



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

**for reporting Year  
1 October 2018 – 30 September 2019**

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*Monitoring fairness and respect for people in custody*

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

## **2. EXECUTIVE SUMMARY**

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2.1 HMP Dartmoor has had a fairly settled year during which it has integrated several new members of staff into the senior management team and other management posts. High levels of attention have been paid to the decency agenda, and the use of the challenge, support and intervention plans (CSIP) and challenge, support and intervention community concern (CSICC) alerts, coupled with the improvement in use of assessment care in custody teamwork documents (ACCTs) have resulted in lower levels of violence and self harm. (4.4; 4.5; 4.6)

2.2 This year the Board has noted the continuing difficulty in transferring prisoners to resettlement prisons due to the shortage of places in them. As a category C training prison HMP Dartmoor is not able to offer specific courses which may be crucial to a prisoner's resettlement plan. This risk has been pointed out in previous annual reports. The prison estates transformation team has been working with HMP Dartmoor throughout the year towards the new configuration of the prison estate. This aims to ensure movement of prisoners between prisons. The Board, however, welcomes the appointment of Catch 22 full time equivalent staff based in HMP Dartmoor with the aim of ensuring the resettlement arrangements in the last twelve weeks of imprisonment can be met for all prisoners leaving the prison. (11.3; 11.4)

2.3 The offender manager in custody (OMiC) initiative has been driven forward with commitment and some prisoners have said they are starting to see the benefits of the key worker role. Phase 2 of the OMiC development has now commenced. The offender management unit (OMU) has started an innovative research project with the Prem Rawat foundation to inform their practice. The expansion of the innovative Dialogue Road Mapping (DRM) initiative continues. This work has been developed in conjunction with The Centre for peaceful Solutions to increase the use of mediation as a conflict resolution tool, and is facilitated by prisoners and officers who have undergone training. (11.1; 11.2; A7; A10)

## 2.4 Areas of concern monitored by the Board:

- Continuing difficulties, often beyond the prison's control, are experienced by observation, classification and allocation (OCA) to secure transfers to resettlement prisons. (11.4)
- Development and expansion of work placements and activities in the prison were slowed or made impossible by the restrictions of the budget and lack of capital investment in HMP Dartmoor. (5.2; 10.2)
- Lack of investment, resulting in a shortage of work placements for prisoners and increased time in cells. (10.4; 10.5)
- Repairs to essential equipment are costly and take months to achieve. (6.1; 7.3; 7.4)
- Staff shortages impacting on other essential areas, for example OCA and the post room, and further increasing prisoners' time in cells. (7.5; 11.4)
- Continuing inconsistency in the use of body worn video cameras (BWVCs). (7.6)

2.5 However, it is to the credit of the prison staff and prisoners in HMP Dartmoor that the prison wings are clean and that a redecorating work party is making real progress improving areas of the interior. The lack of capital investment in this prison is not aiding the hard work being carried out. (5.2; 7.1; 7.2; 9.8; 9.9; 10.2)

### **Main judgements**

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

Overall prisoners are treated with dignity and respected as individuals.

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

At times the profiled minimum staffing levels coupled with the daily complexities of operational demands have had a negative impact on the prison regime, which has resulted in loss of association and impacted on essential services such as postal deliveries. However, the encouraging start to the key worker initiative has had a positive impact upon the treatment of prisoners.

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

There is a multi-disciplinary approach to education, vocational qualifications and conflict resolution work; the additional assessment and signposting input from the Catch 22 staff enhanced by the through the gate services; and working with the prison estates transformation team. This provides more comprehensive support for those leaving HMP Dartmoor than has been available for some years. However, transfers to resettlement prisons for courses or to be in a prison near a prisoner's home area remain difficult to achieve.

### **Main Areas for Development**

#### **TO THE MINISTER**

- 1) Given the number of prisoners still being released from HMP Dartmoor at the end of their sentence, what plans does the Minister have to ensure that full resettlement progression is available to all prisoners either on site or through increased ease of transfer? (11.4)

- 2) Will the Minister ensure that adequate capital investment is restored to HMP Dartmoor? (2.5; 5.2; 7.2; 10.2))

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**TO THE PRISON SERVICE**

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- 1) Will increased efforts be made to ensure that resettlement places are made available for those prisoners who need to transfer from HMP Dartmoor? (11.4)

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**TO THE GOVERNOR**

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- 1) How can the use the effective use and monitoring of body worn video cameras be ensured to be consistent? (7.6)
  - 2) Can the Governor confirm the plans for reinstating the Saturday postal delivery? (7.5)
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**Improvements**

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The Board welcomes the further development of day care facilities for the elderly retired population. However, increased work opportunities for those elderly prisoners who still wish to work, and further work places for all prisoners are still needed. (5.2; 10.2; 10.4; 10.5)

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**3. DESCRIPTION OF THE PRISON**

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3.1 HMP Dartmoor is a category C training prison for up to 640 adult male prisoners. The prison is situated in Princetown on the western edge of Dartmoor National Park, eight miles from Tavistock and sixteen miles from Plymouth (the nearest mainline railway station). Access is difficult with very limited public transport. The local environment is harsh and can be particularly bleak in the winter months. The prison comprises six residential wings (known in HMP Dartmoor as tors), a care and separation unit (CSU), healthcare suite, chapel and education facilities and workshops. In addition, there is a large gymnasium, a well-equipped kitchen and other facilities to support the life of the prison. A fully integrated smoke-free regime is in operation: all wings are integrated and accommodate the general prison population as well as vulnerable prisoners or those convicted of sexual offences. The prison and prisoners are supported by contractors and charities, either working in the prison or visiting on a regular basis.

3.2 The buildings are leased from the Duchy of Cornwall and HMPPS is responsible for their upkeep. Many of them are old and prone to damp. There are, however, very well-maintained and attractive garden areas. The prison is one of the major employers in the town alongside agriculture, tourism and a small brewery.

## 4. SAFETY

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4.1 Safety issues are monitored by weekly safety intervention meetings and monthly safer custody meetings chaired by the head of safer custody. Both meetings are well attended by a range of stakeholders and departments. In addition, the Board welcomed in April the reconvening of the use of force meetings chaired by the Deputy Governor. This group had not met since August 2018 due to changes in the senior management team.

4.2 Prison data suggests that Dartmoor is a safe environment for both staff and prisoners and the Board broadly agrees with this judgement. Use of force involving control and restraint (C&R) was used on 112 occasions between April and August and caused injury to four staff and 18 prisoners. C&R involved, on average, 6% of the prison population. Twelve planned interventions took place during these five months. C&R training takes place monthly.

4.3 The Board shares the concern, expressed at the use of force meeting, that BWVCs have not been switched on during all incidents involving restraint and notes also that healthcare staff were not always called at the same time. In addition, the mandatory use of force forms were not always fully completed.

4.4 Currently only two prisoners are on a CSIP with the risk of violence and repeated assaults. The top five prisoners on the violence in prison register (VIPER) have very low scores compared with comparable prisons across the estate. These are carefully monitored by the safer custody team.

4.5 Self-harm incidents are below the national average. For example, in September 2019 there were eight actual acts of harm. Between November 2018 and September 2019, a total of 73 F213 self harm forms were completed. Drug and substance misuse continues to be the biggest threat as it leads to violence, debt and distress. The Board welcomes the development of the CSICC forms which are used to identify men who may be at risk of harming themselves. This allows safer custody the opportunity to try and address the problem before it escalates.

4.6 Between January and September a monthly average of 21 ACCTs were opened. Board members have noted the improvement in the quality of entries in ACCT documents including information in care maps. The appointment last year of one member of staff to oversee this process has played a significant role in achieving this. Safer custody representatives work with men on an ACCT, those who are self-isolating (three men in September) and the most vulnerable. Listener coordinators and the Samaritans also attend safer custody meetings.

4.7 The use of psychoactive substances has again put pressure on officers and healthcare staff, and has led to some regime restrictions as safe systems of work are put into operation.

4.8 A total of 50 applications were received by the Board in the category of staff/prisoner issues including bullying. In total this involved 35 men. An analysis of these applications indicated that six involved allegations of staff bullying, five concerned allegations of staff assault and three of prisoner/prisoner assault. While these are not high numbers, members of the Board, in discussions with prisoners, do occasionally hear of allegations which cannot be substantiated, as the men for one reason or another are reluctant to make a formal complaint.

4.9 The Board has monitored reception, first night and induction processes, and based on discussion with prisoners, found these to be of high quality.

4.10 There were three deaths in custody during this reporting year, one self inflicted, one natural causes and one awaiting the report from the Prison and Probation Ombudsman.

## 5. EQUALITY AND FAIRNESS

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5.1 The Board is pleased to report that the equality action team was reconvened in February 2019, with regular quarterly meetings and a brief to ensure that requirements under equal opportunities and the Lammy Review are met. HMP Dartmoor has produced a detailed and comprehensive equality strategy and this, together with the re-establishment of the equality action team, is a very positive move. The team is represented and supported by the Governor, deputy governor, members of the senior management team, and staff and prisoners, covering all areas including three prisoner representatives for black, Asian and minority ethnic (BAME), Gypsy/Roma and LGBT men, demonstrating a firm commitment to equality within the prison. Leads for strands for equality have been established and a race liaison officer has been appointed so the personnel and the mechanism are now in place to take this team forward. The Board will be monitoring its progress.

5.2 The diversity centre has undergone changes of use and some of the rooms have been taken over by Dialogue Road Mapping (DRM) for group and one-to-one sessions. The tool repair workshop, packing of breakfast packs and newspaper sorting has continued for older prisoners but some of the changes in the diversity centre have had to be made for health and safety reasons, depriving the older prisoners of much valued and needed work, and a social care centre. To address this, development of a day care centre in another area of the prison has been started and resources are being sourced to equip it. Lack of funding for this development is slowing progress.

5.3 Feedback statistics show that Tracks, the online language resource designed to help foreign nationals plan for their resettlement upon release, is proving to be a helpful, easy-to-use programme offering a wide array of information to cover most situations. "I learnt more about my situation in ten minutes on Tracks than I did in 18 months from the immigration officer," one prisoner reported. Support for students accessing the programme within the Virtual Campus (a secure education website) appears to work extremely well even to the extent of finding charities to support a prisoner in his own country. During induction any newly arrived foreign nationals are informed about the programme and any language needs requiring interpreters within the prison identified, thus facilitating access to the programme the following week. Being able to print off the relevant information in the prisoner's first language as well as English is clearly helpful and reduces anxiety. There appear to be between eight and 22 different languages available on the programme, depending on the complexity of the query. There is easy access to the virtual campus and since November 2018, 27 prisoners have attended a total of 35 times.

5.4 The chaplaincy team continues to work hard to cover as many areas as possible. Access to a Muslim chaplain has improved although the post at present is still sessional. There is no Hindu, Rastafarian or Church of Jesus Christ of the Latter-Day Saints chaplain but an identified chaplain is given to these faiths and regular time in the chapel with study materials provided. A bi-monthly multi faith gathering has commenced which can encompass any belief and this has proved popular.

5.5 The infrastructure of the prison prevents wheelchair users from accessing the chapel and whilst the chaplaincy is to be commended for providing services for these prisoners in an accessible room in the prison, it is not ideal. Other areas remain inaccessible for those with mobility problems; however, a ramp has been constructed by the carpentry workshop for prisoners in the Fox Tor wing to access the exercise yard. The Board notes that a serviceable bench has been placed in the corridor at the foot of the medication queue for the less mobile.

5.6 On the wings and around the prison it is pleasing to see a number of prisoners supporting their fellow prisoners. These men are clearly identifiable with their labelled t-shirts for example Buddies (who provide physical support for less mobile men), Listeners and Insiders. The Board feels that this has a positive impact on the community within the prison.

5.7 One area of concern for the Board this year have been complaints about the perceived unfairness of the incentives and earned privileges (IEP) system. Prisoners have complained that they can be subject to summary reduction from enhanced to basic with sometimes very little understanding or explanation of what they have done wrong or what seemed to be an unjust reason, and that there seems to be an inconsistent approach which varies between officers. The Board had been told that there was to be some work done on this by the prison but so far this has not been evident.

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

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6.1 The care and segregation unit (CSU) works effectively, although minor issues can arise when staff change due to leave or sickness. The officers themselves are very proficient at their work and show great restraint when dealing with difficult prisoners. They are happy to answer questions about any aspect of their duties. Many prisoners remark how well they are treated when housed in the CSU. Healthcare staff visit promptly when prisoners are brought into the unit. Distraction kits are readily available to the prisoners when required or requested. Where possible, the IMB is informed so as to monitor the forced removal of prisoners from wings to the unit. One cell in the CSU has been out of use since May, due to criminal damage to a toilet. The Board is concerned at the length of time it is taking, and the costs involved for an effective repair to be completed.

6.2 During the reporting year the Board has been concerned about those prisoners exceeding 42 days in the CSU. One prisoner spent 111 days while numerous attempts to relocate him were turned down by other prisons.

6.3 The unit is kept very clean by the two orderlies who also fetch the meals and sort linen for removal to the laundry as well as keeping cells well-decorated and ready for use. The Board notes that more storage is needed for prisoner's property.

6.4 Some good order or discipline (GOOD) review boards have either been cancelled or moved to an earlier time without informing the IMB and this has been raised with the Governor. The Board has expressed concerns several times during the year about healthcare staff arriving at GOOD reviews unprepared and thus being unable to make a full contribution. Healthcare are aware of the situation and are trying hard to make improvements whilst balancing priorities and commitments.

6.5 The visiting independent adjudicating judge (IA) has had to preside over mostly drug-related offences and has praised CSU staff on the efficient provision of the relevant paperwork and their knowledge of the prisoners. The Board notes that at least 60% of added days following adjudications are suspended to encourage prisoners to change direction.

## **7. ACCOMMODATION**

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7.1 The Board receives few applications regarding the general condition of cells. In the last reporting year there have only been two complaints about cell furniture, one problem being a

shortage of chairs. From regular weekly monitoring, it is clear that the prison tries hard to make the most of its environment and wings have been observed invariably to be clean and habitable places, often displaying high levels of cleanliness. A recent survey of showers, however, revealed inadequacies in shower access for disabled residents in Fox Tor, a real need for a deep clean of showers on Arch Tor, and some badly damaged showers on Down Tor which compromised decency. While some of these repairs had not been remedied at the time of writing this report, Fox Tor showers had been upgraded by the end of the reporting period. The Board commends the fact that during the year the prison initiated a redecoration programme of the wings and other parts of the prison. Not only has this provided valuable employment opportunities but it has also improved the general environment on wings.

7.2 There are, however, a number of residential areas which badly need more capital expenditure and the prison has for some time been striving to achieve funding to make much needed basic infrastructure improvements. For example, a capital amount had at one time been secured to create a proper servery on Granite Tor, but this was cancelled, so that food continues to be served in an open of the wing. A recent cell survey by the Board has revealed continuing problems with damp, despite the efforts made by the prison, and when asked, prisoners in affected cells complain about the health implications.

7.3 The Board is pleased to report that it has received few complaints about meals served to prisoners and has observed the high quality of food served. However, there have been continuing problems throughout the year in the kitchens with the serviceability of important items of equipment. A dishwasher, still under guarantee, was out of service for some months while the off-site company responsible failed to complete a timely repair.

7.4 There have been similar problems in the prison laundry, and, with washing machines and driers on wings breaking down, this has caused understandable complaints from many prisoners. These problems, after a long delay, seem to be resolved now.

7.5 During this reporting year, the Board has been made aware that the prison has continued on too many occasions to operate on a reduced regime, particularly at weekends, due to staffing shortages on the wings. Prisoners have too often lost association as a consequence and have spent more hours than they should in their cells. Shortage of staff has sometimes resulted in prisoners returning from workshops and being unable to access showers. The Board has also received complaints about the slowness of prisoners receiving their mail, and worse, the complete suspension of a Saturday delivery, entirely due to staffing shortages in the Post Room. Post Room staff complain that frequently one member is deployed elsewhere in the prison, making the processing of mail impossible. The Board regrets this important communication with the outside for prisoners has been eroded in this way. The need to reconfigure the work pattern of staff in the post room in line with the agreed resourcing profile is recognised but negotiation for change is not yet complete. Regrettably, there have also been continuing complaints, highlighted in many preceding annual reports, about prisoners' property losses on transfer from other prisons and occasionally too internal

## **8. HEALTHCARE**

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8.1 The Board has monitored the healthcare provision during rota visits, reviewed management information presented to the healthcare local delivery and quality meetings chaired by the Governor or Deputy Governor, and monitored the outputs from the patient engagement forum. The Board is of the opinion that healthcare provision to prisoners is of good quality and is generally provided in a timely manner. HMP Dartmoor performs satisfactorily against the measures in the healthcare contracting framework, health and justice indicators of performance (HJIP).

8.2 HMP Dartmoor's healthcare department has also been recognised this reporting year with three awards: the end of life care category of the Healthcare Service Journal (HSJ) patient safety awards on 2 July 2019; the Royal College of General Practitioners award for the best clinical team for end of life care; and recognition at the Health in Justice conference for the good practice of the clinical supervision packs the healthcare team in the prison developed.

8.3 Dental waiting lists have been long at times during the year, but are now in line with the broader community with a 10-week waiting time as of July for regular care. Other waiting lists, as reported to the patient engagement forum, are at least as good as in the local community. Services with short waiting times include seeing a nurse or GP, ultrasound, x-ray and physiotherapy. During the third quarter of 2019, the waiting time for the optician was five weeks, sexual health clinic eight weeks and podiatrist ten weeks.

8.4 Approximately a quarter (168) of the prisoners were surveyed by the healthcare department about their experience between 1 April and 30 June 2019. Ninety-seven percent rated the healthcare they received as excellent. Patient engagement forums meet most months and demonstrate a positive view of healthcare by prisoners. The number of complaints or concerns to the healthcare department is low, averaging about six per month.

8.5 A patient wellbeing wheel has been introduced to help promote holistic care based on priorities. Five per cent of prisoners are called in each month to a separate clinic to prepare the wheel by discussing their individual health needs. The wheel is then used and updated in subsequent consultations.

8.6 A full social care package is provided when necessary, typically to five or six prisoners. Buddies number on average 12-13 and provide very effective non-intimate care to approximately 40 prisoners. The resettlement and care of older prisoners, (RECOOP), provides their training which the IMB has observed and regards to be of a high standard.

8.7 Psychiatry and mental health services are well established and have strengthened during the year, with further changes likely next year following the recent NHS-commissioned health specification for mental health and substance misuse services.

8.8 There continues to be a high requirement for hospital escorts to outpatient appointments and bed watches for inpatient care, due to the large number of elderly and chronically sick prisoners. This has at times caused regime restrictions.

## 9. EDUCATION

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9.1 The education department is at the centre of prison activity and the Board commends the positive partnership between prison management and Weston College. There is a shared enthusiasm for new initiatives, high standards, a practical, pragmatic strategy and, most importantly, a prisoner-centered approach. Despite limitations set by financial constraints and the physical environment, every opportunity is taken to progress prisoners' learning and personal development.

9.2 The comprehensive induction process for all new prisoners assesses each individual's educational achievements and personal development requirements in conjunction with their sentence plan. This thorough, non-judgmental assessment covers educational needs, learning style, strengths and weaknesses, and personal issues and helps to put together an individual learning programme specifically tailored to each prisoner's needs which aims to break down negative perceptions which may have resulted from earlier educational experiences. The weekly allocations meeting considers the data from the induction recommendations for each individual and matches them to the available courses. The rest of the prisoner's time in prison is also considered to make sure that courses most relevant to employment on release are offered nearer to the discharge date.

9.3 The college offers a wide range of functional skills and personal development courses. English and maths are offered at various levels from pre-entry to achieving a pass at level 3 standard. Functional literacy is the aim. The latest Ofsted rating of 'good' reflects the hard work and enthusiasm of the teaching staff, prison managers and learners. Attendance and achievement levels are closely monitored by the education department and are high.

9.4 A number of personal development courses are offered to provide prisoners with important social and personal skills to encourage them to understand themselves, modify their behaviour and improve their lives and the lives of those around them. These courses are often part of their sentence plan and can be instrumental in providing support and tactics to deal with difficult situations. Courses include Resolve, Better Man and Step Up.

9.5 The department runs classes for older sedentary prisoners and younger prisoners with educational needs. Classes are run over four days a week and include creative arts, current affairs, being active, creative writing, music appreciation and a book group.

9.6 Distance learning is supported by the education department and over 36 prisoners are currently undertaking distance learning courses of whom 12 are studying for Open University (OU) degrees. Four prisoners completed their OU degrees this summer.

9.7 Part of the reason for the strength and success of the education department is the multi-agency support from prison officers, chaplaincy, security, the offender manager unit and facilitating work from Dialogue Road Mapping. Mediators, peer mentors and key workers are all involved. In addition, there is collaboration with other providers. The Shannon Trust is active in the prison; in the last year, one prisoner in his late seventies learnt to read with the help of The Shannon Trust - a life-changing skill.

9.8 The main education building and the various scattered classrooms are not ideal, and most are not accessible for disabled prisoners. The shortage of space which, together with restricted funding, limits the number and range of courses that can be offered. There remains an issue that, on most days, one or two prisoners do not arrive in the classroom on time and this is

disruptive to both the learner and group. All absences are investigated daily. Friday afternoons remain non-teaching time with tutors preparing and marking and this time is not available to learners.

9.9 In April 2018, responsibility for the library passed from the public sector (Libraries Unlimited) to Weston College. There were some administrative difficulties during the transfer, with a reduction in the quantity of material able to be borrowed as the new recording system got underway, but this is now resolved. However, as yet, the previous arrangement of inter-library loans has not been replaced, so any extra books have to be purchased. Only 20 men are not signed up to the prison library and it regularly receives 350 visits a week, including weekends. There are many opportunities each week for a wide variety of groups to meet, in addition to the more traditional borrowing sessions and reading groups. All levels of ability and interest are catered for on the timetable, from the Shannon Trust to OU and other distance learning. The Board is impressed by the attitude of the staff to develop a flagship library at HMP Dartmoor and by the positive and purposeful atmosphere encountered there.

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

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10.1 The provision of work and vocational training opportunities remains a high priority for the prison; Board members continue to receive positive comments from men taking part in workshops and activities run by Weston College and Prison Industries. In particular, courses in construction skills such as bricklaying, painting and decorating and plastering are in high demand, and prisoners have been known to request a transfer to HMP Dartmoor in order to get on these courses and gain the qualifications they offer. However, there is considerable difficulty in recruiting qualified instructors in these areas. For this reason, courses in bench joinery and tiling are no longer offered. Attendance and retention on the courses is high.

10.2 Lack of available investment is currently holding back the running of a new course in barbering and is impeding the planned move of all construction courses to the same building. Doing this would enable better cover for instructors and allow joint projects, such as building a small house. Discussions have taken place with Duchy College to offer a course in horticulture, and longer-term plans include double glazing and solar panel installation.

10.3 There continues to be much effort to place prisoners in gainful occupation. The employment unit has worked hard to overcome barriers to employment. Special mention should be made of the important role of key workers during the year in encouraging prisoners to apply for vacancies.

10.4 However, there is now a shortage of workspaces for prisoners of all categories. The head of learning and skills estimated at the end of September, that HMP Dartmoor is short of eighty workspaces, resulting in prisoners being left on the wing and no work being offered to newly arrived prisoners. Efforts to find new work are being made, the most recent example being a proposal to provide 30 workplaces sorting donated clothes for St Luke's Hospice. Regrettably, the project had to be shelved as the arrangement would have breached financial regulations which preclude the use of prisoners' labour to financially benefit a charity.

10.5 This shortage of meaningful work affects older prisoners as much as others. HMP Dartmoor has 65 prisoners over the age of 65. Only 25 of these have opted to be retired, clear evidence of a desire to work in this population, but opportunities are inadequate.

10.6 The prison has successfully launched a Government Facilities Services Ltd (GFSL) working party, consisting of 10 prisoners with a qualification or experience in construction skills. The work of these prisoners in repainting parts of the buildings has been very apparent as members walk round the prison. This is highly commendable and has potential for further growth.

## **11. RESETTLEMENT PREPARATIONS**

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11.1 At the end of the reporting year the offender management unit (OMU) had completed phase 1 of the new offender management in custody (OMiC) requirements which focused on the introduction of the key worker role (see Appendix A6-A10). The OMU has now embarked on phase 2. This involves the change for offender supervisors in OMU to become prison offender managers (POMs). The POMs have completed booklet modules, e-learning and face-to-face training and are now undertaking training to deliver one-to-one work of various kinds depending on the prisoner's risk level. Key workers will report directly to the POMs. The Board has been concerned that initial allocation of key workers was not wing-based. The Board believes that wing based key workers would enable prisoners to relate more meaningfully with their key worker. The OMiC requirements have been driven enthusiastically by senior staff and monitored by custodial managers.

11.2 The OMU is working directly with the DRM project in the formation of two further projects. There is now a lifer lounge meeting for lifers (of which there are 22) and indeterminate sentence for public protection (ISPP) prisoners (23). This is a peer-led group to look at their particular issues. In addition, due to the larger number of younger prisoners, a DRM group for care leavers is being developed. There is also an innovative pilot joint project between the OMU and the Prem Rawat Foundation's Peace Education Programme. This seeks to help an assessed and identified group of younger prisoners discover 'inner tools', and will be followed by a further assessment to measure any changes in attitudes and maturity.

11.3 The Board welcomes the new development of an offshoot of the Catch 22 Service (largely based in HMP Exeter and HMP Channings Wood) with a full time resettlement officer based in the OMU in HMP Dartmoor. Prisoners are assessed at 12 weeks prior to release and again at one week. Enhanced 'through the gate services' are offered to those needing intensive help – mentoring from two weeks before release to two weeks afterwards. However, although a much-needed provision, this does not replace the full resettlement provision and finance which has been removed from the prison budget.

11.4 The Board regrets to report that there are still difficulties in moving prisoners to resettlement prisons due to lack of suitable places. The department dealing with transfers, OCA, is working under great pressure attempting to place prisoners near to release in appropriate provision. To compound this difficulty, OCA posts are uniformed officers and as such are subject to redeployment in times of staff shortage.

11.5 The largest number of applications to the IMB this reporting year were in the category E1 – letters, visits, phones, public protection restrictions. There were in total 60 from 28 prisoners, 11 of whom sent in more than one application; one prisoner sending in 15. There were 32 complaining about mail, 19 of which were about lateness. The prison has acknowledged that there have been difficulties in staffing the post room during periods of staff shortage, and this situation has been exacerbated by the frequent failure of the electronic entry gates to the prison when extra officers, often deployed from the post room, have had to open the gates to officers and others by hand. The Board regrets that this choice of redeployment led to a buildup of mail, with consequent delays, this being an important lifeline for prisoners to maintain family connection. There were 10 applications regarding phone calls including three pin credit queries, three needing phone calls at a different time than that provided and two needing an inter-prison phone call. There were only five applications concerning visits.

11.6 The charity Choices continues to run the visitor centre and carried out their own survey with a visitor satisfaction form filled in by 83 visitors. The survey showed that almost all the

visitors arrived by private transport, and that the preferred days to visit would be Sunday (41) and Saturday (34); the least popular day would be Monday (four) and afternoons were twice as popular as mornings. This last point had been noticed by IMB members on rota visits when a lower take up of places was evident in the mornings. The Board has observed that there have been some late starts to visits and at the Choices Governance Meeting it was disclosed that 25% of visit sessions were late starting due to lengthy and more thorough searching or late roll call, delaying the start of the process. The full day family visits have had to be curtailed to two half days as the prison management has been instructed not to use public money to provide the food required. The Board regrets that a search for alternative funding was unsuccessful. The new arrangement required extra staff involvement (for which the officers are not profiled) and two family days did not happen while the change was sorted out. However the positives are that twice as many can attend in the two shorter half day sessions. The gym staff continue to take an enthusiastic part in these sessions. The focus is to increase the opportunities for family involvement.

11.7 The Board would like to commend the recent inclusion of two tables in visits for official prison visitors (OPVs) – enabling those prisoners who do not receive visits from family or friend to attend visits in the normal way. The managing chaplain has reported that this has made a tremendous difference to two isolated prisoners in particular. The Board is encouraged that from June 2018 to June 2019 attendance at visits appears to have increased. The Board has also observed that the celebration of achievements in Weston College courses continues to be very popular and is well attended by prisoners’ families.

11.8 The BAME group meet regularly to discuss issues. If questions arise surrounding resettlement, appropriate staff or outside agencies attend; for example, an OMU member or an immigration officer. As this is clearly group-driven, its value is evident and very supportive staff enhance this provision. However, it appears that OMU has found that the Home Office have at times appeared reluctant to come to HMP Dartmoor.

11.9 Reducing Reoffending Meetings take place every three months and there have been four in this reporting year. These have been well attended in spite of several changes in senior management in key departments.

## **Appendix 1 - Work of the IMB**

A.1 Board members have worked hard to complete all the requirements of an Independent Monitoring Board this year. Board duties have continued to be split between rota visits and addressing applications from prisoners on a weekly basis. As applications have increased, the Board now works in teams of three: one Board member being assigned to rota visits each week, two available to process applications. Every effort has been made to provide a weekly IMB induction for prisoners newly arrived at HMP Dartmoor.

A.2 Each Board member has held an area of special interest (ASI) and quarterly specialist reports have been discussed at monthly Board meetings. ASI monitoring has involved observing a number of prison meetings including: the complex needs group, the safer custody group, OMiC meetings, the quality improvements group, the segregation monitoring and review group, the healthcare local delivery and quality board, the resettlement and care of older prisoners group (RECOOP), the over 50s group, the choices governance meeting, the prison council meeting and the reducing reoffending committee. In addition, individual discussions have taken place with the Governor and the management leads for specific areas. The Board

has been represented at the South West area IMB Chairs meeting and the Devon and North Dorset IMB Chairs Group. Two members attended an inquest.

A.3 Issues of concern have been raised with the Governor through rota reports and directly at the Chair's monthly meeting with her. The Governor, or her deputy, has also attended the IMB monthly Board meetings for a dedicated agenda item and she/he has continued to be open and frank in addressing the Board's concerns.

A.4 Board members have attended most segregation reviews. Less regularly, Board members have attended adjudications and ACCT reviews. There has been one call-out for the IMB to attend a serious rooftop incident. There were three deaths in custody during this reporting year. Due to a breakdown in communication between shifts, the IMB was not informed of the first death. This was swiftly investigated and addressed by the Governor and Deputy. The IMB were informed and attended after the second and third deaths.

A.5 Developing a Board that is truly representative of the community continues to prove elusive, however four additional members have now successfully completed their probationary period.

### **Key worker survey**

A.6 In order to monitor the development of the key worker (KW) initiative, the Board undertook two largely quantitative surveys in June and September. Ninety-five men were sampled across all the main wings. There was clear evidence of positive progress during this period. Only two men in September said that they did not have a key worker but both had officers they could relate to. The majority met their KW at least once a week, although this did vary between wings. Approximately half of the KWs were not based on the same wing as the men for whom they were responsible, and there was evidence that this caused some difficulties.

A.7 A wide range of benefits were identified, ranging from: offering emotional support/ someone to talk to, practical help such as assisting with transfers and loss of property and offering a link to their offender supervisor.

A.8 The concerns identified were that some KWs saw it as an extra task and gave the role little priority. Some prisoners saw the benefit of the scheme but felt that nothing really changed as a result of the meetings. A number of prisoners experienced frequent changes of KW and this made it difficult to develop a relationship.

A.9 On only one wing were there a number of negative comments. This housed the majority of the elderly men. They perceived that their wing was often locked up to facilitate officers moving to other wings to carry out their key worker role.

A.10 The Board is very encouraged by the KW initiative. The men in general do seem to have benefitted in many ways from feeling they have a regular contact with a named officer.

### **Board statistics**

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Recommended Complement of Board Members	14
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	12
Total number of visits to the Establishment	648
Total number of segregation reviews attended	104

### **Applications**

<b>Code</b>	<b>Subject</b>	<b>Current reporting year</b>	<b>Previous reporting year</b>
A	Accommodation including laundry, clothing, ablutions	10	16
B	Discipline including adjudications, IEP, sanctions	27	7
C	Equality	9	2
D	Purposeful Activity including education, work, training, library, regime, time out of cell	23	11
E 1	Letters, visits, phones, public protection restrictions	60	18
E 2	Finance including pay, private monies, spends	24	16
F	Food and kitchens	5	2
G	Health including physical, mental, social care	20	24

H 1	Property within this establishment	22	10
H 2	Property during transfer or in another establishment or location	40	35
H 3	Canteen, facility list, catalogue(s)	2	6
I	Sentence management including HDC, ROTL, parole, release dates, re-categorization	24	26
J	Staff/prisoner concerns including bullying	50	39
K	Transfers	23	4
	<b>Total number of IMB applications</b>	<b>339</b>	<b>216</b>