



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

**HMP & YOI Deerbolt**

for reporting year  
1 October 2018 to 30 September 2019

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*Monitoring fairness and respect for people in custody*

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## A Introductory sections 1 – 3

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### 1 Statutory role of the Independent Monitoring Board

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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 Independent Monitoring Board (IMB) 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 they have 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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In May 2019, the Deerbolt IMB was so worried about levels of violence, assaults on staff, self-harming and self-isolation that members escalated their concerns with a formal letter to Dame Anne Owers, national chair of IMBs. The fundamental cause of the problems was a staff shortage, and the IMB feared that a tipping point could be reached where shortage of staff would result in increasing violence, leading to greater staff losses exacerbating the basic issue. Dame Anne forwarded the Deerbolt letter to Phil Copple, Director General of the Prison Service. At about the same time, the Prison Service set up a multi-agency improvement board for Deerbolt and significant improvements have since been made. First the prison capacity was reduced by 20%, which immediately helped the staff-to-prisoner ratio. Experienced officers were drafted in from other prisons to support the high proportion of fresh officer recruits at Deerbolt, and later several senior appointments were made, replenishing the senior management team. By September 2019, the benefits were starting to become apparent with some improvement in the statistics for violence, staff assaults and self-harm.

Monitoring over several years, the IMB at Deerbolt has seen a substantial change in the make-up of the prison's population. Many fewer young adults aged 18 to 21 are sent to prison these days, as a matter of policy, and because alternative sentences are available. It has followed that a higher proportion of those who are sent to prison have committed more serious and violent crimes. Many of the prisoners are serving longer sentences and suffer from personality disorders or mental health issues. To rehabilitate such prisoners and to maintain a safe and humane environment requires a higher staffing ratio. [GOV.UK Offender Management Statistics published 25 July 2019 Table A.1.1 Annual Prison Population:2019 shows sentenced prisoners aged 18-20 at 6851 in June 2009 reducing to 3193 in June 2019, of which in 2009 31% and in 2019 43% were serving over 4years or indeterminate sentences.]

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

IMB monitoring, specifically attending segregation reviews and dealing with prisoner applications, shows that prisoners as individuals are treated fairly at Deerbolt with very rare exceptions. However, taking the regime as a whole, during the year under review, it was not fair to prisoners or humane that there was a lack of out-of-cell activity due to a shortage of staff.

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

IMB members are regularly impressed by the sympathetic approaches of staff to individual prisoners and their willingness to listen to and help with their problems. IMB members express admiration for the ability of prison officers to balance this attitude with also taking firm action where needed to maintain order. Several staff have been injured through trying to intervene with humanitarian intent in fights between prisoners.

However, IMB monitoring through the year encountered too many prisoners who felt under threat of violence and sought to stay in the segregation unit or to self-isolate on the wing. In most cases the threat of violence was probably real and was linked to drug debts or vendettas relating back to prisoners' lives before imprisonment (see section 5). While the majority of prisoners report feeling safe at Deerbolt, creating a fear-free environment for all prisoners requires not only more staff but also new ideas for organising the regime.

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

In the reporting year, Deerbolt prisoners were in general not well enough prepared for release. There are not enough activities out of cell open to high risk prisoners and no programmes addressing behaviour that are suitable for long sentence prisoners. Education and training facilities for short sentence prisoners are impressive, but too often courses are cancelled due to staff shortages. Preparation for release was patchy at best. Deerbolt was not classed as a resettlement prison, but in practice many prisoners were released from Deerbolt, because their local prison either could not or would not take them for the last months of their sentences. At the end of our report period an 'exit academy' with a well-planned programme of activities, involving relevant outside agencies, was about to start (see sections 9 and 10). This promises to transform Deerbolt's ability to ready prisoners for release. The Board looks forward to monitoring its progress, with an expectation that reoffending rates will be reduced in the longer term.

## **Main areas for development**

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### **To the Minister**

Practically all the monitored situations where prisoners are not treated fairly stem from insufficient resources, both lack of staff and lack of money to maintain facilities. By the end of September 2019, the prison was almost back to its establishment of 116 officers. The Board asks the minister to note our observation that the prison population make-up at Deerbolt has changed since the 2012 – 2013 benchmarking process. It is evident from our monitoring that more staff are needed to deal with this more challenging group of prisoners.

### **To the Prison Service**

It is depressing to note a number of areas where improvements were promised last year and even two years ago, but where progress has been extremely slow. Examples are cell window replacement and shower area improvements (see section 7). Fitment of the latest Type 8 windows is vital as they allow ventilation without being openable and thus prevent drugs and other "contraband" being passed through. Individual shower cubicles are important to reduce violence. Open shared showers have no CCTV for decency reasons and thus give opportunity for prisoners to be attacked by other prisoners. The contractor Amey does not seem to be able to provide enough skilled maintenance staff to carry out work to a reasonable timescale. Similarly, the education contractor Novus never seems to have enough staff, partly due to retention problems, and appears to make no provision to cover absences of its staff even when the absence is planned well in advance. Is this because these contracts are not scoped in a way that would meet the real needs of the prison?

### **To the Governor**

It is good that the number of prisoner-on-prisoner fights and assaults reduced by 43% comparing 3<sup>rd</sup> quarter of 2019 with 3<sup>rd</sup> quarter of 2018 [from data in Governor's Monthly Reports]. However, IMB monitoring observes numerous prisoners who live in fear of violence, and prisoners report bullying as a regular concern [Section 4] showing there is still work to be done to allow prisoners to feel safe at Deerbolt.

The Key Worker system was established in 2018-2019 and the Board anticipates that when fully in practice, it will make a difference to prisoners' lives at Deerbolt and assist in them following a better path later. The Board expects to monitor the continuing effectiveness of the Key Worker system because of concern that dedication of enough resources and enthusiasm to this task could diminish over time.

Where issues are raised in this report concerning the welfare of prisoners, the difficulties are hardly ever due to the capabilities and willingness of the staff at Deerbolt. The Board is continually impressed by the effort staff make to treat prisoners as fairly and humanely as they can, within the limitations imposed on them.

Shortages of staff and other resource limitations have put Deerbolt staff under immense pressure over the last 12 months, but the Board has been glad to observe that general good morale, sense of humour and camaraderie have been maintained. Furthermore, staff have continued to take time and show courtesy and patience in answering the Board's questions and demands for data which it makes in carrying out the independent monitoring role.

### **Improvements**

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There has been a significant increase in the rate of finds of drugs, phones and other contraband, both in prisoners' cells and concealed by visitors or arriving prisoners. The use of regional search teams and sniffer dogs has certainly helped, and it is hoped that the higher find rate is more due to effective screening than the presence of greater quantities of contraband. The introduction of the bicycle workshop and enhanced horticultural courses, both with links to the community outside, has widened opportunities.

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### 3 Description of the prison

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- A maximum of 513 sentenced male prisoners aged 18-24 are accommodated at HMP & YOI Deerbolt, near Barnard Castle in County Durham. The regime has been severely affected by a shortage of staff in most areas. With summer leave about to make the situation worse, operational capacity was reduced to 387 from June 2019 to restore an acceptable staff-to-prisoner ratio. Deerbolt was established as a young offender institution (YOI) (for 18 to 21 year-olds on sentences of up to four years) and has work, education and activity to suit this prisoner group. There is now no restriction on the length of prisoners' sentences, and the population now includes lifers and those on long indeterminate sentences.
- The main providers of services in the prison are Novus (education), Amey (works/maintenance), G4S (healthcare) and Tees, Esk and Wear Valleys NHS Foundation Trust (mental health). Visitor care and support is provided by the voluntary agency the North East Prison Aftercare Society (NEPACS), which also offers provision for family visits and group work with young fathers.
- The purpose-built establishment was opened in 1973. It includes an administration centre, nine residential wings with exercise yards, substantial industrial workshops and education classrooms, a gymnasium and chapel, a reducing reoffending unit and visitors' centre. The buildings have been reasonably maintained but are of an age to require continuing and urgent improvements, both to meet the reasonable expectations of today's prisoners and to comply with modern standards for fire safety.
- There are extensive areas of grass, and cultivated plots of flowers and vegetables, which are generally well kept and constitute an attractive environment.
- Prisoners are received from a wide catchment area so that young adults from the local north east region are in a minority and many prisoners find themselves far from home. This has an impact on prisoners both in terms of continuing contact with their families and home communities and also on their resettlement. As far as budgets allow, the prison makes provision for these needs, by facilitating visits and organising special family and father-and-baby days.

## B Evidence sections 4 – 10

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### 4 Safety

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- The prison regime has worked hard to reduce levels of violence. Prisoner-on-Prisoner fights and assaults reduced by 43% from 3<sup>rd</sup> quarter 2018 to 3<sup>rd</sup> quarter 2019 [Governor's Monthly report data: 136 incidents July-September 2018, 78 in the same period of 2019].
- During the year the number of Muslim prisoners at Deerbolt was always over 80. Due to a violent incident at Friday prayers, 15 prisoners received a complete ban from Friday prayers for four weeks. A maximum of 40 prisoners was allowed to attend Friday prayers each week, later raised to 50. This was a continuing concern to the Board as prisoners who had not been involved in the incident were being denied their right to worship solely on the grounds of the potential risk to safety. The Board therefore kept the matter under constant review. The matter was ultimately resolved following the implementation of a business plan by the prison chaplain, with two separate groups attending Friday prayers at different locations.
- In August 2019, the Governor reported the speeding up of the implementation of the challenge, support and intervention plan (CSIP) process. The CSIP system is a national case management model for managing those who are violent or pose a raised risk of harming others through violent behaviour; it stresses the importance of support and engagement with the individual throughout the plan. From IMB discussions with prisoners who are subject to a CSIP, it is apparent that CSIPs are being used with a punitive element. It is also used for vulnerable prisoners, who may be subject to bullying. Whilst we are aware that many vulnerable prisoners do welcome being put on a CSIP by reason of the protection that it provides, placing a violent prisoner and a vulnerable prisoner on programmes with identical titles runs the risk of causing confusion and difficulties in managing and monitoring.
- It is apparent from information given at Rule 49 reviews (under which a young adult is segregated if their behaviour threatens the good order or discipline of the prison) that a considerable number of prisoners are self-isolating on their wing or are transgressing with the motive of being transferred to the segregation unit in order to secure protection from other prisoners. It is significant that according to the prison's own figures, bullying is one of the main recorded reasons for assault.
- The Board has concerns about the safety of shower facilities at the gym. Plans for individual showers have been put on hold several times. Many prisoners refuse to use the gym because of fears of being assaulted in the communal showers which, by reason of their design, cannot be viewed in their entirety by the staff.
- The prison continues to recognise the role of Listeners: at the monthly safer custody meeting, a Listener will attend by invitation to present a progress report. From the reports received, it appears that the Listener service for prisoners is very little used. Prisoner concerns over confidentiality are advanced as the main reason for the poor uptake. Proposals to re-establish the scheme include having Listeners give presentations at inductions and a poster campaign. It is difficult to see, however, how these measures will address the confidentiality issue.
- The importation of illicit packages continues to be a major problem: the main items being drugs and mobile phones. The Board expressed concern about items having come in during prisoner visits, being thrown over the prison wall or smuggled in by staff, contractors and other professional visitors.

## 5 Equality and fairness

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- The work of the diversity and equality management team (DEMT), has been hindered this year. Three out of seven DEMT meetings scheduled since September 2018 were cancelled and not re-scheduled. At the start of the year, strand leads and deputy strand leads for the protected characteristics were clearly identified, but a large number of them have since left the establishment. From IMB monitoring it is clear that progress on DEMT issues has been disappointing.
- The work of the DEMT is, in theory, informed by prisoner groups. There are black, Asian and minority ethnic (BAME) representatives and diversity champions on each wing, but they have been involved in so few meetings during the year that it is difficult to accept that prisoners' views are being taken into account. A calendar of events is produced and includes religious festivals, and a Gypsy, Roma and Traveller awareness event was held in June.
- The provision of training for officers in matters of equality and fairness has suffered due to staff shortages. The lack of uniformed and non-uniformed staff in safer custody over the past six months has had a detrimental effect on the smooth running of the department.
- Officers from the wings were identified to act as a link to safer custody to lead on such matters as Listeners' meetings, BAME prisoners, diversity champions and foreign national prisoners. However, effective working has been hampered by the lack of the proposed IT tool that would allow issues to be reported and progressed.
- A recurring theme of the 22 discrimination incident reporting forms (DIRFs) received since September 2018, is that of alleged racism. Statistics indicate that a higher proportion of BAME and mixed-race prisoners are on the basic level of the incentives and earned privileges (IEP) scheme and more white prisoners are on the enhanced level. Also, it appears that there have been more mixed-race prisoners subject to adjudications. The chaplain has reported that prisoners consistently report that they consider Deerbolt to be a racist institution, which causes concern. When statistics relating to IEP levels are considered in detail, whilst also considering the population breakdown and a rapid increase in the proportion of Muslim prisoners during the year, IEP levels appear to be proportionate, in particular in relation to the BAME breakdown.
- Whilst there appears at face value to be disproportionality regarding work and education appointments in favour of white prisoners, one should not necessarily assume that this indicates discrimination, because there are other factors involved:
  - the number of prisoners applying for work/education/industries
  - some groups will not apply for certain jobs, e.g. cleaning and kitchens, on principle
  - time left before release
  - non-association issues
- Although there has been no foreign national officer at Deerbolt for much of the year, an officer has now been appointed and is making staff more aware of the difficulties and additional logistical issues that can arise with foreign national prisoners. This is a positive step and one that will assist both prisoners and staff.
- The Board has noted the positive work of the chaplaincy across the prison. One of the chaplains now has a formal role to manage the service, which has improved its effectiveness. It is appropriate that it is the imam who is the managing chaplain, given

that Muslims form the largest active faith group. All major religious festivals are recognised. The chaplaincy together with the kitchen staff supported the Muslim prisoners during Ramadan. Muslim prisoners in Deerbolt now form 20% of the population and a sessional imam has recently been employed in order to enable two sessions of Friday prayers to take place.

## **6 Segregation/care and separation unit**

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- IMB members visit the segregation unit regularly to check on the welfare of prisoners in segregation and to sit in on segregation reviews. Our observation finds that the staff of the unit do a first-class job, given that they have to deal with some of the most difficult and troubled prisoners.
- IMB monitoring noted that a few rule 49 reviews were carried out without the presence of healthcare staff, which is unacceptable even though the healthcare department was understaffed during part of the year. On a few occasions, the IMB did accept that a review without healthcare staff was reasonable. This was when the only point of the review was to inform the prisoner that he would return to a wing the same day.
- A specific monitoring concern was about two prisoners who stayed in segregation for extended periods at their own insistence. It appears the prisoners had agreed to return to a wing 'just for a weekend', and then returned to the segregation unit with their residence time re-zeroed.
- The Board has noted that the decision forms at rule 49 reviews have not always been completed with sufficient information to enable a different governor at the next review to make an informed decision. On a few occasions, IMB monitors felt that the under-informed duty governor had no choice but to postpone decisions, leading to justified prisoner frustration and annoyance.

The segregation, management and review group (SMARG) meetings have been poorly and irregularly attended to such an extent that on two occasions the minutes from a previous meeting could not be agreed due to no one from that meeting being present. This lack of continuity inevitably has an impact on the effective working of the SMARG.

## **7 Accommodation (including communication)**

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- The communal areas on the wings are generally clean and mostly well decorated. The state of individual cells varies considerably with a high number out of order due to vandalism. Metal chairs have been removed from cells, and they are to be replaced by plastic ones over the next few months. The prison feels it is just keeping on top of cell damage, though the supply of replacement sinks and toilets is running low.
- Cubicle showers are mainly in a fair condition. However, on J wing with in-cell showers, all the doors are damaged, albeit orientation means privacy is not compromised. There is also a severe damp problem. This means the surrounding floor in the cells are springy and in some cases lifting up. These problems have been awaiting rectification for some time, with only slow progress being made.
- Many cell windows on some wings are still bent, broken and partially missing. By the end of September 2019, around 25% of the windows throughout the prison had been replaced by the more secure non-openable Type 8 windows. The aim is to complete the replacement by early 2020. It is noticeable that, where this has happened, the external areas around the wings are cleaner.
- There is some evidence that battens for curtains on windows have been installed, but more supplies of material are awaited and the general impression is of continued improvisation on the part of prisoners to make up their own curtains.
- The installation of lockers appears to have stalled.
- Unfortunately, the hope expressed in last year's report that the tempo of prisoner accommodation enhancement would increase has not come about. The works contractor Amey and the prison management have an agreed programme of improvements, but lack of staff (at Amey) is cited as the reason for lack of progress, as well as an increase in vandalism.
- Problems with the newly installed fire detection system and the discovery of asbestos on a refurbished wing have also had a detrimental knock-on effect on other work, especially the installation of new windows.
- A kitchen refurbishment plan was put in place in January 2019. It was in a poor state of repair. Any work appeared reactive and slow to happen. However, recent repairs to the ceiling and pipework and a deep clean have made a positive difference. The kitchen is now fully staffed for the first time in 12 months.
- A monthly inspection of wing serving areas was put in place in April 2019 by the new catering manager. All wings except one have failed to improve their standards. The cleanliness of food trollies and dishwashers is one of the main concerns, as is the temperature of the food.
- F wing serving area is of particular concern. Due to a problem with the adjoining showers, the shared wall is damp and mushrooms have been observed. Despite being reported by the kitchen manager at least twice (in January and August) the problem has only been treated with short-term cosmetic solutions.

- Prisoners have the choice of two hot meals a day with two or more other choices available. Dietary requirements and religious festivals are well catered for. Use of food comment books is patchy. However, verbally prisoners' comments are generally positive and appreciative of the choices available. There can be some discrepancy in quantities if adequate supervision by staff of the serveries is not possible.
- Deerbolt's grounds are well kept, mainly due the unstinting efforts of the gardens department. There are also regular litter parties. Kitchen bins are no longer overflowing. The overall impression is of cleaner and more pleasant grounds.
- Information boards on the wings vary considerably, as do the accessibility and availability of IMB application forms. On one wing, there was no key available to open the information boards to change the materials and the information is up to five years out of date. In addition, the IMB application forms (had they had any) were kept in a locked room. In contrast one wing had updated notices and a good supply of forms for IMB applications and prison complaints. Most wings appear to be somewhere in between.

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

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- Healthcare services at Deerbolt are provided both in the healthcare block and now also in medical treatment rooms on the residential wings. Prisoners have good access to primary healthcare services, starting with healthcare screening for all prisoners on their arrival. The waiting times for healthcare, mental health, GP, psychiatrist and dental appointments are at least as good as those in the community. The longest waiting times continue to be for counselling, which remains at 27 weeks.
- One of the biggest challenges for the healthcare and mental health teams this year has come from the changing nature of the population in Deerbolt. There are now more prisoners with complex mental health needs and more prisoners sentenced for violent crimes with longer sentences. There has been an increase in violence in the prison, compared to previous years, though this seemed to be moderating by the end of September 2019.
- Those with complex mental health needs, in particular a small number who have been prolific self-harmers, have required greater resources. The care of these young adults is managed through a multi-disciplinary approach, which includes the prison staff who are responsible for managing their assessment, care in custody and teamwork (ACCT) documents (which record the protection measures put in place for prisoners at risk of suicide or self-harm). All the staff involved have worked with dedication and professionalism. The resources required to keep these young adults safe, including undertaking escorted visits to hospital, have had consequences across the regime and for the workloads of the staff. The high number of ACCT reviews has at times had an impact on the availability of mental health staff for other clinical interventions.
- Healthcare staff have also had to deal with the aftermath of many violent incidents and prisoners under the influence of drugs, including needing to use cardiopulmonary resuscitation on at least one occasion.
- The number of appointments made for healthcare is being monitored together with an analysis of those who attended and did not attend and cancellations. This has enabled issues leading to non-attendance to be highlighted and acted upon by prison management.
- Mental health and the drug and alcohol recovery team (DART) groups have been affected at times by the lack of prison staff to provide security to enable them to run. It has been a cause for concern that there was a four-month period when no groups were able to run.
- A new innovation for this year has been music and trauma groups, but they are dependent on having suitably trained staff to run them and it is anticipated that changes in personnel may mean these groups lapse.
- Independent reviews for healthcare and mental health this year have been positive. User experience forms and the family and friends survey have also been good.

## **9 Education and other activities (including work and vocational training)**

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- Deerbolt continued in its efforts to adopt the academy system. This incorporates English and maths into craft activities to improve basic education levels, while offering activities that look to engage prisoners mentally (which ought to improve behaviour within the establishment). Observations by IMB members since April suggest that Deerbolt now promotes the development of basic literacy and numeracy and there is a general awareness of the learner support needs of prisoners.
- It is pleasing to report that Deerbolt is developing the industries sector in a bid to create activities that mirror real life employment, and now actively promotes community links. A good example is the launch of the bicycle workshop, which provides the opportunity for prisoners to service and refurbish donated bicycles. The workshop is clearly proving a success. The next step is for further staff accreditation so that prisoners can pursue appropriate qualifications. Another positive example is the horticulture academy, which allows prisoners to study for qualifications and take pride in maintaining the flora within Deerbolt. This academy has also developed strong links with the local community and has received positive local media coverage for the provision of hanging baskets in the town centre of Barnard Castle.
- While board members reported a positive atmosphere in many teaching rooms, it was not unusual to see small groups of prisoners without tasks. The pressure on staff to maintain good order is patently a clear concern. The prisoners themselves, however, mostly said they were pleased to be out of their cells and engaged in activities. It is good to see some redecoration of facilities (e.g. the education classrooms in Echo1 building) although some facilities were left to steadily decline, such as the print workshop. This facility is now to be decommissioned and be refurbished into an exit academy – a facility for support services to come together in preparing prisoners for release. The IMB is looking forward to the launch and development of this new service.
- Ensuring prisoners are ‘release ready’ requires significant planning and coordination. The development of independent living skills and the need to help prisoners establish personal goals are paramount. Unfortunately, a number of accredited programmes (national vocational qualifications, etc.) have been curtailed during the year due, in part, to the lack of appropriate staff.
- Most teaching staff seemed to be both conscientious and committed to their work and their efforts are commendable. However, there has been a high turnover of staff, which has resulted in disruption to courses. Facilities have been closed, classes cancelled and some supplies/materials were lacking. The IMB has also noted that a number of staff have expressed concerns about their own safety. Discussed issues of concern have revolved around door locking in education classrooms, the irregularity of prison officer surveillance patrols, the location of alarm buttons in certain workshops etc. Even where courses are available, cancellations and attendance were poor as evidenced by the statistics for September 2019 when only 54% of courses were delivered, with 33% having been cancelled by Novus due to staff shortages and 13% by the prison regime. (It should be noted that these statistics have improved markedly in the months following the reporting year.)
- Far too many course sessions are cancelled and staff shortages are the key problem. The recruitment of experienced and qualified teachers and instructors with the personality and willingness to work in a challenging prison setting is certainly an issue, although recent improvements have been noted. The number of prison officers allocated to support teaching staff is also of concern. There have been examples where

a lack of prison officers has led to the cancellation of activities (e.g. prison officers called in to escort prisoners to external health facilities due to self-harm led to the closure of the gymnasium at certain times).

- The shortage of officers to escort prisoners from place to place and assure safety in the education block has also had an impact on the prison library. Visits to the library since the start of 2019 have been reduced by almost 68%, while book withdrawal numbers have been reduced by 36%.
- Whilst IMB monitoring constantly observes the effect of staff shortages, the lack of other resources has a significant impact too. The Board has also observed several situations where a new activity is planned and an instructor has been recruited, but the actual commencement of course sessions for prisoners has a lengthy delay apparently due to ineffective procurement arrangements for necessary materials.
- Demographic changes in the prison population have also increased the pressure on Deerbolt to adapt and provide for those prisoners in most need. Deerbolt does not have education or behavioural programmes to cater for high risk prisoners.

## 10 Resettlement preparation

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- The 'through-the-gate' team has arrangements in place to see all prisoners due for release in the final three months of their sentence to assess accommodation, employment and finance needs and make referrals to the appropriate outside agencies. Resettlement plans are then put in place for each prisoner. There has been a significant change in the profile of prisoners from those mainly serving short sentences to many now serving longer sentences, therefore fewer prisoners have been released over this reporting year.
- For those prisoners living in the Durham Tees Valley Community Rehabilitation Company (CRC) area, their first appointment with CRC staff on release will be at the visitors' centre. However, whilst arrangements are in place in the offender management unit (OMU) to contact local prisons to try to arrange transfers for prisoners living outside the local area, transfers rarely happen, resulting in these prisoners being released directly from Deerbolt.
- Prison staff in the OMU are often called upon to deliver key regime activities, thus impacting on the delivery of their work in the OMU, leading to backlogs in sentence planning etc.
- Deerbolt has a mix of prisoners, including those serving life sentences, prisoners convicted of sexual offences and gang members. As reported last year, there are no programmes designed for those who have committed a sexual offence and little in the way of resources to deal with other behaviours, offences or sentences.
- The introduction of the key worker scheme, whereby officers on each wing will have a responsibility for up to three prisoners, has been slow throughout the reporting period. In August 2019, the Governor reported a 25% delivery of keyworker sessions. Whilst this is still low, it is significantly better than the 5% delivery earlier in the year.
- The visitors' centre at the prison is run by NEPACS. The staff provide a warm and welcoming environment for visitors. Special father and child days, new father and family visits are held throughout the year. These are away from the main visits hall. Visitors' Voice meetings are held to provide a forum for NEPACS and prison staff to help improve the visiting experience.
- A new contract will be in place from October 2019 with three providers working together to provide services so that prisoners have a clear direction – moving from entry into the prison and engagement whilst in the prison, to arrangements for leaving the prison through an exit academy. This new way of working is aimed at giving prisoners clear direction so they can gain experience, social skills, and qualifications to give them better chances of finding purposeful employment after release.

## C The work of the Independent Monitoring Board

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<b>Board statistics</b>	
Recommended complement of Board members	14
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	10
Total number of visits to the establishment	226
Total number of segregation reviews attended	197

## D Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	2	4
B	Discipline including adjudications, IEP, sanctions	0	7
C	Equality	5	0
D	Purposeful activity including education, work, training, library, regime, time out of cell	1	9
E 1	Letters, visits, phones, public protection restrictions	6	18
E 2	Finance including pay, private monies, spends	5	2
F	Food and kitchens	3	2
G	Health including physical, mental, social care	2	3
H 1	Property within this establishment	21	20
H 2	Property during transfer or in another establishment or location	10	12
H 3	Canteen, facility list, catalogue(s)	4	4
I	Sentence management including home detention curfew, release on temporary licence, parole, release dates, re-categorisation	10	9
J	Staff/prisoner concerns including bullying	12	11
K	Transfers and Miscellaneous	18	11
	<b>Total number of IMB applications</b>	99	112