



Annual Report of the Independent Monitoring Board at HMP/YOI Drake Hall

**For reporting year
1 November 2019 to 31 October 2020**

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Introductory sections 1 – 3

1. Statutory role of the IMB

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 is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- 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
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- 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.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that States designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The Independent Monitoring Board (IMB) is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

Drake Hall is situated in rural Staffordshire, about a mile from the town of Eccleshall and 10 miles from Stafford and the nearest railway station. The prison is a training and resettlement prison and does not take remand prisoners. Although designated as a closed prison, the layout provides significant freedom of movement for prisoners within the perimeter fence. The prison takes both adult women and young offenders.

The prison has a capacity of 340, and the prisoners and young offenders are accommodated in 15 individual houses spaced around the grounds, each with around 20 rooms. Most are single rooms, with a small number of doubles. The closed element of the prison has a capacity of 315.

The prison also has a care and support unit (CSU), which contains six cells and is used in situations where a prisoner has to be segregated from the main population for disciplinary or safety reasons.

During the pandemic, an additional facility has been introduced. Truro consists of 10 spaces for prisoners who are shielding as a result of the COVID-19 virus.

An additional house lies beyond the perimeter fence of the prison. This open unit provides additional capacity for 25 prisoners, bringing the total Drake Hall prison capacity to 340. The unit aims to prepare the prisoners for a productive life after release.

Prisoners at the establishment come from a wide geographical area across England and Wales to serve a variety of sentences, ranging in length from a few months to life. Their ages range from 18 to over 70 years.

The population of the prison averaged just over 82% capacity in this reporting year, a reduction from over 97% in 2018/19.

Many of the women have complex needs that are associated with their mental or physical health, substance misuse, a history of trauma or abuse, or experience of the care system.

The prison is accredited as an enabling environment by the Royal College of Psychiatrists. The College describes this as a place where there is a focus on creating a positive and effective social environment where healthy relationships are seen as the key to success. This fits with the prison's rehabilitation and resettlement ethos. The process of reaccreditation has been delayed by the pandemic.

3. Executive summary

The Board continues to believe that HMP Drake Hall provides a safe and secure environment for prisoners, and that they are treated decently and with humanity.

Overall, the evidence available to the Board suggests that the prison is managed effectively. The establishment is a level 4 prison,¹ and in May 2020 it received a very positive report following an inspection completed by HM Inspectorate of Prisons (HMIP). Three areas (safety, respect and resettlement) were rated as 'Good' against

¹ The Annual Prison Performance Ratings includes a rating for each prison. There are four categories: 4 = exceptional; 3 = acceptable; 2 = of concern; 1 = of serious concern.

the healthy prison tests. The fourth area (purposeful activity) was rated as 'Reasonably good'.²

The Board remains concerned about prisoner accommodation; the two units, Plymouth and Richmond, both of which were constructed during World War 2, are not of an acceptable standard. The Board has raised this issue in every report for nearly 20 years. HMIP takes a similar view, suggesting that they should be demolished and replaced. The Board does not criticise the local prison managers; they have worked consistently to make improvements to these units, and in doing so have had some success. Unfortunately, fundamental structural difficulties remain, and the units need to be replaced.

The Board continues to be concerned about the transfer of property. Prisoners can arrive at the prison without all of their belongings, and there are often delays in rectifying the situation. This is a national issue that urgently needs resolution.

For the majority of the reporting period, Drake Hall was affected by the pandemic (see section 3.1). A restricted regime has been in operation since March 2020, and this has affected the rehabilitation ethos of the prison and the preparation of the prisoners for release. This is in no way a criticism of the prison; it is a recognition of the realities of COVID-19 in a prison context.

The overriding objective since March has been to keep prisoners and staff safe. This objective has been achieved, and it is in no small measure because of the hard work and commitment of the prison staff. New ways of working were introduced effectively, and for this, everyone must be commended.

The role of the prisoners must also be mentioned; without their cooperation and support, the measures put in place by the prison would have been far less effective. They have adapted to a continually changing environment in a resolute and accepting way.

3.1 Background to the report

The COVID-19 outbreak has had a significant impact on the Board's ability to gather information and discuss the contents of this annual report. The Board has therefore tried to cover as much ground as it can in these difficult circumstances, but inevitably there is less detail and supporting evidence than usual. Ministers are aware of these constraints.

Between November 2019 and early March 2020, the regime operated as usual. From March onwards, a range of measures was introduced in response to the pandemic. Prisoners were confined to their houses for long periods, and when off the houses, they were always escorted. Work, education and leisure activities were reduced.

A full lockdown of the prison for two weeks from late April 2020 was required to bring a serious outbreak of COVID-19 under control. This was the largest outbreak in the Prison Service during the first surge of the virus. Between the two national lockdowns, efforts were made to reduce restrictions to a minimum. This included

² Each healthy prison test has four categories – outcomes are good, reasonably good, not sufficiently good and poor.

reintroducing visits, and plans were in place whereby the majority of prisoners would have returned to work or education.

The reporting period ended as the second national lockdown was implemented.

At the time of reporting, there are no positive cases of COVID-19 at Drake Hall.

3.2 Main judgements

How safe is the prison?

It is the view of the Board that Drake Hall provides a safe environment. However, we accept that there will always be some prisoners who do not feel safe, and others who may be vulnerable and subject to bullying. Our view is based on our visits to the prison (although limited during much of the reporting period), analysis of statistical information, and applications received by the Board. Levels of violence against staff and between the prisoners are low, and rates of self-injury are lower than in comparable establishments, as is the use of assessment, care in custody and teamwork (ACCT) processes and challenge, support and intervention plans (CSIPs).

How fairly and humanely are prisoners treated?

It is the view of the Board that prisoners are treated fairly and humanely, and this has continued despite the restrictions associated with the pandemic. These restrictions have always been approved through the relevant command structures and followed the guidance provided by Public Health England. Any limits imposed appear to have been both proportionate and necessary. Where prisoners have expressed concerns about the level of restrictions, these appear to have been addressed. A range of initiatives to improve prisoners' experience during the lockdown are noted in the report. Moreover, some prisoners sent messages of thanks to the Governor, expressing their gratitude for the work undertaken to maintain their safety.

How well are prisoners' health and wellbeing needs met?

It is the view of the Board that the healthcare needs of the prisoners are generally well met. We are supported in this view by a positive Care Quality Commission report and the small number of complaints about the service. Prisons and Probation Ombudsman reports have indicated that the standard of care received by prisoners is similar to that available in the wider community. Systems for accessing health appointments and receiving treatment seem to mirror the arrangements working outside the prison. The Board still receives applications about healthcare provision, but these are always responded to in a timely manner.

How well are prisoners progressed towards successful resettlement?

Resettlement has always been a strength of the prison. However, this element of the prison's work has been affected by the COVID-19 crisis. As would be expected, many activities were discontinued in March 2020, and this has affected the work and educational activities available. This has had an impact on the prison's ability to maintain its resettlement ethos. The safety of prisoners and staff has had to take priority.

3.3 Main areas for development

TO THE MINISTER

The Board again draws attention to the condition of Richmond and Plymouth houses, which are not fit for purpose. Allowing prisoners to live in sub-standard accommodation is detrimental to their physical and mental wellbeing, and the provision of new accommodation is long overdue. HMIP took a similar view, stating that these buildings were in urgent need of demolition and replacement (see section 5.1).

TO THE PRISON SERVICE

In our last report, the Board drew the attention of the Prison Service to four main issues, and it is the Board's view that these remain problematic.

The Board has frequently reported on the issues relating to delayed or lost property on transfer to Drake Hall. This remains a significant problem and causes unnecessary distress to prisoners. This is a systemic issue that requires action by the Prison Service (see section 5.8).

The number of mental healthcare staff has increased, and with it the potential to increase the range of therapeutic interventions available. However, there is a lack of private space available in the prison for the team, and to support such interventions. Only approval for building new accommodation will resolve the situation (see section 6.3).

There has been an increase in the number of prisoners transferred to Drake Hall shortly before their release date. We understand the operational pressures, but this has an impact on prisoners' ability to benefit from the rehabilitation opportunities available in the prison. These prisoners are unable to participate fully in the educational and employment opportunities available. This has the potential to harm their successful transition from prison (see section 7.3).

The Offender Management in Custody (OMiC) system has been introduced in the men's estate but has not been introduced to women's prisons. Positive benefits have been reported which need to be rolled out to the women's estate (see sections 5.3 and 7.3).

TO THE GOVERNOR

The prison should consider how to enhance the use of Purple Visits to ensure that family contact is optimised during the pandemic (see section 7.4).

The Board is concerned about the impact of shielding on the long-term wellbeing and rehabilitation prospects of prisoners in the Truro unit (see section 6.3).

The Board is interested in how the prison will mitigate the long-term impact of the pandemic on some prisoners' mental health (see section 6.2).

Drug ingress into the prison appears to have been low during the pandemic, and the Board is interested to see if improvements can be maintained (see section 4.6).

3.4 Progress since the last report

Area of concern	Addressed to	Concern in last year's report	Current assessment
Accommodation	The minister	The condition of Richmond and Plymouth houses, which are not fit for purpose	This remains a problem. Cosmetic improvements do not resolve the underlying issue
Property	Prison Service	Prisoners' personal property was frequently delayed or lost on transfer to Drake Hall. There were particular concerns about the transfer of prisoners' monies from private sector establishments	Prisoner property continues to pose problems and is an issue across the prison estate. A process is in place for prisoners arriving from a private prison to access their funds within 24 hours
Mental healthcare – accommodation	Prison Service	The number of mental healthcare staff had increased. However, there is limited space available for increased therapeutic work	This remains a problem
Transfer of prisoners to Drake Hall at the end of their sentence	Prison Service	There had been an increase in the number of prisoners transferred to Drake Hall shortly before their release date	This remains a problem
OMiC	Prison Service	There had been a delay in the rollout of the OMiC system across the women's estate	This matter is not resolved, and any changes have been stalled because of the pandemic
Healthcare	Governor	There was a large number of 'did not attends' (DNAs) for healthcare appointments	During the pandemic, DNAs have not occurred as prisoners are

			escorted to all appointments
ACCT reviews	Governor	Healthcare staff attendance at assessment, care in custody and teamwork (ACCT) reviews was poor	Improvements have been made and healthcare staff attendance is much improved
Open unit	Governor	We asked that consideration be given to enable prisoners to lock their rooms, to ensure privacy and security	This is not possible, based on health and safety advice
Bank account on release	Governor	Not all prisoners had a bank account on release. This may have prevented prisoners from claiming benefits within prescribed timescales	This matter is now resolved

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

Drake Hall is not a local prison, and the weekly number of arrivals is low.³ All new arrivals are located on Keele unit; this is the induction unit, where prisoners remain until the 14-day induction is complete. During the pandemic outbreak, there were no new arrivals because of the risk of cross-infection. When it was safe to do so, admissions were restarted, and at the time of writing they are taking place every week. Reverse cohorting arrangements are in place and appear to work well.

Since March, prisoners arriving at reception have been faced with a COVID-19 secure area, including plastic screens at the desk and everyone wearing masks. Prisoners usually arrive in groups of four, so there is sufficient space to allow social distancing. Two reception staff and two officers are in attendance on each occasion.

For a short period, there was an increase in the total numbers arriving, so two houses were used to accommodate the new prisoners, as a short-term measure. Inductions have changed slightly, to allow an officer to escort small groups to key areas such as the healthcare centre, to enable health checks and screening to take place all at the same time.

³ 101 in the reporting year.

There is currently no work available, so induction, after health screening, consists primarily of support services, such as the chaplaincy and mental health teams, visiting the prisoners.

4.2 Suicide and self-harm, deaths in custody

There have been no deaths in custody over the reporting period, and there are no outstanding coroner's inquests.

The continuous observation suite used to support prisoners who are at significant risk of self-harm has been used sparingly.

The prison works hard to reduce the levels of self-harm, and the ACCT process is a fundamental part of supporting prisoners who deal with their distress in this way. During the year, there were 228 ACCTs opened, with a reduction during the pandemic.

In last year's report, the Board noted our concerns over the attendance of healthcare professionals at ACCT reviews. This appears to have improved.

The women's estate generally has seen an increase in self-harm during the pandemic, and this is reflected at Drake Hall.⁴ However, the numbers remain low when viewed against comparable establishments.

An average of nine prisoners per month were involved in acts of self-harm, with a mean of 17 incidents per month. The range was between five in March and 34 in August. There was a noticeable increase in incidents during August and September.

Most injuries are minor and can be dealt with without hospital treatment, although this is not always the case. The majority of incidents involve a small number of prisoners who use self-injury as a means of coping.

4.3 Violence and violence reduction, self-isolation

The national picture during COVID-19 was that women's prisons exhibited low levels of violence and few serious incidents. Safety was underpinned by effective staff/prisoner relationships (see section 5.3). This was the overall picture at Drake Hall, where levels of violence were low. The total number of recorded incidents during the reporting year has been 32 assaults by prisoners on other prisoners, and one assault on staff.

The management of prisoners using CSIPs is at a low level. Over the reporting period, eight CSIPs were raised, compared with 25 in the previous reporting period.

The most common cause of violence among the prisoners is bullying and debt, often associated with drug dealing and misuse. These incidents have reduced since March 2020.

4.4 Vulnerable prisoners, safeguarding

All prisoners admitted to the prison are assessed on induction, and the prison attempts to meet the specific needs of each individual.

⁴ Although the overall number of self-harm incidents has reduced in the reporting year.

The Bristol unit is one of only two staffed units at Drake Hall (the other is the induction unit) and provides support for prisoners who have complex needs.

St David's is a unit for prisoners who are older or more vulnerable. This is a quiet environment that suits individuals with health difficulties or disabilities that make accommodation in other parts of the prison challenging.

During the pandemic, a new facility, Truro, was developed on-site for 10 prisoners who had to shield. These prefabricated buildings provide individualised accommodation for prisoners who would be particularly vulnerable should they catch the virus.

Regular safety intervention meetings are conducted. The aim is to ensure that all prisoners who require any level of additional support have their interventions and support coordinated from a multidisciplinary perspective.

4.5 Use of force

There are small numbers of use of force incidents, all of which are reviewed by a member of the Board. The information is held by the prison and accessed when required, and as part of the Board's monitoring function a member regularly attends use of force meetings.

These monthly meetings are attended by the Governor or Deputy Governor and as many of the heads of function as may be available at the time. At these meetings, every incident is scrutinised in detail, and this includes viewing recordings from body-worn cameras. The Board member attending the meeting is invited to ask questions and also views the body-worn camera footage. The member then reports back to the Board at the monthly meeting.

The Board is content that the use of force is kept to a minimum, consistent with maintaining the regime, and that the use of 'guiding holds' appears to be the more frequently employed option.

4.6 Substance misuse

In early 2020, HMIP carried out an inspection visit and reported on the availability of drugs at Drake Hall.

During the lockdown period, the number of drug finds averaged approximately 16 per month.

It is important to note that the facility for prisoners to be granted release on temporary licence (ROTL) was suspended during the lockdown; prisoners returning from ROTL are regarded as a significant route by which drugs are brought into the prison.

All the drug finds since March 2020 have resulted from inspecting prisoners' incoming post, using 'Rapiscan' drug detection equipment. As incoming post is the most likely route by which drugs can enter the prison, the evidence available to the Board leads us to the conclusion that Drake Hall is now more drug-free than it was. Furthermore, as the rates of detection pre- and post-lockdown are similar, it is likely that the level of drugs now entering the prison has changed from a mixture of ROTL and incoming post to a situation where the latter is the prime means by which drugs enter the prison.

During the COVID-19 lockdown, mandatory drug testing was suspended owing to the risk of infection. Also, to avoid cross-infection from other prisons, the drugs dog has not visited either. There is no evidence that the absence of these checks has had a negative impact on drug control measures within the prison during the lockdown period.

However, now that prisoners are being transferred into Drake Hall from other prisons, and that ROTL will be restored in the future, the risks of ingress of drugs into the prison will increase. The Board will be monitoring developments closely, to see if improvements can be maintained.

Safer custody statistics

	2018/19	2019/20
Average Population	330	280
Number held in CSU	163	118
Average CSU occupancy (days per month)	88	64
Average number of monthly adjudications	138	59
Number of adjudications	1,650	708
Average percentage of the population on an ACCT	6.6%	4.6%
Number of ACCTs opened	263	156
Average percentage of the population on drug rehabilitation	25%	Approx. 20%
Percentage of prisoners who feel safe (prison survey)	Not available	Two surveys have taken place this year. The survey undertaken by HMIP found that 16% of prisoners felt unsafe in the prison at the time, and 48% had felt unsafe at some

		time during their stay. A safety survey undertaken in May 2020 found that 50% of the prisoners agreed/strongly agreed that they felt safer during the COVID-19 period. 11% strongly disagreed/disagreed.
Number of uses of force	74	41 (Note 1)
Total number of self-harm incidents	337	226 (Note 2)

Note 1: Of the 41 incidents reported under 'use of force', 19 were guiding holds only.

Note 2: Three individuals during August and September were responsible for 51 out of 67 incidents (76 %)

5. Fair and humane treatment

5.1 Accommodation, clothing, food

The Board continues to believe that the prison provides reasonable accommodation, except for the Richmond and Plymouth block. As reported in previous years, these two houses fall far below the required standard and are deemed unfit for purpose. Despite plans being made in the past to replace them, funding has been withdrawn on more than one occasion.

Ten accommodation Bunkabins were set up in the grounds, to house prisoners who are clinically vulnerable and need shielding during the pandemic. The units are small but provide each prisoner with en-suite accommodation.

An exercise area has been marked out around each of the houses, to enable the prisoners to get maximum time outdoors.

The open unit outside the main prison gates continues to provide excellent accommodation for prisoners who are ready to progress to the next stage of their sentence.

As mentioned earlier, two houses are now being used as reverse cohort accommodation for new prisoners. These allow prisoners to be isolated for 14 days and receive induction information and health checks.

Before the COVID-19 regime was implemented in March 2020, a decorating plan was in place, working through each house in turn. This was stopped, but it is hoped that this plan will restart in some form in November. There are also plans to install full kitchens in each of the houses, including cookers and fridge-freezers. This work was about to start as the report was being drafted.

The provision of catering has always been a source of pride for the prison. In addition to offering a well-balanced diet, it provides opportunities for prisoners to qualify in level 2 and 3 hospitality. The Board rarely hears of any concerns about the food and, in common with the annual survey completed by the catering service, generally receives very positive comments about the standard of food provided.

Since March, the kitchens have needed to operate a limited regime, and the number of prisoners employed has reduced owing to the need for social distancing. In addition, the educational provision has had to be put on hold.

The usual practice was for prisoners to eat in the communal dining hall and, up until March, the Board member on duty would always test the food. However, based on national guidance, this does not currently take place. As a result of the pandemic, in early spring the prison moved to a reduced two-week menu, and communal dining was suspended. This was subsequently increased to a four-week menu, partly as a result of feedback from the prisoners. This included suggestions to increase the amount of salad, the availability of more choices as lockdown restrictions relaxed and the option of including jacket potatoes more often.

Food is now eaten in the accommodation blocks, rather than the dining hall. Officers escort prisoners from each house to collect their food. Special trays have been provided, to ensure that the food stays warm. Polystyrene trays were used initially but because of issues regarding their suitability, these were replaced. Prisoners ensure that their trays are cleaned, ready for the next meal.

Despite the current restrictions, the routine focus on key religious festivals continued, and Ramadan, Eid and the Pagan summer solstice were all supported.

The food provided has been well received on the whole, particularly themed days such as during Black History Month, when the prisoners were provided with a range of tastes, including curried goat.

5.2 Segregation, special accommodation

Although Drake Hall is a closed prison, the open nature of the grounds and the free movement regime continue to present difficulties in adjustment for some prisoners transferred from fully closed establishments. Equally, in normal circumstances, the same conditions also offer opportunities for some prisoners to indulge in unacceptable and sometimes aggressive behaviour.

As the prisoners were very restricted in their movements around the prison as a result of the COVID-19 regime, it was initially anticipated that relationships within accommodation houses would become strained to varying degrees. In the event, however, it is worthy of note that the number of adjudications dropped significantly from April onwards, as did the number of days spent in the CSU.

As a result, overall, adjudications this year have fallen to an average of 59 per month, which represents a reduction of 79 from last year. The average number of prisoners segregated each month was 10 (13 last year) and the average number of days spent on the CSU has also reduced to 64, from 88 in the previous year.

Despite the restrictions on direct monitoring visits imposed by the pandemic, the Board monitored almost all 72-hour segregation reviews, usually by means of a conference call, where the member concerned was able to participate remotely during the actual review. On the rare occasions where a member was unable to participate in this way, all the appropriate paperwork and decisions were reviewed retrospectively as soon as possible thereafter.

There have been 18 occasions where prisoners on an ACCT have been placed in the CSU during this reporting year. All paperwork to justify the decision-making has been completed, and the welfare of these individuals has been closely monitored during their stay there.

Overall, the Board has no concerns about the operation of the CSU and commends the CSU staff for their work and care in trying to return prisoners to their normal location as soon as appropriate.

5.3 Staff/prisoner relationships

The Board's frequent observations (although limited this year) of staff/prisoner interaction suggest a high level of professionalism. The prisoners are dealt with consistently and with the minimum of confrontation possible. For example, even when prisoners are moved to the CSU, they are often complimentary about the support they receive, and the Board rarely hears any concerns raised about their treatment.

The prison receives a small number of complaints about the behaviour and attitude of some officers. However, the Board is confident that these are investigated, and assured that action is taken when appropriate.

The Board is concerned about the failure to implement the OMiC system across the women's estate. At Drake Hall, implementation plans were well developed, and these had to be put on hold. These had been delayed before the pandemic, and, clearly, progress was impossible after this date. This is regrettable, given that this initiative is perceived as having a positive impact in the men's estate.⁵

It is, however, important to note that the Prison Service has introduced welfare checks in the absence of OMiC. Prisoners assessed as high risk are seen on a daily basis and all other prisoners receive welfare checks on a weekly basis. The aim of welfare checks is to ensure that prisoners feel supported and safe. These checks, when done effectively, involve a meaningful conversation with the prisoners. The content of the interaction is then recorded on the Prison National Offender Management Information System (P-NOMIS). The prison has taken a proactive approach to ensuring that these checks are completed appropriately.

5.4 Equality and diversity

In order to report on the equalities committee and its sub-groups, all work and activities across the prison must be viewed in the context of the restrictive regime that was introduced at the start of the COVID-19 outbreak.

The equalities committee, which is responsible for managing the comprehensive work undertaken throughout the establishment, typically includes prisoner representatives from the protected characteristic forums plus members of the management team who have ownership of the nine protected characteristic strands.

⁵ As the report is being published, action is taking place to address this issue.

Regrettably, owing to the restrictions within the prison, prisoner representatives have not been able to attend committee meetings. Similarly, the independent scrutiny panel – responsible for checking the prison’s responses to prisoners’ discrimination incident report forms (DIRFs) – has not been able to meet during this period either. This means that there has been no independent assessment of the responses to DIRFs during the period of the restrictive regime. During the reporting period, there have been 20 DIRFs submitted, compared with 33 in the previous reporting period.

Despite the constraints imposed by the restrictions, the equalities team has continued to function well in its ‘reduced’ form. Approximately 70% of the DIRFs submitted to the team and subsequently investigated were related to race (in general, concerning the use of racist language). Many different prisoners submitted the DIRFs. Therefore, the percentage figure has not been distorted by a single complainant making numerous complaints.

It is worth noting that the percentage of DIRFs attributed to race is almost the same as in previous years. The prison takes a very robust approach to racist behaviour and the use of racist language, through the application of appropriate procedures and adjudications.

It should also be noted that a clear and well-resourced framework exists across the prison for ensuring that the nine protected characteristics⁶ are fully understood, and respected. This helps to ensure that prisoners are properly aware of their statutory rights and protections. They are generally involved in the introduction of new initiatives, as well as taking an active role in monitoring how effectively existing policies are applied.

The prison was able to celebrate Black History Month, despite the constraints of the Stage 3 regime. Prisoners were allowed to decorate their houses and were provided with packs to help them take part and celebrate. A number of events took place, including Modern Day Slavery and Trafficking Day, an interview with Julia Regis, Chair of the Cyrille Regis Legacy Trust, and a steel band that played to prisoners while they collected their canteen.

5.5 Faith and pastoral support

The chaplaincy service is delivered by a team of hard-working and caring individuals, whose input during the pandemic has been constant. The chapel is a critical part of the prison; it offers a safe space where prisoners can go to take advantage of a multi-faith community.

There are two full-time chaplains and a number of part-time chaplains. Support is available for prisoners from various religious faiths and denominations. If the support cannot be made available in the prison, contact is made with the relevant faith leader in the community. Unfortunately, there is a long-standing vacancy for a Buddhist chaplain.

The chaplaincy team has played a vital role in supporting prisoners through this very challenging time, regularly visiting the houses and making constant efforts to be available for them. They have provided significant pastoral support to prisoners during the most challenging of circumstances. The team has played a vital role when relatives/friends have contracted the virus, and, in some cases, provided bereavement support. The supply of iPads to chaplaincy staff by Her Majesty’s

⁶ As defined by the Equality Act.

Prison and Probation Service (HMPPS) meant that prisoners could ‘participate’ in the funerals of loved ones; where this was not possible, the funeral director was contacted, and attempts made to obtain a copy of the funeral service. A service then took place at the prison.

The chaplains have also provided materials for all the prisoners, in the absence of services in the chapel. Sadly, plans to restart some of the services in the chapel had to be put on hold because of the second national lockdown.

5.6 Incentives and earned privileges (IEP)

The system of privileges is a key tool for incentivising prisoners to abide by the rules and engage in the prison regime and rehabilitation, including education, work and interventions to reduce substance misuse. In cases where prisoners refuse to engage, or behave poorly, privileges can be taken away.⁷

The IEP system is a means of rewarding good behaviour and disincentivising poor behaviour. There are three categories: basic, standard and enhanced. Prisoners are assigned to one of these categories, depending on their behaviour. At Drake Hall, there are very few basic status prisoners, and during the pandemic there have been none. The use of the basic IEP level is on hold nationally during the pandemic. At the time of reporting, there were 63 standard and 190 enhanced prisoners.

The Lammy report⁸ recommended that the process is reviewed, to ensure that it is applied equitably. Quarterly forums and a scrutiny panel involving staff and prisoners scrutinise the IEP process, to review its effectiveness and ensure that it is applied fairly. The forums have not taken place during the pandemic but will resume when safe to do so.

5.7 Complaints

The complaints system within prisons is the main route for prisoners to raise concerns if they believe they are being treated unfairly or that prison rules have not been followed. The prisoner complaints policy framework gives guidance on this. It outlines prisoners’ rights, including timeframes for responses and access to the PPO. Prisoners also have direct access to the Governor, or the chair of the local IMB for confidential complaints.

The Board considers that this guidance is complied with and that the system appears to work effectively most of the time. Our only concern would be that responses can sometimes take too long, mainly when they involve another prison. We monitor the number of complaints, and the issues raised, at our monthly meeting.

During the reporting period, there was an average of 47 complaints per month, with a range of between 18 and 81. The nature of the complaints varies but includes issues such as accommodation, property, bullying and staff-related matters. Around 25% of complaints are upheld.

5.8 Property

⁷ Policy framework – Incentives policy framework. Ministry of Justice and HMPPS, July 2020.

⁸ An independent review into the treatment of, and outcomes for, Black, Asian and Minority Ethnic individuals in the criminal justice system.

Property remains a problem, and in previous reports the Board has expressed the view that this is a systemic issue across the prison service. The Board continues to take this view. We regularly receive applications regarding property, and many of the complaints received by the prison concern this issue. Often, these relate to transfers between prisons and can be challenging to resolve. The Board welcomes work that has been undertaken at a national level to address this issue. Still, change must be initiated at pace.

In last year's report, we raised concerns about the transfer of monies when prisoners were transferred from a private prison. We are now assured that a process is in place to enable prisoners to access their funds within 24 hours. The sending establishment should update P-NOMIS with the balance that is held in their recording system. The prison does not have to await the receipt of a cheque. The financial governance team at HMPPS headquarters is available to help resolve problems.

6. Health and wellbeing

COVID-19

As is the case outside prison, the pandemic has meant that health services have had to be delivered differently. Since the beginning of the pandemic, a triage system has been in place, whereby prisoners who have physical health, mental health or dental concerns can notify healthcare staff. They will then be triaged, and appropriate treatment arranged. Prisoners are only seen on a face-to-face basis when necessary. They are escorted to the healthcare centre by prison staff.

The Board has identified nothing to suggest that prisoners are not able to access a relevant healthcare professional when needed. Moreover, they can obtain specialist healthcare treatment whenever necessary. Telemedicine has been used, so that appointments with local hospitals can be completed. Access to local hospitals is facilitated when required, and this has continued during the pandemic.

In April and May, the prison had to manage the most significant outbreak of COVID-19 in the Prison Service during the first surge of the virus. During this outbreak, 41 prisoners and 25 prison staff tested positive. Two of the prisoners were critically ill and spent a long period in the intensive care unit at the Royal Stoke Hospitals. Effective plans were in place to manage an outbreak, and these were implemented as soon as prisoners in the prison began to test positive.

Arrangements for quarantine were quickly put in place, and procedures to provide support initiated. Prisoners testing positive and those who were symptomatic and awaiting the results of tests were isolated on two specific houses. For two weeks in April and May, all prisoners were isolated in their houses, and medication and healthcare support was provided on the houses. Full personal protective equipment had to be worn by staff, and testing was available to staff and prisoners. Healthcare and prison staff visited prisoners with COVID-19 regularly during the day.

The Board understands that the prisoners on Ipswich unit raised some concerns about their access to healthcare and the level of support during their quarantine. We understand that this was dealt with effectively by prison staff. Public Health England commended the prison for its management of the outbreak.

6.1 Healthcare: general

Primary healthcare continues to be provided by the Practice Plus Group (previously named Care UK), including substance abuse. Mental health services are provided by the Midlands Partnership NHS Foundation Trust. The prison has no inpatient facility.

Staffing levels are currently satisfactory, with only one practice nurse vacancy and one mental health nurse vacancy. The healthcare team now has both a female doctor and a female advanced nurse practitioner. Male doctors are available via the Practice Assist telephone consultation service.

The healthcare centre provides a range of services, including podiatry, dentistry, opticians and physiotherapy.

A full health screening service is offered to all prisoners when they are transferred to Drake Hall, including mental health and substance abuse services.

It has been noted that there has been quite a large number of mental health referrals from prisoners transferring into Drake Hall towards the end of the reporting year

6.2 Physical healthcare

Under the COVID-19 regime, new prisoners are housed within a reverse cohort unit (see also sections 4.1 and 5.1). All health-related appointments are then arranged for the same day, to reduce the risk of infection.

The high level of DNAs was being addressed before the arrival of the COVID-19 regime. At the time of writing, this is not a problem as all prisoners are escorted to their appointments.

Screening services, including cervical screening, have continued, and the breast cancer screening van was due in November 2020.

The patient participation group has been unable to meet during the current regime, but it is hoped that it can be restarted at some future date when it is safe to do so.

6.3 Mental healthcare

Mental health services have remained operational throughout the year. Assessment and a range of clinical interventions are available, with a current caseload of 88 prisoners. When needed, there is access to a psychiatrist, who conducts regular clinical sessions in the prison. Unlike many establishments, the prison has not had any issues with prisoners waiting for long periods for transfer to hospital under the Mental Health Act.

Regrettably, the counselling service usually provided to prisoners at Drake Hall was withdrawn at the outset of the pandemic. The Board understand that steps are currently being taken to reintroduce the service.

In last year's report, the Board noted that the team had increased in size; unfortunately, a lack of suitable accommodation means that this increase in capacity cannot be fully utilised. This remains a problem, with challenges in accommodating the team and providing space for therapeutic interventions.

The Board's biggest concern, and one shared by the prison, is that during the pandemic prisoners have been restricted to their accommodation for around 20 hours per day. We note that efforts have been made to increase their contact with family and friends, and to provide various means to ensure that they are occupied.

For example, at the outset of the restricted regime, distraction packs and a large range of DVDs were purchased for distribution. Although helpful, these do not solve the long-term problem.

As in the wider community, the pandemic has increased the potential for depression, isolation and boredom. Moreover, as the prisoners are confined to their accommodation for long periods, there is ample opportunity for boredom to lead to low-level bullying, and this contributes to feelings of low self-esteem. The more restrictive nature of the regime means that it is less easy for prisoners to escape these pressures. We are concerned about how this will affect their mental health, and that it may have a detrimental impact on the fulfilment of their rehabilitation goals. Concerns about mental health problems are exacerbated in a prison context.

In August and September, the prison noticed an increase in self harm incidents, and this reflected the difficulties experienced by a small number of individuals with complex needs. The continuous observation suite was used on a number of occasions and some prisoners required hospital treatment owing to the severity of their injuries.

There are specific issues regarding Truro, which is made up of a series of 10 self-contained units. Eight of the 10 prisoners currently housed there have been there since June 2020, when the facility was launched; all of them are considered to be the most vulnerable and are 'shielded'. Healthcare staff and gym staff visit frequently. There are increasing concerns about the impact on these prisoners' health and future progression. Several of them have experienced significant weight increases, and two are due for release early next year. The very nature of shielding means that participation in the various programmes associated with resettlement is not currently an option open to them.

6.4 Social care

There is an agreed memorandum of understanding between Staffordshire County Council and the prison. In situations where a prisoner requires social care support, an assessment is completed by the local authority under the Care Act 2014. This results in the development of a plan of care to support the individual concerned. The requirement for social care arrangements to be put in place is not a common occurrence at Drake Hall (there were three cases in the reporting period). Where it has occurred, the Board has not been made aware of any difficulties associated with the correct level of support being provided.

6.5 Exercise, time out of cell, gym

Before the pandemic, Drake Hall operated a very open regime, where prisoners were off their houses for the majority of the day and expected to work or undertake an educational activity. Following lockdown, work parties were discontinued, except for prisoners who continued to work in the kitchens, waste management, the gardens and DHL. Other prisoners were confined to their houses.

Fortunately, although confined to their accommodation, the prisoners have had constant access to showers, an association room, a small kitchen and the house telephone. The prisoners located on Truro have en-suite facilities.

Prisoners have been able to access fresh air in the morning and afternoon between 10am and 11.30am, and 1.30pm and 3pm, and are escorted to collect their meals. They also leave their houses to collect medication, attend healthcare appointments or to collect their canteen. This compares favourably with the conditions experienced

in many closed prisons, where prisoners have been locked in their cells for up to 23½ hours per day.

It is a credit to the prisoners that their compliance with the regime has been good. However, the longer this situation goes on, the more likely it is that problems with compliance may arise. As winter arrives and inclement weather is more common, there are likely to be reduced opportunities for fresh air and exercise. Prison managers are currently looking at ways of dealing with this situation.

Before the pandemic, prisoners had access to a well-equipped gym and outdoor gym equipment. Additional staff had been recruited to facilitate improved access to classes and support. Work to install an outdoor recreation area was due to start in December 2020.

Owing to concerns about prisoners' health during the lockdown period, a 'healthy hearts' programme was started. This was a joint initiative between healthcare, kitchens, gym and residential services. The aim was to encourage prisoners to be more active and to make better informed choices about the food they eat. The introduction of healthy snacks and lighter meals was well received. The initiative saw over 100 prisoners involved and resulted in a substantial collective weight loss.

In August, Drake Hall completed an Everest climb challenge. Each house had an allocated 45-minute session to walk a measured distance within the orchard. This was a well-attended, successful event that was enjoyed by all participating prisoners.

6.6 Drug rehabilitation

Many of the prisoners at Drake Hall have complex health needs, often associated with the use of illicit drugs. They have access to an integrated substance misuse and mental health service. Practice Plus runs a clinical substance misuse team. All prisoners are assessed on admission, and support is provided for those who require help with problems associated with addiction. A range of therapeutic interventions is used. In October 2020, there were 49 prisoners on the caseload.

6.7 Soft skills

Soft skills relate to how individuals work together, particularly in activities that require some form of teamwork. There are several examples of efforts made to make the prison environment more interesting, and to provide opportunities for developing people, communication and creative skills, as well as facilitating engagement with families, charities and the general public. However, these have been much reduced since March 2020.

Examples of such activities include an active branch of the Women's Institute and the successful running of a charity shop in the prison. Prior to the lockdown, a newly introduced craft class took place on Saturdays and was very popular. This was a good initiative, with an average of 38 prisoners attending.

The prisoners on the houses regularly participate in group activities. An example of this is the decoration of each house at Christmas.

The coffee shop has been upgraded and, when circumstances allow, it will provide a service to prisoners and staff. It also allows prisoners to develop a set of skills and a vocational qualification that promotes employability post-release.

7. Progression and resettlement

7.1 Education, library

The adult learning centre is an important facility, tasked with improving prisoners' educational standards and employability during their time in prison. Ofsted considered the education, skills and work activity to be good.

All new prisoners are offered an assessment for basic skills; this is an opportunity to identify any problems with learning that they may have. Where specific difficulties are identified, appropriate support is put in place. All prisoners must meet a minimal level of educational attainment before moving into employment.

The pandemic has had a significant impact on the provision of education, which has been severely curtailed during the reporting period. Initially, providers were excluded from the prison, but they returned in June 2020.

Although the educational centre is not being used as normal, efforts have been made to provide educational input. The initial lockdown was instigated just before the completion of the educational contract for 2019/20. Many prisoners were, therefore, reaching the end of their courses and close to the final submission of work before assessment and award of their qualification. While off-site, the education staff worked to collate evidence and work with awarding bodies, so that qualifications could be awarded. This allowed the contractual requirements for the education provider to be completed, and for prisoners to obtain their qualifications.

Since returning to the prison, despite a significant turnover of staff, the aim has been to increase the number of educational courses available. This has required some flexibility. It has been possible to provide over 100 prisoners with educational materials to work on in their houses. In addition, some courses have been recorded and can be viewed through prison TV. Some limited use has been made of the educational centre, provision for sitting exams being one example. When this has occurred, it has been necessary to implement strict infection control procedures, to ensure that any opportunities for cross-infection are minimised.

In last year's report, the Board pointed out that the library had had to be transferred to temporary accommodation in the education centre owing to roof damage. The work required to improve this facility has now been completed. Room 12 of the centre has also been refurbished as a 'living skills' facility, with access to cooking and other domestic amenities. This excellent facility will allow appropriate prisoners to improve their skills in this area.

7.2 Vocational training, work

Before the pandemic, all prisoners able to work were offered vocational training or work following an assessment. A range of opportunities was provided, in areas such as gardening, waste management, hair and beauty, laundry, call centre, kitchens, Halfords, Greggs and DHL. These opportunities are linked with vocational training programmes in the following areas: waste management, horticulture, beauty and nail technology, hairdressing, warehouse storage, customer service, food production and cooking, retail, hospitality leadership and supervision, health and safety, food hygiene and leading the internal quality assurance process. This range of opportunities, and the links with external employers, mean that the prisoners are provided with skills, knowledge, experience and qualifications that increase their

chances of employment following release, which can then reduce the chance of reoffending.⁹

The change of regime has meant a reduction in available work placements, and now only approximately 20% of prisoners are being offered work. These places are in waste management, gardening, cleaning, kitchens, laundry and DHL. Throughout the pandemic, 60–70 prisoners continued to work. Those who are not working because of the crisis are still receiving their normal pay, and those employed in essential roles have had their pay enhanced.

Before the second lockdown, progress had been made towards implementing a much less restrictive regime which was more in keeping with the rehabilitation ethos of the prison. Local operating procedures had been agreed to support part-time work and/or educational activities for all prisoners. The plan made use of a cohorting system, which meant that half the prisoners would be at work or engaged in other activities at any one time. The increase in infection rates in the local area and the second lockdown prevented this from occurring. Key workers living in the open unit are still attending work.

7.3 Offender management, progression

Staff within the offender management unit (OMU) work with the community rehabilitation companies (CRCs) and other agencies, to progress prisoners through the prison system. Regardless of the length of sentence, each prisoner requires an individual plan. The prisoners arrive with a range of complex issues associated with offending behaviour, drug misuse, homelessness and mental health problems. These must be dealt with in a way that supports their progress towards release and reduces their chances of reoffending.

The Board has commented favourably on the work of the OMU in previous reports, particularly on the effective use of ROTL and access to the open unit. Drake Hall far exceeds other closed prisons in the number of ROTL events completed each year. The open unit gives up to 25 prisoners the opportunity to live independently before release, while also being employed in the local community.

The use of ROTL helps to support resettlement and to promote good family ties. Prisoners who are eligible for ROTL can take up employment in the community, as well as overnight leave to spend time with their family. The number of ROTL events has been reduced considerably as a result of COVID-19. ROTL was stopped altogether at the start of the pandemic and then restarted only on the open unit.

The open unit provides an opportunity for prisoners to make progress towards release, with many employed full time in the local community. To ensure that this occurred during the pandemic, a new protocol to move prisoners into the open unit was necessary. The change had to be authorised by the prison group director.

The process includes approval being granted by the ROTL board, after which the prisoner moves to the open unit for 14 days. During the 14 days, they have two accompanied trips outside and then one unaccompanied trip. If there are no issues, they are reconsidered and then signed off, so that they can go to work, go shopping and access other off-site facilities.

⁹ There is a substantial body of evidence that indicates that employment on release reduces reoffending.

There have been no issues with failures so far, and it is believed that this is because of the effective selection of appropriate prisoners to progress in this way.

If prisoners are not suitable for the open unit, they can be progressed via open prisons.

The Board is aware that OMU staff worked hard in looking at the implications of the early release scheme for prisoners. Unfortunately, this appears to have had only minimal impact.

The Board's main concern is the increasing number of prisoners who stay at the establishment for six months or less before their release. In such cases, prison staff face the challenge of addressing a prisoner's skill and educational levels in a very short time. Moreover, it places the responsibility for housing, 'through-the-gate' support and discharge grants on Drake Hall. This trend has continued and has been exacerbated during the latter part of the reporting period, with a number of prisoners transferred to the establishment when due for release a week later.

7.4 Family contact

It is essential for prisoners to have regular contact with their family and friends, and the importance of this was described in detail in the Farmer report.¹⁰ It is a significant factor in maintaining their wellbeing and self-esteem.

Steps have been taken to improve the visitor centre, and particularly to make it more child friendly. Up until March 2020, it was used as normal, and visits took place three times per week. Social visits by family and friends were stopped in late March. These were reinstated as the lockdown was eased but stopped again in November.

As a result, the number of visits has reduced considerably. Before the lockdown, the monthly average for visits by family and friends was approximately 230. In July, social visits were reintroduced at the prison, but the take-up was very low, at 17/18 visits per month.

In June, a new system of Purple Visits was introduced, whereby prisoners can connect securely from the prison to their own homes, via a video-link. From June to September, there was a monthly average of around 55 Purple Visits.

Recent indications are that the take-up of both social visits and Purple Visits is declining for two main reasons – the difficulties and obstacles created by COVID-19 travel restrictions and the fact that Purple Visits are not available to prisoners at times convenient to their family members. Video-link time slots are available only between 9.30am and 4pm. This time block, unfortunately, coincides with school collecting times and relatives' and friends' working hours. As it is not possible to increase the number of physical visits owing to COVID-19 restrictions in the community, it would be helpful if the number of Purple Visits could be expanded and made more family friendly. The Board is aware that the prison is currently attempting to address this issue.¹¹

It is noted that an additional £5 per week telephone credit has been made available to prisoners since 23 March; this goes some way towards mitigating their sense of isolation but in no way makes up for the loss of face-to-face contact.

¹⁰ The importance of strengthening female offenders' family and other relationships to prevent reoffending and reduce intergenerational crime. Ministry of Justice, 2019.

¹¹ As the report is published, this issue has now been addressed.

At the time of writing, in-cell telephony was being introduced into the prison, and was expected to be operational by the end of 2020. This is a welcome initiative, and the Board looks forward to its introduction.

7.5 Resettlement planning

Drake Hall aims to provide a rehabilitative environment where prisoners are supported to achieve their potential. The Board has always considered this an area of strength. In this view, we are supported by HMIP. Resettlement pathways are well developed, ROTL is used effectively and there are useful links with employers, so that prisoners can continue their employment following release. The Board has commented on these issues in previous reports.

The prison's reducing reoffending strategy outlines clearly its approach to working with prisoners, to make sure that they are prepared for release and that every effort is made to ensure that the chance of reoffending is reduced. The strategy has nine pathways, with associated work programmes, to ensure that it is implemented effectively. The pathways are: accommodation; education; health; drugs and alcohol; children and families; finance, benefit and debt; attitudes, thinking and behaviour; domestic violence; and working with sex workers. This strategy aims to support prisoners to maintain and develop relationships with their family and friends, as well as to engage in programmes that help reduce the likelihood of reoffending. The aim is to ensure that risks are managed effectively as the prisoners are prepared for release.

The pandemic has had an impact on the usual support available to facilitate each prisoner's planned progression through the various programmes associated with their sentence plan and subsequent release. For example, prisoners who have been released have not had the opportunity to participate in courses such as employability, the job clubs and the release course. Staff from the Department for Work and Pensions, and the information, advice and guidance service have not attended the prison as usual. Consequently, there is an impact on how prisoners are effectively prepared for their release.

In spite of the above, all prisoners have pre-release packs prior to their release, and these include information about licence conditions, benefits, disclosure, debt and domestic violence support. Consideration is also given to the issues associated with the impact of the pandemic. It is essential that prisoners have appropriate support on leaving the establishment.

It is important to note that very few prisoners are released from Drake Hall without accommodation. This position is in stark contrast to the situation in the women's estate more generally.¹² The CRC resettlement team works hard to address the housing needs of the prisoners at Drake Hall. All prisoners are screened on admission, and every effort is made to maintain any current accommodation where feasible. Before release, caseworkers work with the prisoners to assess their housing need and, if appropriate, to source suitable accommodation, including access to Bail, Accommodation and Support Service (BASS) properties.

¹² In a survey by IMBs of women being released from prison, 41% said that they had accommodation to go to, and 45% that they had nowhere to go. Some of these women believed they would be homeless on leaving prison.

During the reporting period, in November 2019 and January 2020, two prisoners were released without accommodation. All prisoners released during the pandemic have had accommodation to go to.¹³

8. The work of the IMB

The pandemic has dominated this reporting period. Between March and August, the Board operated remotely, and Board members no longer visited the prison. However, active contact with the establishment was maintained by telephone and email. The Board has maintained a duty rota and members were available for contact as usual.

Regular contact was made with the CSU, kitchens, chaplaincy, healthcare centre and prison managers. The Board clerk provided an update to the Board daily, which was of immeasurable value. When a prisoner was segregated, reviews were attended through telephone contact. If this was not possible, a telephone conversation took place between the Board member on rota and the governor undertaking the review. A small number of reviews were attended in this way, as levels of segregation were low and at one point the CSU was vacant for several weeks.

Written applications were dealt with and responded to in writing, rather than in person. The Board clerk collected the forms and submitted them to the Board Chair in confidence, through the CJSM email system. The number of applications is generally around 100 per annum. This has reduced during the reporting period. The Board participated in a scheme to provide an 0800 helpline number for the prisoners, and this service started on 1 June 2020. A small number of applications were received in this way.

Board meetings have taken place remotely, and the prison Governor has attended these meetings and provided a detailed update on a range of issues related to the prison. Throughout the pandemic, the Board has received a daily update (as is usual practice), and this briefing has included specific information regarding the COVID-19 crisis. Effective communication with the prison has allowed the Board to work remotely and collate information, with only limited visits to the prison.

However, the Board is aware that we have not been able to triangulate this information with what prisoners are telling us. Contact with prisoners has been reduced, and the impromptu conversations that are a regular part of visits to the prison have been limited. Visits to the prison restarted in August, but some members are not able to visit for health reasons. As a result, the Board has implemented a blended form of monitoring which includes a combination of remote and direct monitoring.

During the year, two members of the team resigned, and two others have started sabbaticals. This has reduced the capacity of the Board to five active members.

¹³ At the time of publication of the report, this work has been completed.

Board statistics

Recommended complement of Board members	12
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	7 ¹⁴
Total number of visits to the establishment	134 ¹⁵
Total number of segregation reviews attended	28

¹⁴ Two members are currently on a sabbatical.

¹⁵ A reduction from 323 in the previous reporting period.

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	7	3
B	Discipline, including adjudications, IEP, sanctions	3	5
C	Equality	6	3
D	Purposeful activity, including education, work, training, library, regime, time out of cell	11	4
E1	Letters, visits, telephones, public protection restrictions	9	10
E2	Finance, including pay, private monies, spends	11	3
F	Food and kitchens	9	0
G	Health, including physical, mental, social care	11	15
H1	Property within this establishment	0	0
H2	Property during transfer or in another establishment or location	13	4
H3	Canteen, facility list, catalogue(s)	5	0
I	Sentence management, including home detention curfew, ROTL, parole, release dates, recategorisation	18	16
J	Staff/prisoner concerns, including bullying	6	3
K	Transfers	5	1
L	Miscellaneous, including complaints system	4	3
	Total number of applications	118	70 ¹⁶

9. Glossary of prison-related abbreviations used

ACCT - Assessment, care in custody and teamwork

BASS properties - A service covering England and Wales that gives people who are eligible to be released from prison and do not have a suitable address somewhere stable to live.

CRC - Community rehabilitation company

CSIP - Challenge, support and intervention plan (formerly the anti-bullying programme)

CSU - Care and support unit

DIRF - Discrimination incident report form

¹⁶ There has been a significant reduction in applications during COVID-19

DNA - Did not attend

HMIP – Her Majesty’s Inspectorate of Prisons

HMPPS – Her Majesty’s Prison and Probation Service

IEP - Incentives and earned privileges; prisoners can be on basic, standard or enhanced levels

IMB - Independent Monitoring Board

OMiC - Offender Management in Custody

OMU - Offender management unit

P-NOMIS - Prison National Offender Management information system. This is the operational database used in prisons for the management of prisoners. It contains the prisoner’s personal details and a range of information regarding their offence and progress in custody.

Reverse cohorting - Part of the Prison Service’s capacity management approach. All new arrivals at the prison are quarantined for 14 days.

ROTL - Release on temporary licence (for example, to work, town visits, home leave)



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