



Annual Report
of the
Independent Monitoring Board
at

HMP Maidstone

for reporting Year
March 2019-March 2020

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monitoring fairness and respect for people in custody

This report was completed prior to the start of the Covid 19 pandemic. The following paragraphs summarise the Independent Monitoring Board's observations since that time.

The staff at HMP Maidstone are applying the rules and regulations currently imposed by the MOJ and upon the general public within the United Kingdom. Given the heightened COVID19 risks within a prison environment, staff have shown remarkable levels of commitment ensuring that the imposed regimes are implemented, while taking into account the needs of the prisoners.

As they have no idea when they might be repatriated or moved, foreign nationals are particularly vulnerable; some will have completed their sentences, but are still being held in custody because they are of interest to the Home Office. For many, contact with families outside the UK has been almost impossible.

The Prison Service will be faced with huge challenges in the future. Nevertheless, the areas highlighted in the report need to be acted upon and must not be forgotten.

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A Sections 1-3

1 STATUTORY ROLE

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

Main judgements

Are prisoners treated fairly?

Staff take great care to ensure that prisoners are treated fairly, given a context of poor facilities and staffing issues (see paragraphs 3.5 and 3.7). The improved relationship between the community council and senior managers has meant that there is an ongoing dialogue, and a will to fix problems where possible (see paragraph 7.2). The introduction of new menus by the kitchen is an example of this (see paragraph 7.8).

The poor performance of the complaints system does not always help issues being addressed within agreed timescales (see paragraph 7.13).

The management of different ethnic groups is a challenge but there is no perceived discrimination (see paragraph 5.1).

The lack of facilities for Muslim prayers is something that should be urgently addressed (see paragraph 5.3).

Confinement to cells and the slow implementation of the Offender Management in Custody (OMiC) model, which includes a key worker for each prisoner, means that prisoners and staff struggle to maintain useful relationships and are frustrated in following up questions and queries (see paragraph 7.4). This is a consequence of the staffing issue (see paragraph 3.7).

Are prisoners treated humanely?

The poor fabric of the buildings and sports facilities has a huge impact on the day-to-day life of the prisoners and staff (see paragraph 7.5).

Even with the improved communication with the Home Office Immigration Enforcement (HOIE) Service and governor clinics on the wings, foreign national prisoners have little information as to the timescales of their release or deportation (see paragraph 11.1).

The opening of the on-site laundry has shown that this type of action can have a positive improvement on life in prison (see paragraph 7.10).

Issues with property are of particular importance to foreign national prisoners, many of whom currently leave the country without important personal belongings (see paragraph 7.9).

The siting of the care and separation cells in the segregation unit is unacceptable and has a huge impact on those individuals who are placed there with severe mental health problems or in crisis (see paragraph 6.1).

The continued holding, under normal prison rules and regulations, of foreign nationals who have served their sentence but are still of interest to HOIE, is discriminatory (see paragraph 11.1).

Are prisoners prepared well for their release?

As the majority of prisoners are released outside the UK with little notice, this is a particular challenge, although work is done to assist where possible. The prison strives to equip them with some transferable basic skills (see paragraphs 9.1 and 9.3).

Efforts are made to facilitate contact with families (see paragraphs 7.7 and 11.6).

Both Spurgeons and St Giles Trust, which work alongside the prison, are particularly effective in preparation for release and working with families (see paragraphs 11.4 and 11.5).

Main areas for development

TO THE MINISTER

- Deliver on the promise made in the reply to last year's annual report, to move the segregation unit (see paragraph 6.1).
- Linked to the above point, make ring-fenced funds available for specific projects and complete these within realistic timescales – for example, the sports hall and showers (see paragraph 7.7).
- Work with HOIE to improve the process surrounding the outcomes for foreign national prisoners by improving communication and timescales (see paragraph 11.1).

TO THE PRISON SERVICE

- Implement the move of the segregation unit cells (see paragraph 6.1).
- Support local managers to reduce staff absence (see paragraph 3.7).
- Publish a firm plan to offer more sports facilities while there is no sports hall (see paragraph 7.5).
- Improve the system and process for a reduction in prisoner lost property (see paragraph 7.9).

TO THE GOVERNOR

- Resolve the issues surrounding Muslim prayer facilities (see paragraph 5.3).
- Consolidate relationships with prisoners through the community council and wing surgeries (see paragraph 7.2).
- Work to reduce staff absence and implement OMiC effectively (see paragraphs 3.7 and 7.4).
- Review and improve the prison complaints system (see paragraphs 7.13 and 8.5).

- Work with the new senior management team to maintain support to staff, and acknowledge, implement and maintain good working practices throughout the establishment (see paragraph 3.8).
- Introduce and implement educational packs (see paragraph 9.3).

Improvements

There has been much work done to improve the community council, and this has resulted in better communication and more problems resolved (see paragraph 7.2).

Listeners are helping to reduce levels of suicide and self-harm (see paragraph 4.4).

The opening of the on-site laundry has had a very positive impact on the day-to-day lives of the prisoners (see paragraph 7.10).

The kitchen continues to provide good-quality food and has worked closely with the community council to introduce new menus (see paragraph 7.8).

The virtual learning centre encourages independent learning, with a range of online courses (see paragraph 9.4).

The gardens team continues to work hard to enhance and improve the grim surroundings of a 200-year-old establishment (see paragraph 3.4).

The maintenance team has to be congratulated on keeping the prison running on a day-to-day basis, with little investment (S3.4).

3 DESCRIPTION OF THE ESTABLISHMENT

3.1 HMP Maidstone is one of only two exclusively foreign national establishments catering for category C adult males. Almost all of the population are of interest to HOIE, based on site, and the majority can expect to be removed from the UK at the end of their sentence, if not before. Approximately 14% will be released within the UK. The average stay is approximately seven months.

3.2 The operational capacity of the prison is 600. Most prisoners are in single-cell accommodation with in-cell toilets.

3.3 Oxleas NHS Foundation Trust ('Oxleas') is the healthcare provider. The learning and skills provider is Western College, and workshop contracts are provided by PSPI. In addition, there is a mixture of prison industries providing locally sourced work, such as Lobster Pot, Coppermill recycling cloths, Floplast attaching plumbing fittings and the print shop. Maintenance is provided by the Government Facilities Services Ltd. The substance abuse courses are provided by the Forward Trust. Escort contractors are GeoAmey, Serco and Mitie Care.

3.4 Much of the accommodation is over 200 years old and consists of four blocks, with some double cells in three of these. Although all double cells currently in use were constructed as double cells, a few only just meet the minimum requirements for double occupancy. Other prison buildings (many of which are listed, hampering both use and repair) include a church repurposed as a multi-faith centre, an education unit and library, the healthcare clinic, five workshops and a large recycling unit. The gardens are well maintained. A new in-house laundry has opened, and services the prisoners' personal items. Improvements have been made to the family reception area.

3.5 The general state of repair at the establishment continues to give serious cause for concern, and has not improved since the last annual report. There are continual challenges to ensure that the basics of heating, lighting and water are available on a daily basis, with both the works department and financial resources under constant pressure. The sports hall has been condemned and temporary portakabins have been introduced as changing and shower areas for outside sports activities.

3.6 As mentioned in previous annual reports, the prison is generally well kept, and the staff and prisoners strive to live in a decent, orderly environment.

3.7 Low levels of staffing have an impact on every area of prison life, with delays in the handling of complaints and in meetings with offender management unit (OMU) staff exacerbating the problems already identified. In the last annual report, we reported that

staff shortages had resulted in increased pressure on staff and frequent periods of lockdown. A high level of staff absence prevails and the situation has not improved, with absences running at 15% and above. This has serious consequences both for staff and prisoners. While good liaison between the senior management team and community council, as well as clear and timely communications, help to mitigate dissatisfaction among the prison community, staff are continually being required to provide essential cover, which has an impact on their ability to offer continuity of the range of duties which ensure that prisoners are dealt with in a fair manner.

3.8 A new governor was welcomed early in 2019, and there have been further changes, with new members of the senior management team being appointed. The Independent Monitoring Board (IMB) has a very open and honest relationship with the governor, which results in issues brought up by the Board being given careful consideration.

3.9 Despite regular campaigns, over the course of the year the Board has struggled to recruit members.

B Evidence sections 4 – 11

4 SAFETY

4.1 Work is now being done to use challenge, support and intervention plans (CSIP)(a process for challenging violence and bad behaviour) but this is at an early stage.

4.2 On average, 7–8 assessment, care in custody and teamwork (ACCT) documents are open at any one time. This is not a large number, and it has been an ongoing concern that these important documents are still not being completed appropriately, both by prison and other staff, despite retraining sessions and efforts from some managers. The wing staff are good at identifying vulnerable prisoners who are self-isolating and possibly self-harming, and work well with other agencies to manage them. However, despite better processes during the reporting year, there has been an increase in the number of incidents of self-harm, from 99 to 154– an increase of 55%.

4.3 The numbers of assaults on prisoners and staff have increased over the year, from 79 to 81 (2.5% increase) prisoner on prisoner, and from 21 to 25 (19% increase) prisoner on staff. This increase is worrying and suggests that the staff must continue to work on developing good relationships with the prisoners.

4.4 The Listeners system has greatly improved over the reporting year and is well used by prisoners.

4.5 The prisoner profile has changed during the last year. Younger and more violent prisoners, some with gang affiliations, are increasing in number. Balancing different nationalities within wings, to avoid potential problems, has been challenging. The staff are to be congratulated for continually monitoring the situation and taking action to move individuals if necessary.

4.6 There have been successful prosecutions relating to assaults, and more are being processed by either the police or the Crown Prosecution Service. There is often a long wait for police to investigate cases, which results in frustration for all those concerned.

4.7 The establishment is located in the centre of town and there are continual attempts to get illegal items, such as drugs and mobile phones, over the wall. Substances are being detected in incoming mail, which is currently photocopied prior to being given to individuals. This staff-intensive process could be streamlined by the use of scanners,

although this is not in the current budget. Despite all efforts, more illegal items and substances are being used and found in the establishment. The lack of available staff and trained dogs means that searches are not keeping up with the increased flow of items. There is also an impact on the healthcare department, which has to react quickly to the outcomes of taking illegal substances. The mandatory drug testing process is also under pressure; increasing the number of tests could help to diminish some of the aforementioned issues, although the shortage of staff makes this difficult.

5 EQUALITY AND FAIRNESS

5.1 As a foreign national prison, HMP Maidstone has specific challenges to ensure equality and fairness across its nationalities and the protected characteristics of age, disability, race, gender assignment, religion or belief, sex, sexual orientation, marriage and civil partnership. Prisoner and staff forums discuss protected characteristics. All new policies or programmes undergo an equality impact analysis. The equality action team meets every two months, and this is proving to be an effective forum.

5.2 The 'Bus to Bed' routine for new arrivals helps make equality data available on the Prison National Offender Management Information System (P-NOMIS). Training packs enable wing officers to open personal emergency evacuation plans, if appropriate. Medical capability is assessed for work placement, and alternative in-cell opportunities are being sought. Peer worker surveys have resulted in multicultural introductions to menus and canteen lists.

5.3 Religions are represented by a full-time imam, Roman Catholic priest and Church of England chaplain, plus part-time Methodist, Buddhist, Jewish, Orthodox Christian, Sikh and Rastafarian ministers. Due to the increased numbers of Muslim worshippers, it is not possible to accommodate them in one group; this has resulted in a split service, and the imam can only lead each group on a rotational basis. Serious objections have been raised in respect of this situation but these have yet to be resolved. Activities promote Black History Month, Mental Health Awareness Week, World Braille Day, and so on. Cultural booklets on countries such as Albania and Nigeria have been compiled by peer workers, and also distributed into the wider prison estate. Menus cater for a range of diets on the wings and in the staff mess, and all are encouraged to participate in the diversity of regional or festive food. Ramadan and the needs of halal, vegetarian, kosher and other diets are catered for.

5.4 Induction peer workers note arrivals who require an interpreter. Most forms are available on the wings in the 10 most common languages spoken at the prison (English, Albanian, Romanian, Italian, Polish, Spanish, French, Arabic, Russian and Somali). Wing allocation ensures that minorities are not isolated by language. 'Spider' telephones are used when necessary but are dependent on the calibre of the interpreter, and issues can arise with dialects, speed of speech and accents.

5.5 Discrimination incident report forms (DIRFs) are available in workplaces and on the wings. A total of 25 DIRFs were submitted in the reporting year: four prisoner on prisoner (two of which were upheld), 12 prisoner on staff (with one upheld) and nine

staff on prisoner (eight being upheld). The topics covered age (one), disability (two), gender (one), gender reassignment (two), race (11), religion (10), sexual orientation (three) and 'other' (one). Responses are quality checked by an outside adviser from Citizens Advice.

6 SEGREGATION/CARE AND SEPARATION UNIT

6.1 The Minister's response to last year's report stated that the care and separation unit accommodation would be completed by November 2019. To date, this has not happened because funding has not been made available. Meanwhile, those prisoners who are severely emotionally and mentally unwell continue to be placed in unsuitable accommodation for both staff and prisoners.

6.2 Due to the increase in the number of violent and disruptive prisoners within the establishment, the unit has had to deal with more sustained and challenging behaviour than previously. This has had an impact on the unit staff, and although there are plans to review staffing, this has not yet been fully implemented, with staff often left feeling unsupported

6.3 The unit has seen an increase in admission numbers in this reporting year. Most are individuals given cellular confinement following an adjudication or owing to aggressive behaviour on the wing, to either staff or other prisoners. There is a high level of debt, sometimes linked to drugs and often prisoners feel safer being segregated. Lately, there has been a move to limit these admissions, with more prisoners being admitted for good order or their own protection; this is a positive move, as it means that problems are dealt with on the residential wings.

6.4 As reported last year, there is still no provision for any education or other activities in the unit, although adult puzzle and colouring books have been made available. If the aim is to return prisoners to normal locations, then some form of occupational therapy would help. Prisoners do, however, spend time out of their cells, in an area set up as a library and reading area.

6.5 There has been an increase in the number of prisoners spending longer than 42 days in the unit. In most cases, this is because of transfers to mental health units or category B prisons not happening within acceptable timescales.

6.6 Statutory reviews of prisoners are now more effective and better attended, although agreed timings for these sometimes drift.

7 ACCOMMODATION (INCLUDING COMMUNICATION)

7.1 Much of the accommodation is over 200 years old; the continued lack of investment results in poor accommodation that requires day-to-day 'firefighting' by the works department, to ensure that heat, power and water are available. Despite these efforts, much of the accommodation is not fit for purpose.

7.2 The relationship between prisoners and staff remains good. While there have been issues with the introduction of the OMiC key worker scheme, the Board has seen examples of good key worker interactions, and positive interactions between staff and prisoners are generally commonplace. The community council is functioning better than during the last reporting year, with a positive relationship having been built by the governor and senior management team, and good engagement of the council with the prison is evident.

7.3 Wing surgeries are now held regularly by the governors. An immigration surgery has been instituted, to improve prisoner information relating to immigration issues, although this has suffered from staff absences.

7.4 OMiC key worker assignments started during this reporting year, but achieving the target number of sessions has proved problematic, partly due to the high level of staff absences. We support the view that extending lockdown in order to free up officers to conduct key worker sessions would be an inappropriate response.

7.5 The establishment continues into a third year without a sports hall, the old hall having been condemned in 2017. Temporary changing facilities were made available in 2019, which allowed the resumption of outdoor activities, but the continuing absence of a sport hall remains a serious concern which should be addressed. Even if approval and money is available, the facility would not be available for at least two years. Currently, there is only a small gym available for over 600 prisoners, which is unacceptable.

7.6 Housing is mostly in single-cell accommodation. A programme to improve the cleanliness of wings and association areas has been carried out, resulting in improvements in some areas: cell curtains are being introduced, and more food preparation and games equipment has been provided on the wings. One wing's association area was closed in 2019 owing to a large number of packages being thrown over the wall.

7.7 Planned shower maintenance in 2019 did not go ahead and is now urgently required. While efforts are made to maintain the cleanliness of shower facilities, the condition of many shower rooms is poor, requiring an overhaul. Issues include venting

problems, uneven flooring and poor drainage, leading to pooling of water, blocked drains and dirty filters. There is still work to be done on the visits hall to make it more fit for purpose. Visits staff are keenly aware of the importance of visits, and do their best to make people welcome.

7.8 The food provided continues to be good, prepared to high hygiene standards, and there have been no prisoner complaints. Good liaison between kitchen managers and the community council has resulted in menu changes requested by prisoners being made, and a positive engagement with the council on food matters continues.

7.9 Problems that were reported last year about property not being delivered from other prisons continue. As was noted last year, the issue of lost property is particularly stressful for foreign national prisoners being deported, resulting in some leaving without necessary documents and with some of their property missing. The in-house Citizens Advice team assist prisoners with this, but the problem still exists.

7.10 A new in-house laundry was commissioned in 2019. This has resulted in a major improvement for prisoners.

7.11 Canteen list additions have taken nine months to implement, leading to an erosion in confidence in prison administration. This was partly caused by restricted time windows for the requesting of such updates imposed by DHL, the company providing the items.

7.12 The timing of canteen provision clashes with Friday Muslim prayers, and should be changed.

7.13 The prison complaints system is more responsive than previously, but needs further improvement: the quality of responses needs to be better, responses need to be timely and receipt slips should be delivered effectively.

7.14 There are lockdowns one evening per week. Although these are rotated and published, this remains a serious issue.

8 HEALTHCARE (INCLUDING MENTAL HEALTH AND SOCIAL CARE)

8.1 Oxleas has appointed a new manager and there is now an effective working relationship between primary care and mental health service staff. Kent Community Health NHS Foundation Trust provides the dental services, In-Reach provides mental health services and Forward Trust provides the substance misuse service. The condition and fabric of the building need improvement, and both the prison and Oxleas are involved in funding this. It is not clear if all the work will cover the requirements laid down by the last Care Quality Commission report.

8.2 The waiting time to see a GP is seven days. For external appointments, the lengths of waiting lists are in line with those in the community. The waiting list for a routine dental appointment is currently running at 12 weeks.

8.3 There are monthly physiotherapy and podiatry clinics, and a weekly optician clinic. Long-term conditions are managed in accordance with the long-term care protocol. Care plan reviews are set according to clinical indication.

8.4 There is no formal occupational therapy provision in place. Any social care needs are managed by the prison. The Board is satisfied that prisoners' social care needs are being managed appropriately, and on an individual basis.

8.5 Although healthcare complaints are now being recorded on the Oxleas, and not the prison, complaints system, the community council report that there is little prisoner confidence in this system. For example, repeat prescriptions for some prisoners are not dispensed in a timely manner, which leads to some individuals running out of medication. In addition, incorrect medications are delivered reportedly 3–4 times a week. Moreover, the healthcare complaints system responses are patchy.

8.6 The Board has been very concerned about the low levels of healthcare staffing and the impact of this on healthcare provision throughout the reporting year, although this is now improving.

8.7 On average, the waiting time between referral to the substance misuse service and assessment by a case worker is three days. Prisoners released into the UK are referred to their local drug/alcohol team, while those deported or repatriated are provided with information for their country, alongside details of local fellowship meetings in their area. Where possible, all prisoners are seen for a pre-release review, to discuss their support options on release.

8.8 Urgent referrals to mental health services are seen within two days, with routine referrals seen within 10 days. Prisoners needing inpatient care are referred to Elmley or Swaleside prisons' units run by IC24. The waiting time varies from 2–3 days to several weeks. Psychological services are run by Bradley Therapy Services. The waiting time for group therapies is a few weeks, but for individual therapies is 10–12 weeks. A psychiatrist attends one day a week, two counsellors one day a week and a psychology assistant one half day a week.

8.9 A recent tuberculosis screening pilot was successful, with an 82% participation rate. The healthcare staff should be congratulated on all their hard work in achieving this.

9 EDUCATION AND OTHER ACTIVITIES

9.1 Western College is the main educational provider, supplemented with other suppliers, such as Rockateer, teaching business enterprise, and in addition a digital media course, 'Beating Time' community singing group and CXK, providing information advice on careers funded through the dynamic purchasing system. At induction, educational needs are assessed and used to support the individual's preparation for release. All prisoners complete basic skills in both mathematics and English.

9.2 The 2018 Her Majesty's Inspectorate of Prisons and Ofsted inspection rated education as 'inadequate'. There has been progress with more coherent planning to improve the quality of both workshops and education classes, but further development is required. A recent advisory HMP Quality Inspection (November 2019) identified some encouraging features, with a 'requires improvement' judgement. There has been a problem with staff absence (7.7%), which has had a knock-on effect with regard to performance outcomes.

9.3 At induction, educational needs are assessed and identified. The activities team determines the education allocation, taking account of the prisoners' ERS date, sentence planning and the prison's 'pathways to employment'. Overall attendance at courses is good, at 86%. There is a range of courses offering qualifications, including: entry-levels 1-3 English as a second language (ESOL), national vocational qualification levels 1 and 2 food production and cooking, level 2 barista skills, level 2 bricklaying, and levels 1 and 2 English, mathematics, and information technology qualification. There is a need actively to promote English and mathematics to develop these skills in activity areas. In addition, the development of a range of in-cell educational packs to support learning should be undertaken.

9.4 The virtual campus provides online learning and the opportunity for prisoners to write CVs and undertake a multitude of courses, a number of which are certified qualifications such as Open University courses, currently being taken by six prisoners.

9.5 The 12 Shannon Trust peer mentors help to support and improve the literacy of approximately 10% of prisoners.

9.6 As mentioned in the previous report, the sports hall has been condemned as a result of being structurally unsafe. Currently, only weights and cardiovascular sessions are provided in a small gym, with portacabins providing showering and changing facilities. Good use is made of the all-weather pitch, with running, football, rugby and cricket taking place.

9.7 The library is well used, with attendance timetabled for half an hour during working sessions. There is a regular book club in the library, meeting once a month, with eight prisoners participating. There is a reasonable range of stock for most foreign nationals, including DVDs, foreign language newspapers and a few magazines. In addition, there is a small range of books kept in the segregation unit.

10 WORK, VOCATIONAL TRAINING AND EMPLOYMENT

10.1 The average stay at the prison is approximately seven months, so opportunities for training can be limited. However, at labour boards, each individual prisoner's abilities (physical, literacy and numeracy), skills (language and previous qualifications), security rating, assumed length of stay and personal preferences are accommodated, where possible, in their allocation to work and training. Placements are made within 2–3 weeks of entry and supplemented by waiting lists for popular courses or peer worker vacancies. Prisoners sign a compact of responsibilities and entitlements, and a training record notes the induction process. If necessary, education and work placements are coordinated on a part-time basis – for example, ESOL courses are run on two afternoons and two mornings per week. Prisoners of retirement age who choose not to work are unlocked on the wings during the morning and afternoon sessions.

10.2 The aim for prisoners' hours in industry is to achieve 80% attendance, but this may sometimes be as low as 41% because of staff sickness, maternity leave and training days. Most placements are currently in the print shop (75), tailor shop (40), Coppermill (30), FloPlast (20), Lobster Pots (20), gardens (12), waste management (15), laundry (six), soap milling (two), cleaning (10), kitchens (30), and wing operations, including hotplate (75), prisoner information desks (3), peer workers and Shannon Trust (44). Contracts are available and there is building space for additional workshops or expansion, but the limitation is the lack of availability of instructors (due to sickness) or funding to maintain a ratio of one instructor to 20 prisoners. Workshop closures are generally due to staffing issues but heating, security and lack of waste removal (health and safety) are other causes. Lobster Pots has the potential to expand, whereas work in the print shop will decrease because of fewer contracts and skills limitations due to the short length of stay.

10.3 Available qualifications include horticulture and brick-laying (City and Guilds), and WAMITAB cleaning (an international accreditation appropriate for foreign nationals). If qualifications are not available, individuals are issued with booklets to record their progress in soft skills to aid in future work placements. No records are kept of the success rates of prisoners achieving the specific planned qualifications or skills levels before they leave but early removal can interrupt training plans.

10.4 As an average, at any one time, 70% of prisoners are in full-time activity, 15% are unemployed, 6% are on induction, 4% have been removed from work or are refusing to engage, 3% awaiting the labour board, 1% are long-term sick and 1% are on safer custody restrictions.

11 RESETTLEMENT PREPARATION

11.1 Applications for recategorisation from C to D, release on temporary licence (ROTL), and home detention curfew (HDC) are made but rarely granted, mainly because the prisoner is considered a risk by HOIE. This also applies to those who have completed their sentence but are still having to remain under a prison regime, with no agreed end date.

11.2 The preparation for release (P4R) document is now being used by key workers. New prisoners note their needs/goals, and an action plan is formulated. The resettlement team makes appropriate referrals. Three months before release, the P4R action plan is reviewed and a letter sent to each prisoner regarding outstanding/follow-up work.

11.3 The OMU and HOIE work closely together to facilitate removals and deportations. The immigration team has initiated a monthly 'open surgery', and this has increased the team's contact with prisoners.

11.4 A new provider, St Giles Trust, has recently started courses to prepare prisoners for removal from the UK.

11.5 Spurgeons charity supports prisoners' children and families, and has been singled out for praise by the prison council. Family days are held regularly, with newly introduced dedicated children-only and adult-only visits.

11.6 For prisoners who have difficulty in accessing family visits, the 'email a prisoner' system maintains outside contact. In the last year, 2,386 emails were sent and 1,349 received, including 632 attachments.

11.7 The Forward Trust charity works with prisoners with substance misuse issues, and refers individuals to local drug and alcohol agencies in the community or country to which they are being released.

11.8 Last year, 600 prisoners were removed to be deported or for transfer to an immigration removal centre, and 98 (14%) were released to the UK (56 with a conditional release date, and 42 on immigration bail).

11.9 UK releases are usually subject to probation follow-up. Prior to deportation, the prison issues each prisoner with the resettlement team email address and they are encouraged to respond.

11.10 The bank that used to provide bank accounts for released prisoners is no longer doing so. Kent, Surrey and Sussex Community Rehabilitation Company and Citizen's Advice are helping to address this.

11.11 Currently, 15 residents are detained under an IS91. It should be understood that the Board does not consider it appropriate that once their sentence is served, the prisoners continue to be located in a category C closed prison.

Section C – The Work of the IMB

BOARD STATISTICS	
Recommended complement of Board members	13
Number of Board members at the start of the reporting period	6
Number of Board members at the end of the reporting period	8
Total number of visits to the establishment	
Total number of segregation reviews attended	N/A

Section D - Applications to the IMB

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	4	10
B	Discipline, including adjudications, incentives and earned privileges, sanctions	24	18
C	Equality	5	9
D	Purposeful activity, including education, work, training, library, regime, time out of cell	14	9
E 1	Letters, visits, telephones, public protection restrictions	13	20
E 2	Finance, including pay, private monies, spends	9	18
F	Food and kitchens	0	5
G	Health, including physical, mental, social care	20	34
H 1	Property within this establishment	12	26
H 2	Property during transfer or in another establishment or location	28	37
H 3	Canteen, facility list, catalogue(s)	6	9
I	Sentence management including HDC, ROTL, parole, release dates, recategorisation	37	53
J	Staff/prisoner concerns, including bullying	26	14
K	Transfers	9	20
	Total number of IMB applications	207	282