



Annual Report
of the
Independent Monitoring Board
at

HMP/YOI Forest Bank

for reporting Year
1 November 2018 to 31 October 2019

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Monitoring fairness and respect for people in custody

TABLE OF CONTENTS

Introductory sections

Section	Topic	Page
1	Statutory role	3
2	Executive summary	4-5
3	Description of the establishment	6

Evidence sections

4	Safety	7
5	Equality and fairness	8-9
6	Segregation/Care and separation unit	10
7	Accommodation (including communication, kitchens, visits)	11-12
8	Healthcare (including mental health and social care)	13-14
9	Education and other activities	15
10	Work, vocational training and employment	16
11	Resettlement preparation	17

B	The Work of the Board	18
C	Applications to the IMB	19

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.

Introduction to the report

This report presents the findings of the Independent Monitoring Board (IMB) at HMP/YOI Forest Bank for the period 1 November 2018 to 31 October 2019. The evidence presented comes from Board observations made on visits, scrutiny of prison records and of data, informal contact with prisoners and staff, surveys and prisoner applications.

Main judgements

Are prisoners treated fairly?

Overall, the Board believes prisoners are treated fairly at Forest Bank. It is particularly impressed by the prison's high-profile equalities agenda and the emphasis that managers place on consulting prisoners and openly seeking their views and suggestions (see paragraphs 5.1 and 5.4).

The Board sees fairness in our observations of prisoners and their interactions with prison staff, through its visits around the prison. However, the Board has been concerned about the number of verbal complaints raised regarding the lack of Comp 1 complaint forms available on the wings (see paragraphs 5.11).

Are prisoners treated humanely?

The Board judges many aspects of this area to be excellent, not least the overall quality of healthcare, residential accommodation and the standard of catering. Those with mental health issues are well cared for and there is a proposed contract to link primary and secondary mental healthcare, to improve access to psychological services and provide prisoners with the opportunity to see a psychiatrist.

The Board recognises the good programmes in place to help prisoners deal with their substance misuse, and new arrivals are well supported, with a dedicated wing for their first night.

Are prisoners prepared well for their release?

Offender management unit (OMU) case supervisors work hard at encouraging prisoners to engage in addressing their offending behaviour. There is a strong focus on education, training and developing a strong work ethic, and on encouraging prisoners to take on a greater level of personal and social responsibility.

Main areas for development

TO THE MINISTER

Is there a plan to speed up the process for dealing with foreign national offenders who cannot be moved to a detention centre for security reasons and are currently stuck in the prison system (see paragraph 5.6)?

TO THE GOVERNOR

The Board does have some concerns regarding the regular regime changes experienced during the reporting period due to staff shortages. Looking forward, do you feel that this situation is being adequately addressed (see paragraph 5.9)?

Improvements

All the recommendations from the most recent Her Majesty's Inspectorate of Prisons report have been implemented or are in the process of being implemented.

The standard of hygiene and food safety at the serveries is much improved (see paragraph 7.6).

The changes made in preparation for the forthcoming reconfiguration, particularly in education, reflect the significant efforts put in by both the senior management team and staff (see paragraphs 9.1 and 9.3).

3.1 HMP/YOI Forest Bank is a purpose-built category B prison for men, operated by the private operator Sodexo Justice Services ('Sodexo'). It holds adult men, both on remand and sentenced, and young prisoners between the ages of 18 and 21. These include a number of vulnerable prisoners, kept apart from the main population because of the nature of their offence. The operational capacity is set at 1,460 with a certified normal accommodation of 1,064.

3.2 The establishment opened in 2000 and so the buildings are relatively modern. There are eight residential house blocks, with a total of 16 wings. There is also a healthcare centre, which has a 20-bed inpatient facility, and a care and separation unit (CSU), which can house up to 25 prisoners if necessary. Other areas of the prison include: an education centre with classrooms, a library and a computer suite. The facilities include a chapel and a gym, with a sports hall and an outside, all-weather sports pitch. There is an industries department, comprising separate workshops, as well as a reception centre, visits hall, administration block and kitchens.

3.3 Primary healthcare services are provided through Sodexo, and mental healthcare is provided by Greater Manchester Mental Health Trust. Education staff are employed by Sodexo.

3.4 The chaplaincy team is led by a full-time chaplaincy manager. Religious affiliations covered by the team include: Church of England, Roman Catholic, Free Church and Muslim. Provision is also made for Jewish, Jehovah's Witness, Buddhist, Sikh and Hindu faiths as required. There is currently a lack of a Roman Catholic priest and a Pagan minister, and both posts have now been vacant for over a year. A team from the *Message* organisation, based in Manchester, visits the establishment and provides support for the chaplaincy. This includes taking occasional Sunday services, running Alpha courses and holding meetings with groups of prisoners.

3.5 The prison is currently being prepared for the migration of its core category B prisoners to other prisons, as it gets ready to become a local reception prison serving both the magistrates' and crown courts for the whole of Greater Manchester from February 2020. This will comprise remands and trials, those serving very short sentences, and fixed-term licence recalls, making up 60% of the population, and the remaining 40% of prisoners being resettled within the Greater Manchester area.

4.1 HMP/YOI Forest Bank undertakes a holistic approach to the prevention of suicide and self-harm, with *prisoner risk* falling under the responsibility of the safer custody department, whose primary role is to ensure compliance with the Prison Service baseline policy. The safer custody department is chaired by a member of the prison's senior management team.

4.2 The safer custody team utilises the assessment, care in custody and teamwork (ACCT) process to assess those prisoners who may be at risk of suicide or self-harm, and the Board is pleased to report that the health screen process for these prisoners is working well. ACCT books are kept for the regular monitoring of prisoners who are regarded as being at risk, in terms of their personal safety, and their use has proven to be very effective in enhancing the safety of prisoners.

4.3 Every instance of self-harm is recorded and investigated, and appropriate action taken. This includes the possibility of the prisoner being placed on an ACCT document to monitor and support the individual more closely. The Board reviews ACCT documents and attends a sample of ACCT reviews. Prisoners who self-harm are assessed within 24 hours by the mental health team, and in 2018/19 an average of 146 assessments per month were carried out (see paragraph 8.8).

4.4 Prisoners entering the establishment are housed on the induction wing, where they undertake an induction programme, outlining the prison regime and associated procedures and processes. The programme places emphasis on support services available, which include the Samaritans, who visit the prison weekly. Another vital support role is the Listeners team, who are prisoners trained and supported by the Samaritans and who provide a service 24 hours a day for prisoners who feel the need for support.

4.5 There have been four deaths in custody at Forest Bank during the reporting period. Each death was investigated by the Prisons and Probation Ombudsman, and the findings were published. The Board was supplied with a copy of each report, and these have assisted greatly with our monitoring responsibilities. In each case, the Board can report that all staff involved acted in a caring and professional manner, with every courtesy extended to the next of kin. The chaplaincy played an important and vital role in dealing with these incidents.

4.6 Forest Bank has a robust and comprehensive violence reduction policy that is enforced fairly and consistently throughout the establishment. Any prisoners involved in violent incidents are placed onto the basic regime and monitored by staff. This offers them the opportunity to address their behaviour by setting appropriate and achievable targets. The establishment continues to use the Challenge, Support and Intervention Plan (CSIP) as a tool for reducing violence, and this seems to have had a positive result.

4.7 Staffing has been a significant issue over the reporting year, both in the recruitment and retention of officers. The turnover of staff remains a concern.

5 EQUALITY AND FAIRNESS

5.1 Diversity and inclusion continue to have a high profile within HMP/YOI Forest Bank, with a commitment to promoting fair outcomes for all prisoners at risk of being disadvantaged through race, ethnicity, religion, disability (mental, physical, learning difficulties), gender and/or transgender issues, sexual orientation or age. The prison is focused on responding to the issues raised at regular prisoner forums, as well as one-to-one surgeries that prisoners can request via the kiosk. Through these mediums, the prison works actively to break down barriers and create an inclusive and supportive environment.

5.2 A total of 70 discrimination incident report forms (DIRFs) were submitted in the reporting period, which is higher than the 24 last year. These were fully investigated, and responded to in a timely manner. Samples were also quality checked by the Board, as part of its ongoing monitoring procedures. DIRFs are widely available, and generally prisoners demonstrate a good understanding of the process.

5.3 The diversity lead provides a diversity surgery, which takes place three times per week. Updates are made to prisoners' case notes on the Prison National Offender Management Information System (P-NOMIS), to ensure that staff can quickly and easily update themselves on what support has been offered by the diversity team.

5.4 The equality data relating to access to the regime, services and to the treatment of prisoners is monitored and presented for review at the diversity, inclusion action team (DIAT) meetings. Actions are identified, agreed and monitored by the team, as well as being monitored at the monthly senior management team performance meeting. Members of the Board attend DIAT meetings on a regular basis and have no concerns to report.

5.5 There is a two-monthly forum for black and ethnic minority prisoners, which is well attended. Gypsy, Romany and Traveller prisoners have a diversity representative, who is available as a first point of contact, and some support groups are held via the chaplaincy.

5.6 Provision for foreign national prisoners is in place, and surgeries are held with the foreign nationals coordinator within the prison, working together with the Home Office. There is a list of local immigration solicitors available, and free immigration advice can be accessed by the in-cell telephone system. A professional telephone interpreting service is available ('thebigword'). In addition, there is a list of multilingual staff which is regularly maintained. However, the Board is concerned that the process for deporting immigration detainees is slow and they get 'stuck' in the prison system.

5.7 Prisoners with disabilities are identified on arrival at the prison and are seen by a specialist officer within 48 hours. The personal emergency evacuation plan system (PEEPS) is applied to provide assurance that the safety of prisoners is guaranteed in an emergency. Currently, there are 37 residents on the PEEPS register.

5.8 The diversity manager has a special transport list that offers support to prisoners on their release, when going to court or for hospital appointments. Text phone calls are available

for prisoners who are unable to use an amplified telephone, and staff are always present when these are in use.

5.9 A member of the chaplaincy visits new receptions on the morning after their arrival, and chaplaincy visits can be arranged if required. Staff shortages throughout the reporting period have created problems in getting prisoners to the department for prayer, particularly on Sundays, although there have also been issues with Friday prayers. Average attendance is between 12% and 15% of the prison population.

5.10 Pastoral support is available for all prisoners, and they are generally very positive about the support they receive from the chaplaincy. Support is provided for bereaved prisoners, as well as those visiting dying relatives or attending funerals.

5.11 The Board is concerned by the number of verbal complaints from prisoners about the lack of complaint (Comp 1) forms available on the wings.

6 SEGREGATION/CARE AND SEPARATION UNIT

6.1 The CSU comprises 24 cells, including: one constant observation cell, two special accommodation cells, two holding cells and a meeting room – used for adjudications, good order or discipline (GOOD) reviews and general meetings. There are also two showers, a toilet and dedicated exercise yards.

6.2 Staffing in the CSU consists of one manager, two senior officers and eight prison custody officers. The Board would like to commend the staff in the CSU, who deal with prisoners at their most vulnerable and disruptive at times with the utmost professionalism.

6.3 The number of prisoners held in the CSU varies from week to week. Each prisoner on the unit has presented challenging behaviour for the managers, and whenever prisoners are kept in segregation for over 42 days, this is approved by the prison group director, in accordance with Prison Service rules.

6.4 The segregation of prisoners is monitored through multidisciplinary GOOD reviews. The Board tries to attend these reviews whenever possible. The reviews that members have attended have always been in accordance with the set procedure and are appropriately documented.

6.5 The chaplaincy makes visits to segregated prisoners on a daily basis. During the reporting period, members of the team have regularly attended GOOD reviews.

6.6 During the reporting year, 131 prisoners were held on an open ACCT. During the weekly rota, the Board records any interactions with a prisoner who is on an ACCT document and liaises immediately with staff regarding any concerns.

6.7 The CSU accommodates difficult to manage prisoners – notably, those who undertake a ‘dirty protest’. During the reporting year, eight prisoners in the CSU carried out a dirty protest.

6.8 CSU statistics are documented and kept, and every three months the segregation monitoring and review group meets to monitor trends and to address any issues. During the reporting period, the unfurnished accommodation (‘special’) cell has not been used.

6.9 The Board monitors adjudications on a regular basis by attending hearings. These take place daily. The Board receives the adjudications sheet, which contains details of the charges. Independent adjudications, tier 2, are held twice a month. Where possible, the Board also monitors these by sitting in with the District Judge.

7 ACCOMMODATION (including communication, kitchens, visits)

7.1 The Board now includes checks on every wing during every rota visit, to check wing fabric, including: hot and cold water dispensers, the kiosk (for ordering meals, and booking visits, doctor appointments and such like). Wall telephones and in-cell telephones are also checked, as well as the general tidiness and cleanliness of the accommodation. The wings are generally maintained to a very high standard and are regularly decorated, and the Board follows up with the maintenance team any faults that have not been repaired.

7.2 The wing serveries are also checked on each rota visit. The checks include: cleanliness, refrigerator temperatures, heated ovens and separate servery tools for halal and other use. The serveries have temperature probes for checking food temperatures for different foods with separate probes. Breakfast packs are now issued on a daily basis. Each wing has cleaners, laundry workers, painters and shower cleaners, to keep the wing clean and tidy. All staircases and exposed steelwork on the hub have been painted, which has made an improvement to the environment.

7.3 Following concerns raised by the Board, new lighting and plasticised ceilings have been fitted to all shower rooms, which have also been refurbished.

7.4 All exercise yards are now netted over, to prevent throw-overs from the country park which surrounds the prison. All cell windows have been fitted with mesh screens, to make it more difficult to retrieve unauthorised articles from the yard. The yards are cleaned on a regular basis by dedicated cleaners, who also clean, scrub and disinfect all streets and walkways in the hub, which all adds to a clean and safe environment. The Board commends the prison on the consistently clean and tidy open areas, which are commented on by visitors.

7.5 The Board makes weekly visits to the kitchens and food storage areas, and can report that both areas continue to be managed professionally to a very high standard, with virtually no negative feedback received during the reporting year. The kitchens were audited by Salford City Council and the five-star hygiene rating was renewed.

7.6 Following on from last year's concern, the Board has continued to visit the serveries on each wing on a random basis, completing audits at the point of delivery to the prisoners. These have been submitted to the senior management team and the head of catering, again expressing any concerns we have had. However, we are pleased to note a significant improvement in this area, and are pleased to report that good progress has been made in terms of hygiene, food handling, dress and temperature control at the point of delivery. The correct personal protective equipment is now being worn and a much better regime is in operation on the wings. The catering team continues to respect religious menu requests and those requested by the healthcare department for specific individuals.

7.7 The ongoing transformation to a reception prison is raising concern, as it currently takes eight weeks to get a prisoner to a level 2 national vocational qualification in catering. The higher resident turnover planned after the changeover could lead to a serious skills shortage in the kitchens. However, reassurances have recently been received from the

observation, classification and allocation department, suggesting that they will be able to retain skilled/trained prisoners.

7.8 The visits centre continues to run without a crèche, but does have an unsupervised play area. Although there have not been any official complaints about this, prisoners have told the Board how much the crèche is still missed. However, during the course of the reporting year, the visits staff have organised four family days, at which there have been around the 200 attendances per session.

7.9 The families team has a member of staff present in the visitors centre on Tuesdays to Fridays for the first hour of opening, generally 12.30–1.30pm. Families are free to approach any member of the team if they have any questions or concerns. There are also posters in the visitors centre and visits hall, encouraging family members to knock on the door of the families team room if they would like to speak to someone regarding a relative that they are concerned about. The safer custody team are able to carry out welfare checks as a result of this, and there is also a hotline and dedicated email for this.

7.10 During the reporting year, the prison hosted 33,549 social visits and 8,616 legal visits, bringing the total number of visitors to 74,867 (see table below). During the course of these visits, 87 incidents of goods being smuggled into the prison through visits were discovered. This may have been because other methods of getting illegal materials into the prison have been vigorously challenged, such as by increased use of anti-drone equipment, the added throw-over netting on the exercise yards and the use of a body scanner in reception. As a result of this, the visits department has become significantly more important as a key route into the prison for contraband.

Visits October 2018 to November 2019					
	Social	Legal	Total	U/A	no of visitors
November	2670	753	3423	2	5463
December	2730	571	3301	19	5740
January	2223	694	2917	6	6244
February	2463	692	3155	9	5351
March	2645	738	3383	7	6071
April	2893	658	3551	6	6163
May	3155	752	3907	6	6810
June	2912	463	3375	8	6384
July	2880	850	3730	4	6386
August	3090	824	3914	5	6784
September	2786	757	3543	5	6523
October	3102	864	3966	10	6948
	33549	8616	42165	87	74867

The searching of visitors was increased towards the end of the reporting period, leading to an increased number of unauthorised articles (U/A) being intercepted. In an effort to reduce this further, staff searches were brought in at around the same time.

8 HEALTHCARE (including mental health and social care)

8.1 Greater Manchester Mental Health NHS Trust (GMMH) has provided secondary mental healthcare services, known as in-reach, into the prison since 2003. The primary mental health team is provided by Sodexo. Physical healthcare is also the responsibility of Sodexo.

8.2 Regular clinics are held for general practitioner appointments, dental services, mental health clinics and other services within the healthcare facility. These are booked by Healthcare staff on CMS and appear on the residents kiosk with date and time of appointments. The Board noted that, in certain circumstances, appointments were missed owing to staff shortages at busy times.

8.3 In 2018, GMMH agreed to provide a primary mental health uplift, to introduce an integrated mental health team using the stepped-care model. This involved the introduction of a psychological wellbeing service to provide low-intensity, short-term interventions for those with a clinically identified need for support, with mild to moderate mental health needs. The primary mental health nurses continue to provide assessment, identification and support for those with moderate to severe mental health needs, and the secondary team continues to provide input for those with severe and enduring mental health needs.

8.4 The care programme approach process is followed in the prison, and community mental health services are actively encouraged to remain involved in their patients' care while they are in custody. The in-reach team also provides support for prisoners with learning disabilities and other vulnerabilities, such as attention-deficit hyperactivity disorder, autism and acquired brain injury – where clinical need is identified. This has been a huge change in the way that the mental health provision is being delivered. The primary mental health nurses are also involved in a lot of operational processes, such as ACCT reviews, GOOD reviews, CSU safety reviews and risk management meetings within the prison. They also provide support following all incidents of self-harm, in accordance with the NHS England prison performance indicator requirement.

8.5 The mental health team does not provide courses as such, but is involved in delivering mental health input in group work, in conjunction with the recovery team and the programmes team. They also deliver mental health awareness to operational staff on a regular basis, including the new intake courses.

8.6 The 'did not attend' (DNA) rate for appointments is around 13%. Most of the work is carried out on the wings, but the majority of DNAs occur when the prisoner is required to attend the healthcare department for the appointment. This is for a variety of reasons but is mainly down to the prisoner's choice to not engage or a lack of enablement by the prison – for example, no staff to escort, the wing being locked down or restrictions on movement.

8.7 The mental health team does not have psychology input. Low-intensity psychological interventions are provided by a psychological wellbeing practitioner, health and wellbeing practitioners and a counsellor. Medical cover is provided by psychiatrists, on 1.5 days per week. The prison does not provide long-term psychology interventions, owing to the nature of the prison and the fact that prisoners are not expected to remain at the establishment for the length of time that psychology programmes would expect or require.

8.8 Between November 2018 and October 2019, the team activity was as follows on average per month:

- Patient engagement: 758 clinical sessions (primary mental health nurses, 411; psychological wellbeing practitioner service, 126; in-reach service, 221) per month
- In-reach (secondary mental health team) referrals: 22 per month
- Hospital transfers under the Mental Health Act: two per month
- Psychiatrist appointments: 75 per month
- 24-hour assessment following self-harm: 146 per month

Non-clinical activity:

- ACCT review attendance: 212 per month
 - CSU safety reviews 122 per month
 - GOOD reviews: 53 per month
 - Mental health team caseload: 144
 - Number of DNAs: 104 per month
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9 EDUCATION AND OTHER ACTIVITIES

9.1 The Board has undertaken a detailed review of this area, with the support of managers, teaching staff and prisoners. All the staff are now employed by Sodexo, and this makes it easier to analyse a particular subject that might not be working well, and could be further discussed and changed to a subject of more interest; this can be so much easier with all the staff employed in-house.

9.2 There are currently 19 teachers, two team leaders, one vocational verifier and four vocation instructors. Attendances overall are at 93%. Education figures are based on an academic year September 2018 to August 2019. The teaching staff has a high retention rate. The prisoner attendance figures for this period are 98% in English, 100% in mathematics, 96% in personal and social education, and 100% in vocational courses. There is still much work in progress but the Board is impressed by the statistics and what we have observed over the reporting year.

9.3 The prison has a focus on ensuring that prisoners are actively encouraged to leave their wings and attend education classes (and industries), with incentives and earned privileges (IEP) penalties for those not responding adequately. Any prisoner not attending will be checked on the CMS system, which shows whether the prisoner is, for example, at a medical appointment, unable to attend owing to sickness, or attending court. There has also been an effort to ensure access for vulnerable prisoners, and an expansion of education in other parts of the prison outside of the education department itself. In this reporting year, the achievement was 98%, against the target of 100%; the pass rates in English and mathematics have been in excess of 98% and 100%, respectively, and vocational training was also at 100%. The Board remains comfortable with the fact that the initial focus of education, for those of previously lower attainment, is on these subjects.

9.4 Vocational training courses include warehousing and storage; recycling and cleaning; and fitness instructor training. These continue to be delivered with high success rates, as indicated above. Other courses include information technology; budgeting and finance, and citizenship. The training is practical and useful, in that it provides a basis for employment and self-management after release.

9.5 The atmosphere in education classes is lively and positive, and the premises are in good order. Books and equipment are in good condition, and available in sufficient quantities. Staff morale is high. There are facilities for CV writing and job searches.

9.6 Library provision continues to be at an appropriate level, in terms of quantity and the range of reading material available. Accessibility is enhanced by evening opening, where provision is made for reasonable access for vulnerable prisoners.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

10.1 The prison offers workshop capacity to businesses, in the form of floor space and manpower. The businesses provide whatever equipment is needed for their processes. The level of activity is not always in the prison's control (e.g. shortage of raw materials), and not all workshops are always busy for this reason. Nevertheless, our observation is that prisoners work well, and that supervision is of high quality.

10.2 A call centre offers suitably motivated prisoners the opportunity of an interview on release. Other workshops already operating include electronics dismantling, and electrical components assembly. New providers of employment opportunities have been attracted during the reporting year, and more seem likely to agree contracts over the next few months – for example, parts assembly, metals recycling and cloth cutting. The Board takes the view that work provision has two components – the acquisition of a skill (with possible certification as evidence) and the discipline of regular, timely attendance and measured output. In both respects, we feel that the prison provides good opportunities.

11 RESETTLEMENT PREPARATION

11.1 The resettlement function at the establishment embraces those activities designed to manage prisoners' sentences in a structured way, to ensure the protection of the public – both while in prison and following release.

11.2 The prison has worked closely with its partner agencies, and resettlement is led by the OMU and Shelter. Shelter helps prisoners to find appropriate accommodation upon release, and also offers support with financial, employment and educational needs. Shelter reports that finding accommodation in Greater Manchester, Lancashire and Cheshire can be very difficult at times.

11.3 During the reporting year, the prison allocated each prisoner a prison officer as their key worker. The key worker's target is to have a meaningful interaction with the prisoner each week for 30–45 minutes, and the prison achieved 55/65% compliance. This increased contact time gives the prisoner time to discuss issues which are of importance to him, and enables the resolution of issues and passing of information. The prisoners spoke positively of the scheme and were complimentary of the staff. Staff are hopeful for 95–100% compliance for the next reporting period.

11.4 A recovery team is also working with prisoners with substance misuse issues and preparing them for release. They contact outside agencies to ensure that appointments and any prescriptions are in place. If the mental health in-reach team is involved in a prisoner's care, they will also ensure a transfer into the community.

11.5 The establishment's children and families team organise family days, which appear to be proving successful, with visits being held on a regular basis. The purpose is to support the prisoner to maintain family contact, which is a very important part of a successful resettlement programme. The families are very complimentary and often pass comments to Board members on how well the events are run.

11.6 The chaplaincy team also plays a major role in the resettlement of prisoners, through its pastoral support role (see paragraph 5.10).

Section B – The work of the Board

At the end of the reporting year, the current Board is made up of just seven members, plus one probationer, out of a complement of 20. The Board lost one member during the reporting year. This has inevitably necessitated a leaner, more focused approach to monitoring, although the work undertaken is still in line with the National Monitoring Framework. The Board continues actively to recruit new members and is pleased to report that four successful applicants should be security checked and ready for their induction early in 2020.

The Board is pleased to acknowledge the continued and excellent professional working relationship that exists with the prison's director and his staff. The Board's work is made easier by the open-door policy that exists – not only with the prison's management team, but also with the Controller and his team (the Controller works for HMPPS and is effectively the contract manager, monitoring all activity within the prison on behalf of HMPPS). The director attends the Board's monthly meetings, where he provides an update on the challenges and successes of the prison, as well as giving the Board the opportunity to discuss any issues they consider to be appropriate.

BOARD STATISTICS	
Recommended complement of Board members	20
Number of Board members at the start of the reporting period	7
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	35

Section C- Applications to the IMB

Code	Subject	Current reporting year 2019	Previous reporting year 2017
A	Accommodation, including laundry, clothing, ablutions	7	16
B	Discipline, including adjudications, IEP, sanctions	8	4
C	Equality	2	2
D	Purposeful activity, including education, work, training, library, regime, time out of cell	10	23
E 1	Letters, visits, telephones, public protection restrictions	22	29
E 2	Finance, including pay, private monies, spends	7	15
F	Food and kitchens	4	9
G	Healthcare, including physical, mental, social care	34	114
H 1	Property within this establishment	25	50
H 2	Property during transfer or in another establishment or location	12	50
H 3	Canteen, facility list, catalogue(s)	3	26
I	Sentence management, including home detention curfew, release on temporary licence, parole, release dates, recategorisation	30	43
J	Staff/prisoner concerns, including bullying	52	86
K	Transfers	4	65
L	Miscellaneous	127	85

Total number of IMB applications

347

617

It is noteworthy that problems affecting prisoners' property have been reduced by a considerable amount, as a result of better reception processes. The other significant area of reduction is that of applications to healthcare. During the reporting period, the prison implemented a direct healthcare application system, which has worked well and has resulted in the Board only getting involved as a last resort.