barbering, joinery, bricklaying, industrial cleaning, braille and catering.

The fabric of the establishment is maintained by those prisoners employed as decorators and gardeners. Others support the needs of the prison community via employment in cleaning, laundry, waste management and kitchens. The wellbeing of the prisoners is further supported by those employed as librarians, peer information desk (PID) workers, healthcare reps, Listeners and peer mentors in the Houseblocks, classrooms and workshops. Employment is also available in plastics, tailoring, TV repairs, Ministry of Defence netting, CD recycling, breakfast packs, DHL and waste management.

iii. On a number of occasions throughout the year, IMB members have noted on the weekly rota report, that the amount of work available in some workshops is variable, and sometimes results in underemployment. At these times, it is impossible for the tutors to keep the prisoners gainfully employed and the experience of work is not a positive one.

iv. Numeracy and Literacy classes are provided for those who need support and some workshops have outreach ESOL tutors timetabled into the working week. The use of bi-lingual instruction sheets in the Tailors workshop, recognises the language development needs of the workforce while encouraging their use of work related words.

v. There are sufficient places in Education and Work for the size of the prison population. Possible daily attendance at work has risen from 78% last year to regularly over 85%. Punctuality has improved over the year due to the restructuring of the placement and number of prison officers on the walkways. 5% of the prison population are retired and most of the others are not employed in work or education for a variety of acceptable reasons. There is a robust IEP system in place for those few healthy prisoners who refuse to work. One of the aims of the 4 week Re-integration process which has been introduced this year, is to explore the reasons for work refusal and to practise the regular routine of attending work with the aim of rehabilitation.

vi. The majority of the buildings in which the workshops are situated are fit for purpose, however, the IMB has expressed concern that there are a minority which do not have enough toilets for the number of prisoners working in them. Concern has also been expressed via IMB rota reports, about the lack of dust extraction in the bricklaying workshop.

Through work and training, HMP Moorland provides the prisoners with the skills and experience to seek employment upon release. Successful links have been built with some employers which have resulted in offers of work.

## **11 RESETTLEMENT PREPARATION**

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i. This year there were: 1,584 receptions, 1,120 discharges, including 248 home detention curfew (HDC) releases, 501 transfers, with an average population of 953.

ii. The prison has continued to raise the profile of Resettlement and Employment, both within the prison and with Employers. The 6 Resettlement Fairs and 2 Mitie Foundation Business Challenge days have been well attended with over 600 men in total engaging with resettlement partners and employers. For prisoners, it is an opportunity to engage with Resettlement Services, beyond those operating within the Resettlement Hub. Meeting potential employers can motivate and encourage preparation for employment on release. The employers gain a better understanding of recruiting people with criminal records.

Moorland does not offer ROTL for external work experience but some prison workshops offer skills valued in the community eg DHL (warehousing), TV repairs, Barbering and Cleaning, and the opportunity to gain relevant qualifications.

The prison Library has been pro-active in raising awareness of community job opportunities via notice boards which are gradually being extended across the prison.

iii. The Resettlement Hub continues to offer a pre-release service for:

- NACRO - Accommodation, Finance (Bank Accounts, benefits and debt), training and employment
- Job Centre + - advice and assistance with jobs and benefits
- Advanced Personal Development (APD) for those prisoners with complex needs, liaising with Probation and through the Gate.
- NOVUS WORKS – support with work and training opportunities in and out of prison – continuing support after release

All prisoners are offered an appointment 12 weeks prior to release. Although most prisoners are expected to attend appointments at the Hub, there is an 'Outreach' Service for those in the Segregation Unit or on HB5 Basic Wing.

iv. Despite some good community contacts, there is a significant shortage of suitable release accommodation. Sometimes release instructions can be to report to a community agency, where an accommodation address will be given. This can create anxiety for the prisoner, jeopardising his successful resettlement and it also registers as a homeless release on NOMIS. 'Through the Gate' has provided considerable support on release to local prisoners but this will cease on 31.3.19 when new arrangements will be introduced.

v. For those prisoners subject to possible deportation, discharge plans are put in abeyance until a Home Office decision has been made. This unpredictable process is very disconcerting to prisoners, especially those held beyond their Sentence Expiry Date.

vi. There are 25 IPP prisoners, all of whom are over tariff.

vii. A successful application, with confirmation of a suitable release address, for Home Detention Curfew (HDC) can result in an imminent release and this type of discharge has continued to increase since amended national guidance was issued in April 2017. The key reasons for refusal are lack of suitable address (or address not checked) and previous contra-indicator offences.

viii. The importance of family contact in successful resettlement has been supported by 4 successful Family days and these are greatly appreciated by the families taking part. PACT are commissioned to work with prisoners and their families in the prison and community.

Moorland is one of the 4 prisons within the 10 Prison Project to include a 'family' strand with PACT delivering the work. PACT manages the play area in the Visits Hall which has, until recently, been closed for most of the reporting year.

ix. Use of illegal substances remain a significant issue in the prison. The Substance Misuse team work with willing prisoners and liaise with community services. They manage their safe transfer back into the community, either drug free or on substitute medication when necessary. Houseblock 1 delivers Drug Programmes and Houseblock 6B has been designated a drug-free area. Drug tests require negative results to maintain residence on Houseblock 6. A weekly Narcotics Anonymous meeting is held within the prison with monthly attendance by community members. This encourages continued abstinence and attendance at Narcotics Anonymous meetings on release.

x. With regard to Offender Management, the Offender Management Unit is experiencing both a change and expansion of staff to deliver the new OMIC model and improve prisoner contact. Sentence related IMB applications have reduced by 20% in the past year and this may relate to the increased OMU staffing and Key Worker input. In order to improve the communication, especially pre-release, between the Offender Management Unit, the National Probation Service and the Community Rehabilitation companies, quarterly meetings have been established. The shortage of Probation Officers and the premature termination of the CRC contracts in 2020 is putting pressure on the operation of the system and there are delays in completing OASys and Sentence Planning within the prison.

## C Section – Work of Board

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The IMB Board at HMP Moorland carries out its duties through rota visits to monitor the facilities and services available to the prisoners, attendance at Segregation Reviews and Adjudications, and answering applications from prisoners.

Board meetings are held monthly. Topics of interest are often identified at these meetings and the Board Development Officer then organises a training session later in the year to meet the needs of the board. We are grateful to the prison staff for the time they give leading our training sessions.

Each member of the Board has an area of special interest and they attend the associated meetings held in the prison.

In order to raise awareness of the work of the IMB among the staff, members of the Board have spoken to POELTS during their Induction period.

In preparation for the anticipated change in the prison population, five members of the Board visited Morton Hall Immigration Removal Centre in March 2018.

The Prison and Probation Ombudsman and HMIP have visited HMP Moorland this year and the IMB met with both.

The HMIP report, as well as our own observations, will assist in the determination of the focus for Moorland IMB for 2019/20.

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	8
Number of Board members at the end of the reporting period	7
Total number of visits to the Establishment	359
Total number of segregation reviews attended	100

## D Section - Applications

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Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	5	8
B	Discipline including adjudications, IEP, sanctions	27	11
C	Equality	8	12
D	Purposeful Activity including education, work, training, library, regime, time out of cell	9	10
E 1	Letters, visits, phones, public protection restrictions	11	27
E 2	Finance including pay, private monies, spends	10	11
F	Food and kitchens	6	4
G	Health including physical, mental, social care	52	29
H 1	Property within this establishment	19	25
H 2	Property during transfer or in another establishment or location	62	37
H 3	Canteen, facility list, catalogue(s)	8	8
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	40	50
J	Staff/prisoner concerns including bullying	37	20
K	Transfers	4	24
	<b>Total number of IMB applications</b>	295	276

## Glossary

ACCT	Assessment, Care in Custody and Teamwork
ASDAN	Award Scheme Development and Accreditation Network
CM	Custody Manager
CRC	Community Rehabilitation Company
DIRF	Discrimination Incident Report Form
DNA	Did not attend
ESOL	English for Speakers of Other Languages
HDC	Home Detention Curfew
HMIP	Her Majesty's Inspectorate of Prisons
HMP	Her Majesty's Prison
IEP	Incentives and Earned Privileges scheme
IMB	Independent Monitoring Board
IPP	Imprisonment for Public Protection
ITQ	Information Technology Qualification
MCOSO	Men convicted of Sexual Offences
NACRO	National Association for the Care and Resettlement of Offenders
NOMIS	National Offender Management Information System
NOVUS	Education provider at HMP Moorland
NPS	National Probation Service or New Psycho-active substances
NVQ	National Vocational Qualifications
OASys	Offender Assessment System
OmiC	HMPPS Offender Management Model
OMU	Offender Management Unit
PACT	Prison Advice and Care Trust
PID worker	Prison Information Desk worker
PIN	Personal Identification Number
POELTS	Prison Officer Entry Level Training
PPO	Prison and Probation Ombudsman
PS	Psychoactive Substance
ROTL	Release on Temporary Licence
SASH	Suicide and Self-Harm
Seg	Segregation unit
TSP	Thinking Skills Programme
YOI	Young Offender Institution
10PP	Ten Prisons' Project