

Annual Report of the Independent Monitoring Board at HMP GUYS MARSH

For reporting year

DECEMBER 2019 – NOVEMBER 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 IMB is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

HMP Guys Marsh is a Category C (Cat C) adult male training and resettlement prison located two miles south of Shaftesbury in rural Dorset.

The operating capacity was 466 in the reporting year, with numbers fluctuating to fit the refurbishment schedule as wings were emptied in rotation.

The campus-style layout comprises nine wings, one of which consists of twenty-four separate units. There is little zonal fencing.

Fire improvement work increased the requirement for cell sharing. Fifty more double cells were created to absorb displaced population as wings were closed by rotation.

Tarrant wing, the care and separation unit (CSU), has twelve cells in the main block and two adjacent special cells. It has its own exercise yard.

There is an extensive range of workshops suitable for industries, and land-based activities including horticulture, ground maintenance and egg production.

The prison has one multiuse playing area, a well-appointed gymnasium, a health centre and a multifaith chapel complex attached to the education and library block.

The visitor centre is just outside the perimeter fence. The Jailhouse Café, normally open to the public, and The regional learning centre are located nearer the entrance to the site.

The main contractors for the provision of services at Guys Marsh are:

- education and learning skills: Weston College
- healthcare: Care UK, transitioned to Practice Plus in September 2020
- works and maintenance: GFSL
- prisoner transport: GeoAmey

3. Executive summary

3.1 Background to the report

3.1.1 This report presents the findings of the Board from 1 December 2019 to 30 November 2020. Evidence has been derived from monitoring activities, attendance at meetings, scrutiny of data, the prison's daily reports, logs and registers, surveys, discussion with prisoners and staff, and applications to the Board.

3.1.2 The COVID-19 outbreak and the change to the prison regime presented challenges to monitoring (see section 8). During the reporting year the establishment remained free from infection.

3.1.3 Following visits by Her majesty's Inspectorate of Prisons (HMIP) in 2019, the establishment was taken out of special measures as it was considered to be a safer, calmer and more settled prison. It will remain under close scrutiny (see paragraph 4.0.1).

3.1.4 Good progress continues to be undermined by the persistent availability of psychoactive substances (PS) (see paragraphs 4.6.1, 4.6.3), dangerous in-house alcoholic mixes and shortfall in purposeful activity.

3.1.5 The COVID-19 protocols caused added complexity by the imposition of a restricted regime. In addition, the prison had to be managed safely with the continuing improvement programme and the presence of contractors (see paragraphs 5.1.1, 5.1.2).

3.2 Main judgements

How safe is the prison?

3.2.1 Safety was a high priority for the senior management team (SMT). Prior to the restrictions imposed by the COVID-19 pandemic, the prison was considered to be safer (see paragraph 3.1.3). During the restricted regime, it was reported to us directly and indirectly that many prisoners felt safer with less pressure and a stable, predictable regime (see paragraphs 4.0.6, 4.3.3).

3.2.2 Violence and use of force were both reduced (see paragraphs 4.2.2, 4.5.5).

3.2.3 Infection was kept out of Guys Marsh and the careful management of incoming cohorts from the local establishments to keep the whole prison population safe was commendable (see paragraph 4.1.2).

How fairly and humanely are prisoners treated?

3.2.4 The commitment to fairness and dignity throughout the prison was a clear message from the SMT, as evidenced by the Purpose, Achievement, Community Transformation (PACT) document. That message is visible on all communication (see paragraph 4.0.5).

3.2.5 The restricted regime drove innovative measures to fulfil the PACT commitment (see paragraphs 5.1.9, 5.5.2, 5.5.6). The number of applications to the

Board concerning bullying (15) remained the same as last year. However, there were significantly fewer applications concerning adjudications and sanctions (2; see section 8).

3.2.6 Prisoners were allowed reasonable time out of cells (6.5.1). From the first lockdown, excess time in cells and lack of meaningful activity was a cause for concern, but the safer custody team was vigilant with detailed care of prisoners thought to be vulnerable (see paragraphs 4.0.2, 4.0.3, 5.3.2).

3.2.7 The upgrading of wings and improvement of facilities enhanced the overall conditions for prisoners. The temporary doubling up of cells which was concerning to the Board will be resolved as the refurbishment continues (see paragraph 5.1.7).

3.2.8 Disappointing lapses of oversight and discipline on some wings undermined aspects of dignity and cleanliness (see paragraphs 5.1.8, 5.1.14). The Board has repeatedly raised this issue with the SMT.

How well are prisoners' health and wellbeing needs met?

3.2.9 The healthcare team continued to provide good care during the restricted regime, attending to general healthcare requirements and present at incidents on the estate (see paragraphs 4.6.4, 6.1.2).

3.2.10 Older prisoners reported that their treatment was good (see section 6.4).

3.2.11 The mental healthcare team also continued to provide care via the in-cell telephony (see paragraphs 6.3.2, 6.3.3).

3.2.12 All cells have telephones and televisions. Activity and distraction packs were distributed regularly (see paragraph 4.2.5).

3.2.13 There is still concern about the timely distribution of appointment slips for healthcare. This should have been addressed by good wing management (see paragraph 6.2.3).

3.2.14 The safer custody team and the chaplaincy team have been outstanding in their commitment to the well-being of prisoners. The long-term impact of the restricted regime on mental health has not been able to be measured adequately (see paragraphs 5.5.1, 6.3.1).

How well are prisoners progressed towards successful resettlement?

3.2.15 Guys Marsh is a training and resettlement establishment. Attendance at work, education and training was badly affected by the COVID-19 restrictions, from a disappointing performance highlighted in last year's Board report. However, the completion rate for vocational courses was high until March (see paragraphs 7.2.4, 7.2.5). Plans were put in place to expand workplace provision when circumstances allow (see paragraph 7.2.6).

3.2.16 Education provision has fallen short of the standards required, through no fault of the establishment (see paragraphs 7.1.2, 7.1.3)

3.2.17 A new senior probation officer joined the offender management unit (OMU) in March and, with wider teamwork, the backlog of offender assessment system (OASys) was reduced to 12. Key dates for reviews and release plans were tightened. (see paragraphs 7.3.1, 7.5.1)).

3.2.18 There was a concerted drive to ensure that all prisoners with complex needs were allocated a key worker (see paragraph 5.3.4).

3.2.19 As reported last year, the offending behaviour programmes on offer provide too few places for the needs of the prison population (see paragraphs 7.3.4, 7.3.5)

3.3 Main areas for development

TO THE MINISTER

3.3.1 In view of the decision taken to increase the capacity of Guys Marsh significantly, will the minister ensure commitment to all the agreed redevelopment, without compromise?

3.3.2 What steps will the minister take to ensure that properly supported recruitment, training and professional development of a sufficient number of competent prison officers will continue to be a priority?

3.3.3 There is a national concern about the increase in the number of prisoners with poor mental health, and those with educational or physical needs. How will the minister work with relevant departments in a coordinated way to facilitate a better strategy for the humane incarceration of all prisoners with complex needs?

TO THE PRISON SERVICE

3.3.4 Once again, the Board asks that Her Majesty's Prison and Probation Service (HMPPS) gives urgent consideration to the provision of more support to offending behaviour programmes in view of the increasing numbers of prisoners presenting with poor behaviour.

3.3.5 The performance of the education provider has been poor and the subject of an improvement notice for six months. What steps is HMPPS taking to ensure an urgent resolution so that the education and training provision at Guys Marsh will not be held back any further?

3.3.6 Property loss during transfer is a persistent grievance and is still not resolved. It continues to generate a disproportionate number of applications to the Board and has been an issue for attention for many years. What progress has HMPPS made in the development of the long delayed framework for prisoners' property?

TO THE GOVERNOR

3.3.7 The year has been difficult, and the Governor is commended for keeping the prison COVID-19 free during 2020. However, the management of discipline and good working practice on some wings has not been rigorous, for example, the timely

distribution of appointment slips for healthcare appointments. When circumstances fully allow, how is this going to be addressed?

3.3.8 How advanced are plans to implement the revised incentives and earned privileges (IEP) scheme?

3.3.9 Recruitment and retention of competent and experienced prison officers is a challenge. How are plans for mentoring and professional development schemes progressing?

3.4 Progress since the last report

3.4.1 The significant investment in improving the living accommodation continues. The management of the prisoners and contractors under difficult conditions has been good (see paragraphs 5.1.1, 5.1.2).

3.4.2 The overall downward trend of violence, self-harm and use of force was welcomed, and the sense of greater safety amongst the prisoners was noted (see paragraphs 4.2.2, 4.3.1, 4.5.5). However, boredom and frustration with the imposed restrictions amongst some prisoners were manifested in acts of vandalism and substance misuse (see paragraphs 5.1.3, 7.2.2).

3.4.3 The equality action team revived significantly in October. Commitment is good and activities show progress (see section 5.4).

3.4.4 The development of the custodial officer immediate life support training programme was a commendable innovation and has already saved lives. This is a tribute to communication and teamwork developing as a culture at the establishment (see paragraph 4.6.4).

3.4.5 Tighter perimeter security was put in place, with higher fencing around vulnerable wings and focussed intelligence led drug interception (see paragraph 4.6.6).

4 Safety

4.0.1 Following visits from HMIP in the last reporting year, safety within the prison remained a high priority and continued to improve. It is the responsibility of every area in the prison and the SMT's strategies of aligning information-sharing in multidisciplinary meetings helped to bring down the incidents of violence and self-harm, but they are still considered to be too high.

4.0.2 The safer custody team provides the Board with regular data containing detailed analysis of incidents. During the first COVID-19 restricted regime, the team went on to the wings twice a day to talk to the prisoners and hear their concerns. The output from this exercise was shared with the Board. Members of the Board were also welcomed at the monthly meetings. The team is always available to talk and we extend thanks to them.

4.0.3 The weekly, multidisciplinary Safety Intervention Meeting (SIM) used the comprehensive information to enable the assessment of the mental, emotional, physical and behavioural needs of the most difficult prisoners. Co-ordinated and constructive interventions contributed to the reduction of the worst behaviour through challenge, support and intervention plans (CSIP) and assessment care in custody teamwork (ACCT) plans.

4.0.4 From March, the requirement to receive cohorts from local prisons presented a further challenge to safety. Keeping COVID-19 out of the prison became a priority and the careful management of the incoming prisoners by the Governor and his team is to be commended.

4.0.5 The establishment strategy 2020/21 was introduced by the Governor in January 2020. The document sets out clear guidance, in streamlined bullet points for easy reference, to promote the key headings of the PACT commitment at the prison.

4.0.6 The Board notes that there was a better feeling of safety and that the restricted regime resulted in an even greater sense of safety, as reported on individual basis to members. However, the Board was conscious of the longer-term effects as frustration and boredom were manifested in acts of vandalism (see paragraphs 5.1.3, 4.6.7) use of drugs (see paragraph 7.2.2) and the incalculable impact of long confinement in cells (see paragraph 6.3.1).

4.1 Reception and induction

4.1.1 The reception area continued to be a welcoming, organised, clean location as a first impression of the prison. The Board observed competent officers, a Listener on duty and all prisoners had healthcare assessments in accordance with national policy.

4.1.2 Following the lockdown in March 2020, movement was suspended for a short time until arrangements were put in place for the establishment to take reverse cohort units (RCUs) from local prisons. Incoming prisoners were housed in one spur on Mercia wing, isolated for fourteen days before being moved onto the Induction Unit on Anglia wing. Later in the year, because of pressure from the refurbishment programme, the RCUs went straight to Anglia, still maintaining the required isolation regime. All prisoners received a letter and a clear information page explaining the role of the RCU and the regime. All prisoners were seen by healthcare. Shower

facilities and daily exercise were provided. All cells are equipped with in-cell telephony and a television.

4.1.3 Induction, as a programme, was limited by the COVID-19 restrictions. In line with the mid-year 'recovery regime management plan', details were to be found in the early days in custody (annex 5 of the exceptional delivery model for Guys Marsh June 2020), but the wing officers on Anglia admitted to being overwhelmed by the management of the wing at times, owing to variable levels of staffing.

4.2 Suicide and self-harm, deaths in custody

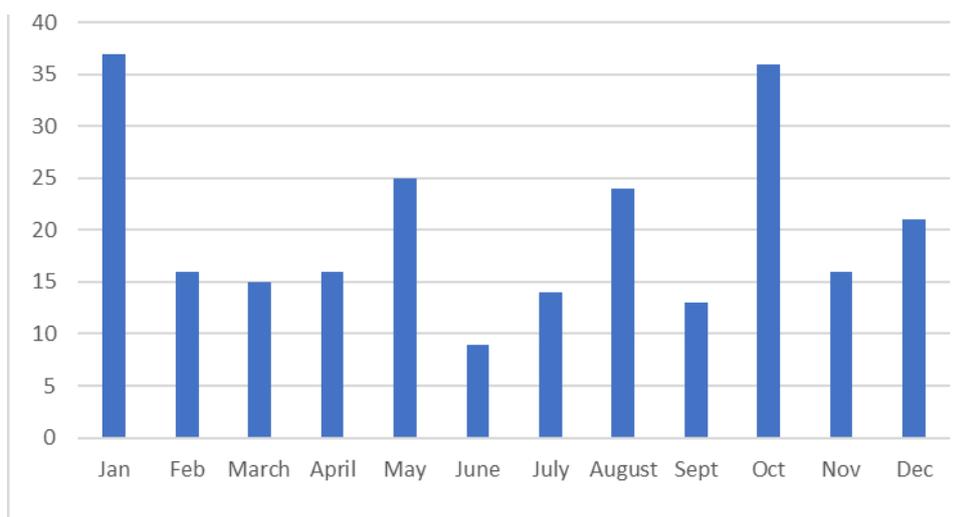
4.2.1 A death in custody occurred in July. The Board was alerted promptly and involved in discussion following the incident. The coroner's report is not yet available.

4.2.2 According to an internal report shared with the Board, violence, anti-social behaviour and self-harm were prevalent throughout the year (see figures....) even though numbers were reduced from the last reporting year. All are, as frequently noted, driven by debt, gang-related illicit economy, poor behaviour due to substance abuse, complex needs, disabilities and histories of being in care.

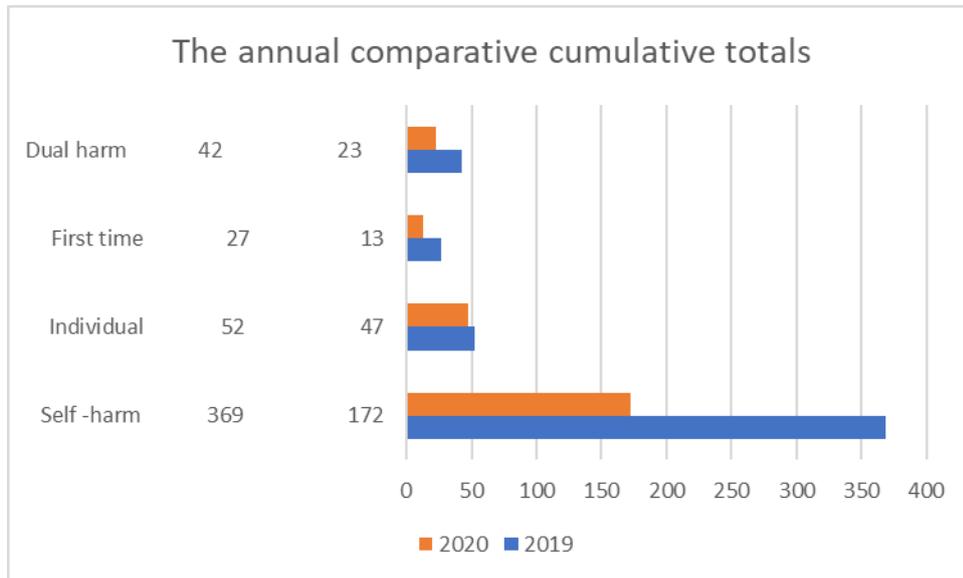
4.2.3 Offender management data derived from OASys shows that 41.5% of the prison population had a high risk of harm, although slightly lower than last year. The number of self-harm incidents fluctuated during the year (the vertical axis denotes the actual number) for example:

Self-Harm Incidents During the Year

Number of Incidents



The annual comparative cumulative totals of harm 2019 and 2020



4.2.4 The Board notes that debt advice is available and that the chaplains are always ready to listen. It has also been noted that some prisoners are being transferred on open ACCT documents.

4.2.5 During the restricted regime distraction packs were distributed to individual prisoners. Also, all prisoners had extra funds put onto their cards for in-cell telephone use.

4.2.6 The Listeners were stood down during lockdown because of the need to restrict movement, but wing COVID-19 representatives were appointed. Listener recruitment was not fully resolved however there were three active Listeners.

4.2.7 During the first part of the year, the number of prisoners on ACCTs were between six and 20, with an average of 15. While distributed across the wings, there tended to be more on Cambria where more of the vulnerable prisoners reside. During the first period of restricted regime, these numbers reduced with an average of seven prisoners at any time during May. Some prisoners reported feeling safer. With the arrival of RCUs from June onwards, the average became 18. Many of these prisoners arrived on open ACCTs, of which some had been open for more than a month. Several of these new arrivals had severe mental health issues. The safer custody team, with the complex multidiscipline teamwork, handled these cases with professionalism

4.2.8 The Board has looked at a sample contents of ACCT documents, and noted that, although there has been general improvement in their quality, there are some lapses or thin entries. It should be also noted that there was extreme pressure on one wing in particular, housing the most vulnerable prisoners, where there are multiple open ACCTs with differing observation requirements throughout the day and night.

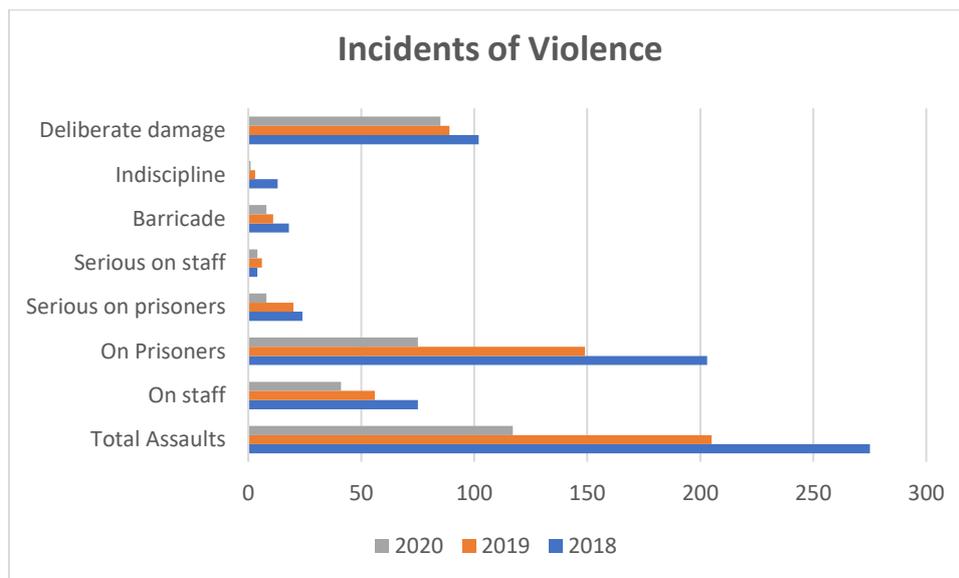
4.2.9 The Board took part in the 0800 National Helpline from the second phase roll-out in June. It was widely advertised, with individual letters, posters on the wing and

on the front of the wing IMB boxes. There were 12 applications by the end of the reporting year.

4.2.10 An internal Board telephone line for private appointments was organised for two dedicated hours per week, but this was only used twice.

4.3 Violence and violence reduction, self-isolation

4.3.1 Incidents of violence reduced and since lockdown, there were fewer opportunities for poor behaviour. This is reflected in comparable annual numbers.



Spikes have been observed at particular times, according to the safer custody and use of force analysis. Detailed analysis also showed reasons, timings and places of violence. Intervention strategies were put in place, such as changing the timings of canteen, debt management plans and de-escalation tactics. The safer custody team manages CSIPs.

4.3.2 Levels of self-isolation fluctuated, the main reasons were fear of catching COVID-19 and debt. At the end of the reporting year, there were four prisoners self-isolating for debt, two for more than 30 days.

4.3.3 The Board did note that a significant number of prisoners reported feeling safer and calmer in the restricted regime. The reasons given were reduction in bullying, being away from drug dealers, not being 'got at', or forced to do favours, even happiness at being left alone with television and telephone, just getting on with finishing the sentence.

4.4 Vulnerable prisoners, safeguarding

4.4.1 Guys Marsh holds 46 prisoners serving life or indeterminate sentences. There are two prisoners who were 10 years over tariff with limited hope of progression. Recalled prisoners are also particularly vulnerable to frustration or hopelessness. They are all monitored carefully in the Safety Intervention Meeting because of increased susceptibility to self-harm or drug abuse, as are all prisoners on ACCTs, and in the follow-up post closure stages.

4.5 Use of force

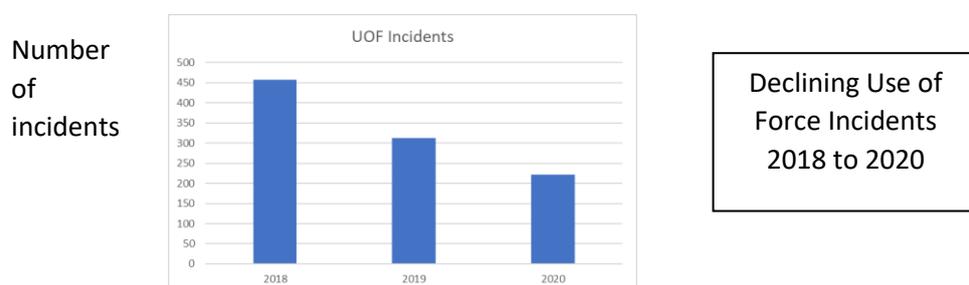
4.5.1 During the reporting year, the Board has noted that the completion of documentation has improved considerably, and it was a key requirement from the last HMIP visit. A rigour has been applied and lapses have been challenged in the multidisciplinary meetings which began to function properly in August 2020. Data was analysed to enable staff to consider time and place of incidents, reasons for use of force, whether they had involved guiding holds or escalation, and equality data.

4.5.2 Correlation with safer custody data allows understanding of times of greatest risk, when use of force is likely to be considered a management option.

4.5.3 Rigid bar handcuffs (RBH) were introduced for use in early 2020. The use of force instructor began training sessions in their use, to encourage more staff to respond to calls. The aim was to increase confidence and to minimise injury, especially relevant given the levels of new and inexperienced prison officers. These handcuffs were used 17 times in August, 16 in September, 20 in October and 15 in November. The Board was concerned about the introduction of the handcuffs and their initial excessive use. We will monitor their use very closely as the new intake of officers gains confidence and experience.

4.5.4 A baton was drawn on one occasion and the Board is monitoring the outcome of one incident still subject to investigation.

4.5.5 Use of force incidents have shown a downward trend over the last three year



The number of incidents recorded in 2020 identified multiple offenders. For example, in August, three prisoners were responsible for 18 of the 36 use of force incidents recorded that month.

4.5.6 The use of body worn cameras increased, after some initial resistance. The Board is pleased to note that more are being worn and that by November, body-worn cameras were used in 78% of incidents.

4.6 Substance misuse

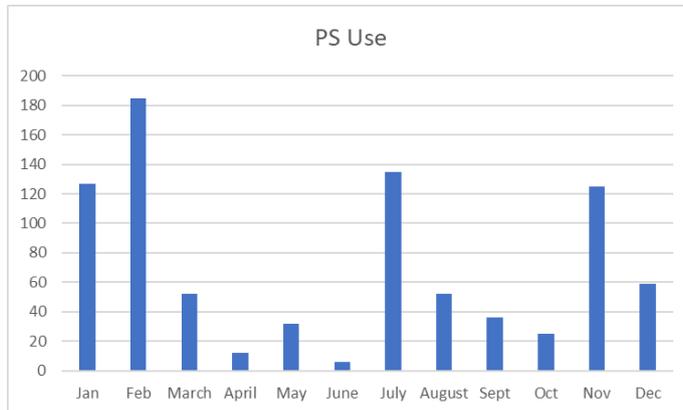
4.6.1 Illicit substances were still widely available amongst the prison population, most commonly PS. Drugs were sold to prisoners who had little regard for, or knowledge of the chemical content which included bleach, floor cleaner and even petrol, mixed with whatever medication to hand.

4.6.2 The Board was aware of the immense pressure on the healthcare team and residential staff, especially when a hazardous mix circulated. From conversation and

observation, a particularly dangerous batch was responsible for a period of the most serious incidents in late July. The quick and courageous action of all staff involved saved lives. The intelligence unit are very alert to prevent the incidents of drugs being thrown over the external fence and to false legal papers, impregnated with PS, being brought into the prison. A full body scanner is being introduced in the new year, as RCUs are another potential source of illicit substances.

4.6.3 The examples following show the trend of PS emergencies:

Number of emergencies



**PS Emergencies
January 2020 to
December 2020**

4.6.4 The Board was pleased to note that the trend in emergencies motivated medical staff to work with prison managers to implement custodial officer immediate life support training (COILS) to enable first responders to administer life-saving techniques. There are numerous examples of lives being saved through prompt, early intervention. The medical staff are to be congratulated for reaching the finals of the *Nursing Times* awards for this initiative.

4.6.5 The easy availability of drugs, both before and during lockdown, continued to make rehabilitation challenging. Accessibility of drugs also exacerbated anxiety levels in some of the most vulnerable prisoners because of increased levels of debt, intimidation, bullying and violence. This was not underestimated as it was constantly highlighted at the Safety Intervention Meeting monitoring prisoners at risk of self-harm and suicide, fragile mental health, and some prisoners driven by fear to self-isolate in their cells.

4.6.6 The board is pleased to note that inroads have been made to intercept drugs supplies and staff should be congratulated as arrests have been made. One external fence close to two active wings has been raised to further discourage throwovers. The suspension of visits may have cut off another potential supply route.

4.6.7 There is anecdotal evidence of a higher incidence of prisoners producing their own dangerous alcoholic brew ('hooch'), as a consequence of a declining supply of psychoactive substances. Many litres were found during cell searches following intelligence, smell and prisoners being found drunk. Prisoners when asked about it reported that it made them feel they could cope and be happy.

4.6.8 The prison provides drug use education and the latest information of the effect that substances have on health.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

5.1.1 The continuing programme of refurbishment work throughout the estate (begun in 2018) improved the heating and hot water supply to parts of the prison. Fire safety works were made to the whole estate. Repainted wings looked fresher and more conducive to a respectful environment although Dorset wing, the first renovation in the programme, began to show signs of lack of care within a year, with scratched paint, incidents of flooding and vandalism by December 2019.

5.1.2 In September 2020, Guys Marsh took part in a Wi-Fi survey for improved electronic communication. Water meters were installed on Saxon and Fontmell wings in October. Year-long planned management to maintain and improve the appearance of the grounds in general and the outdoor/exercise area of Fontmell wing was acknowledged to be highly successful and had a positive impact on the visual environment, which is otherwise a bleak and exposed area. However, the Board notes issues concerned with the configuration of the estate, age and condition of the buildings and services together with the difficulty in managing repairs. These issues, discussed in previous annual reports, continued throughout 2020.

5.1.3 The Board was pleased to note that commitment to improve the living conditions of the prisoners was shown by both the management and by the works department. Nevertheless, a one week a month sample revealed regularly occurring problems across wings: vandalism including of smoke detectors, door bolts, sanitary ware and broken beds. There were electrical problems affecting lights, cell bells, with exposed wiring and also lack of power which affected temperature control in both hot and cold weather and some disruption to telephones. Water leaks caused lack of hot water and there were missing privacy screens. Poor quality windows were, along with security concerns, a factor in inefficient heating. The destroyed Wessex wing remained an ugly reminder of frustration and destructivity. Rats were an intermittent concern despite action to eliminate them. A concomitant problem was the possible effects of poison on crops grown for consumption.

5.1.4 In November, a local outbreak of Avian influenza, eight miles from the prison, required the close housing of the prison's chickens and ducks. This took away a lively and valued aspect to the grounds and also restricted land-based activities with the effect of reducing produce for the kitchens because of staffing difficulties.

5.1.5 There were no cells with wheelchair access. There were limited facilities for older prisoners with significant extra accommodation needs- for example, some slightly wider showers with a seat and grab rails. The Board noted that no account had been taken of the needs of prisoners with sensory impairments, or with autism spectrum and related social processing disorders. This latter group is 8% of the primary need and 11% of the secondary need of the prisoners.

5.1.6 Rainbow wing, created by 24 temporary accommodation units, was installed in July at the rear of Fontmell wing. The location close to the boundary fence required the necessity of security screening the prisoners for occupancy. This led to some discontent about the fairness of the allocation process. The Board considered the living units to be comfortable, having received photographs of the interiors. It was not clear what provision had been made for use in winter, specifically

concerning keeping food warm in transit, information technology access, association area, mud and lack of office heating.

5.1.7 The fire improvement works increased the necessity for cell sharing so that 107 cells of 462 were double occupancy. The frequent changes to accommodation and residency for the same reason were also disruptive and caused unease. For example, in Mercia wing in July, exercise was limited and showers were out of order which caused resentment. Dorset wing had to be decanted once more because of remedial work to the original improvements.

5.1.8 Levels of cleanliness varied between wings depending on how well staff enforced standards. This has been much reported in the past. Washing areas benefitted significantly from the improved works. Shared areas particularly on Saxon and Gwent wings were habitually litter strewn, with occasions of clearing up the mess. Litter around the wings included discarded food and was a recurring blight. In particular areas around wings closer to the perimeter fence and vulnerable to throwovers, litter posed a security challenge as it could mask illicit packages. However, during the Lockdown period, the chaplaincy reported that the estate was in good order, the littering being challenged as a general COVID-19 health concern. As the board resumed direct monitoring, litter was again in evidence.

5.1.9 Communications aimed at both prisoners and staff increased, and improved significantly, with regular Governor's messages stressing, for example, decency and cleanliness, supportive and encouraging letters from the Governor, security newsletters, equality information, library newsletters, family newsletters and others. Paper versions of those that applied to prisoners were available for display on the wings.

5.1.10 Wing board displays were of variable standard, not all were kept current. On some wings, forms and leaflets were difficult to locate because they were not well set out or labelled. Dyslexia was identified in the complexity proforma as presenting a primary need for 19% of the prisoners and as a secondary need for 9%. Written information, however well-intended, was difficult for this cohort to access without some support.

5.1.11 Property and respect for prisoners' property comprised the majority of applications to the Board (35), with delays to receipt of mail and problems with the availability of canteen to a lesser extent. The Board expressed concern about the reliability of property cards and their safe keeping especially during renovation work. A 28-day after arrival at the prison limit to parcels was introduced in June. Orders from the catalogue were unreliable in summer because of lack of stock.

5.1.12 The laundry continued to employ prisoners during lockdown. The laundry supervisor reported that the prisoners continued to make a valuable contribution to the running of the facility. The laundry was subject to broken equipment (seven times) and an unreliable hot water supply. Clothing and linen from isolating prisoners had a well-managed protocol through separate collections in designated sacks during the evening. Wing laundries were utilised to support the increased kit exchange system and the washing of bedding from the isolation wings.

5.1.13 Overall the Board noted that the kitchens coped well with the restricted regime, continuing to employ prisoners. The requirements of Ramadan were well-managed.

5.1.14 The condition of the food trolleys and the hygiene standards of the orderlies employed as servers were recurring themes of monitoring through the reporting year. The Board expressed concern about the cleaning of the wing kitchens on a regular basis. Food trolleys were often noted to be dirty and, although the situation improved, was still not good enough by July according to the catering manager. It was noted in February that, although six new trolleys had been purchased, care of them was insufficient and they became coated in food. The serving orderlies did not always wear white protective clothing and the wing kitchens were cluttered. On Jubilee wing, in April, cooking equipment was removed on the governor's orders. In May, the governor ordered microwave meals in case they were needed.

5.1.15 The Board, staff and servery orderlies expressed concern at the quantities and quality of food at the beginning of the year. Applications to the Board related to lack of butter, stale bread, lack of utensils and the time meals arrived on the wings. The catering manager noted that although the prisoners had expressed intermittent dissatisfaction, there was low response to food surveys.

5.1.16 The Board regrets that produce grown in the establishment was not used to any significant extent in the prisoners' meals. This was a missed opportunity to build on the work and aims of previous years.

5.2 Segregation, special accommodation

5.2.1 The care and separation unit (CSU), Tarrant wing, was emptied in March 2020. As the COVID-19 regime progressed, it remained empty and prisoners were managed on the wings. There was a notable exception, a prisoner with a severe mental health problem who was sectioned and found a secure bed. He was visited regularly by Board members while there. Tarrant was initially kept clear to take any prisoner who showed symptoms of Covid-19 infection and needed to be isolated.

5.2.2 Towards the end of the reporting year, Tarrant wing was used sporadically from September. The small number of prisoners were visited by Board members while they were held in segregation. There was one, brief, use of the special cell, with a Board member in attendance at the incident.

5.2.3 Three cells were used as the CSU on Anglia wing as the need arose, managed by Tarrant officers, but none stayed more than 72 hours.

5.2.4 The Governor discussed with Board members his intention of removing the need for the CSU, as part of an active plan for improving prisoner behaviour.

5.2.5 A shielding unit was organised on Jubilee wing for all prisoners who met the criteria for high risk. They were offered their own bespoke regime in accordance with the guidelines.

5.3 Staff-prisoner/detainee relationships, key workers

5.3.1 The Board was aware that, as a result of the first lockdown, the officers were more relaxed. Speaking directly with wing staff, the Board noted that this was because there was precise and predictable management of the wings. There were more staff available because most of the workshops had closed and there was stability. It was noted that there was constant communication with the men as they were managed for food, exercise, medication, distribution of activity packs and wing orderly activity.

5.3.2 The safer custody team visited each wing twice a day to talk to the prisoners about their concerns and the chaplains worked hard as part of the general well-being oversight.

5.3.3 Throughout the year, the Board has noted that good relations have been generally maintained, an exception being reported (see paragraph 4.5.4)

5.3.4 In the months pre-lockdown, the key worker system had lapsed, but during the Covid-19 restricted regime, a concerted drive was made to ensure that at least all prisoners with complex needs were allocated a key worker. Complex needs include prisoners at high risk of suicide or self-harm; extremists; those clinically vulnerable and advised by the COVID-19 guidance to shield; prisoners working with ISMS or healthcare for mental illness issues; on ACCTs; isolating individuals; victims of violence and those with social care needs.

5.4 Equality and diversity

5.4.1 Diversity covers the nine protected characteristics, as identified in legislation, and the equality action team have held regular meetings this year. The restrictions prevented Board attendance at the beginning, but the minutes have been provided and reviewed, thus an improvement since the last report.

5.4.2 Towards the latter part of the reporting year, 'active citizenship' has been moving ahead, with some wing representatives having been appointed, although prisoners complained that the meetings were intermittent and at short notice making attendance difficult.

5.4.3 The discrimination incident report form (DIRF) process was again overhauled. In February 2020, a new equalities lead was appointed to provide strategic oversight in this area. DIRF investigators were recruited in September 2020 to investigate the DIRF procedure and to improve the integrity and transparency of the process. In line with the new national DIRF process, launched in October, all staff and prisoners were made aware and the new forms were made available on all the wings.

5.4.4 DIRFs received were sent to one of the five specially trained investigators. A tight timeframe for investigation was implemented, with a newsletter and statistics issued monthly. Over a 12-month period a total of 57 DIRFs were submitted, of these, three were withdrawn, ten did not fit the criteria, 26 were not upheld. Eight were upheld.

5.4.5 Having followed the process by scrutiny of sample forms, the Board was satisfied that these were taken very seriously and were thoroughly investigated. The refreshed system started in October. There is new terminology since last year but the numbers are similar year on year, although eight upheld is half the number we reported last year. Progress will be monitored closely.

5.5 Faith and pastoral support

5.5.1 The chaplaincy team continued to support the many faiths within the prison. It was proactive in support of the prisoners as well as the chapel and offices providing a safe space for those in need. Since March, all the chaplains have visited the wings and individual cells when needed. They have set up faith study groups via telephone links which were much appreciated by the prisoners.

5.5.2 The Board was pleased to see that e-tablet, Zoom and telephone visits were facilitated by the chaplaincy, which was a great relief to those who, due to the pandemic, have been unable to attend funerals or see loved ones in their final days. The team is to be congratulated on an initiative grown from the COVID-19 crisis.

5.5.3 The team worked hard to ensure that all religious festivals continued to be celebrated in a meaningful way, with assistance from the kitchen staff.

5.5.4 The serenity garden is now back in use.

5.5.5 The Board again reports that the visits hall was kept clean and fresh and, until March when the nation locked down, was a welcoming a friendly environment. Visits started punctually and visitors were greeted, mostly (see paragraph 7.4.1), respectfully by staff. Barnados looked after the children's corner and there was a good range of snacks available for visitors to purchase.

5.5.6 Following lockdown, 'Purple Visits' via an e-tablet (see paragraph 7.4.3) were arranged and were welcomed by both prisoners and visitors. As the establishment is in a very rural location and difficult to get to by public transport, these visits have been an imaginative and innovative resource.

5.6 Incentives and earned privileges

5.6.1 In the last report, the board was concerned that the IEP scheme did not incentivise good behaviours. We still noted that 'bad behaviour gets things done'. There has been good practice managing poor behaviour with the closure of Tarrant. It has highlighted that poor behaviour is not rewarded.

5.6.2 The restricted regime during the last months of the reporting year has not been conducive to re-designing the IEP scheme with limited scope for sanctions. All prisoners were given televisions in their cells and all have in-cell telephones. The SMT is in the process of formulating a better IEP scheme. This was still under review at the end of the reporting year.

5.7 Complaints

5.7.1 The Board was concerned that complaints were returned for superficial reasons, for example, during a period of the complaints administrator's sick leave in November, the number of returned applications for minor reasons was reduced from 50 in October to 12 in November.

5.7.2 Complaints were analysed thoroughly, by subject, wing and ethnicity. There is active scrutiny of the status and action. For example, for the month of November (the Board's reporting year) there were 64 complaints with 10 late in completion.

5.8 Property

5.8.1 A total of 35 of the applications received by the Board concerned property, mainly lost during transfer from other prisons (26), some in transit between previous prisons when the property has never caught up with the prisoners. Unnecessary time is wasted, both by prison staff and the Board, in trying to chase lost property, which often contains precious personal documents and photographs causing much distress to the prisoners concerned. This is a constant observation from years of monitoring.

5.8.2 The Board also received applications in regard to property going missing during cell clearance (nine) where the correct paperwork has not been submitted, or there were allegations of theft.

6. Health and wellbeing

6.1 Healthcare: general

6.1.1 In September 2020, the healthcare provider transitioned smoothly from Care UK to Practice Plus.

6.1.2 The healthcare team worked well with prison management. Regular meetings are held for the exchange of information.

6.2 Physical healthcare

6.2.1 There were no confirmed case of COVID-19 amongst the prisoners. Rigorous systems were put in place, and provisions made for an outbreak in the document produced by the establishment 'Recovery Readiness Assessment'. Tarrant wing was cleared to become the protection isolation unit (PIU), managed by the violence reduction CM and the head of safety. Stores of PPE were made ready for use.

6.2.2 During lockdown, prisoners with underlying health problems were encouraged to shield by moving to a designated wing. They were not forced to do so. Some preferred to remain, in a shielding situation, on the same wing as friends.

6.2.3 The doctor attended on three days a week. The last two Board reports highlighted the fact that prisoners were not receiving their healthcare appointment slips, which should be delivered by the wing staff, in time to attend healthcare. The situation did not improve during the current reporting year. This could, and should have been easily remedied, thus avoiding the waste of valuable consulting time. This must be addressed by the SMT. A dentist was also available with access in line with external conditions.

6.2.4 For security reasons, during the first period of lockdown, prisoners were not allowed to wear face coverings. This order was changed for staff and prisoners during October 2020. Washable masks were issued to all prisoners.

6.3 Mental healthcare

6.3.1 Approximately 40% of the prison population (160) identified as suffering from complex and challenging mental health issues. There is a regular incidence of prisoners self-harming (see section 4.2). It is not yet calculated what impact the reduction in time out of cell has had on the mental health of prisoners. It would not be unreasonable to believe that 22 hours confined in a small space during lockdown must have had consequences.

6.3.2 Telephone support was offered to those shielding via in-cell telephones. One-to-one sessions (in full PPE) happened if required.

6.3.3 Psychiatric support was provided remotely as group sessions were suspended.

6.3.4 Wing officers were expected to support those with problems, although there was some limited training. Prisoners in need of focused help were placed on ACCT management. These documents need to be updated regularly and, mostly, they were, but lapses were found on inspection by Board members.

6.3.5 The delays in finding suitable beds in secure units with appropriate mental health care, which were noted in last year's report, have not been repeated this year. The efforts of healthcare staff pushed commissioners to timely responses.

6.4 Social care

6.4.1 Older prisoners reported that they are happy with their treatment. No applications were received concerning age-related issues.

6.4.2 Two prisoners were diagnosed with dementia. They have been treated sympathetically by staff who have received basic training in dealing with problems that this condition presents.

6.4.3 Any prisoner requiring additional social care is put forward for assessment by social services. As the prison is seen by the outside agencies to be providing 24-hour care, adequate for their needs, minimal aid was forthcoming. Dorset Council is nominal provider, but a 'buddy' system is in place so that prisoners can support each other when needed.

6.4.4 Age UK has located a liaison officer at the establishment. The prison is one of three in the country to acquire more services for the over 50 age group.

6.5 Exercise, time out of cell, gym

6.5.1 The Board noted that, due to the restricted regime imposed centrally because of the COVID-19 crisis, healthy exercise opportunities were less accessible. The SMT devised a regime that, in our view, was generous, in terms of time out of cell, with up to two and half hours out in some cases. Alternating wing/floor outdoor sessions were properly organised for activities and the prisoners were required to be out of cells and stay out for the whole time.

6.5.2 As the prison went into level 3, access to the gym was increased in a limited way, which was appreciated by prisoners and staff. However, staffing shortages and altered national circumstances meant that the gym became unavailable again. In-cell workouts were provided by the gym staff to motivate prisoners to keep fit, including gentle exercise for the older prisoners.

6.6 Drug rehabilitation

6.6.1 The Board was aware that 90 prisoners were prescribed Methadone and Buprenorphine. The integrated substance misuse strategy (ISMS) team had a case load of 167 prisoners demonstrating significant complexity of drug abuse at Guys Marsh.

6.6.2 There were 12 patients on the healthcare case load with combinations of dual diagnosis, significant chronic disease management, constant watch management, social care needs, self-harm, personal disorder management and abnormal test results.

6.6.3 The ISMS operated as well as possible during the COVID restrictions, apart from close group work. The Board was told that ISMS was good at dealing with the

known drug abuse and the pathways to rehabilitation, but the new PS caused detection and rehabilitation problems beyond the range of established experience.

6.6.4 An entertaining newsletter has been devised by the member of staff leading the rehabilitation programme and there are numerous, accessible graphic posters around the wings, detailing the effects of taking drugs on the body, on general health and on family and friends.

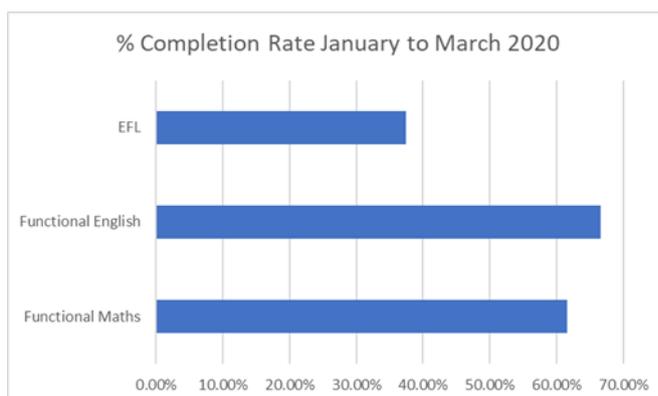
6.6.5 Given the circumstances, ISMS offered one-to-one sessions and telephone groups via the in-cell telephones.

7. Progression and resettlement

7.1 Education, library

7.1.1 There were significant educational needs within the prisoner population. Sixty percent were assessed as not having reached level 2 functional skills in English and Maths. These needs were further underpinned by primary and secondary learning difficulties and disabilities such as mental health (28%), Dyslexia (19%), autism spectrum (8%) and others.

7.1.2 The education provider, Weston College, was made subject of an improvement order at the beginning of the reporting year. The inadequate service further restricted prisoner access to good-quality learning opportunities due to the poor performance of the education provider. Completion rates of all levels of English and mathematics, as well as English as a foreign language (EFL), fell well below 70%.

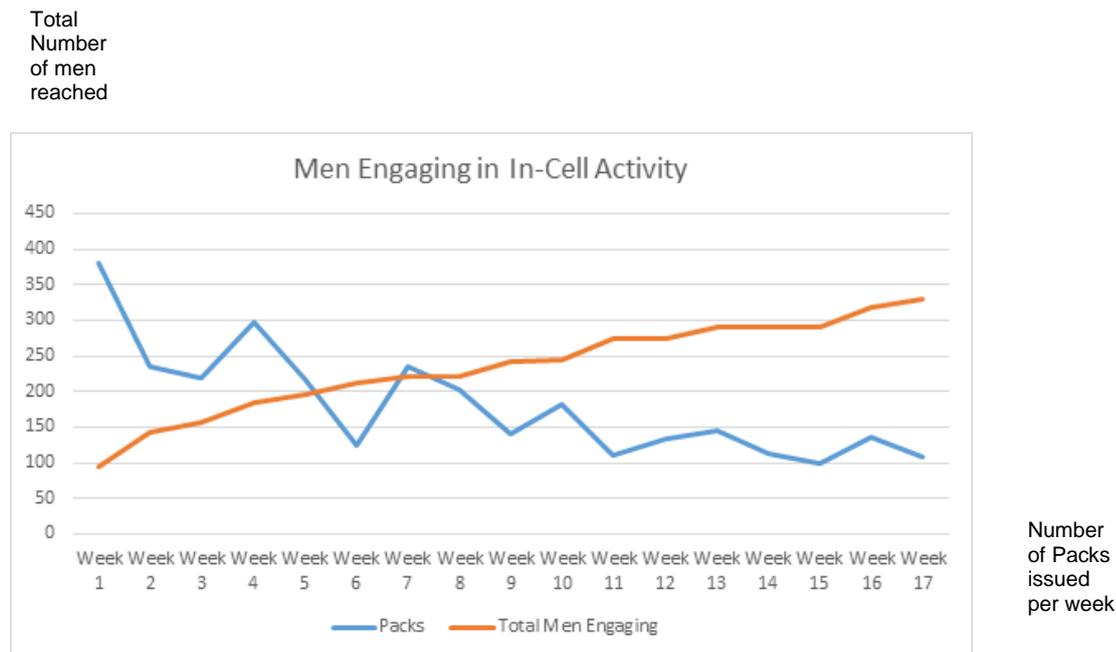


Completion Rate of EFL, Functional English and Functional Maths course

7.1.3 The delivery of education since March 2020 was entirely through in-cell packs. Guys Marsh education staff and, latterly, Weston College staff delivered 4737 packs since the beginning of lockdown and provided some telephone feedback where requested. Priority for future recruitment onto courses will be given to those who have completed current in-cell packs.

7.1.4 There was initially a high take-up of in-cell packs which decreased over time as the restricted regime continued. Recent developments include the appointment of wing representatives to support in-cell learning and staff members having greater contact with course members on the wing, in a socially distanced way.

7.1.5 In-cell engagement with learning packs show good engagement at first. These included distraction packs for which there was less of a demand as lockdown progressed. The demand for coursework packs, marked by Weston College, remained largely steady.



7.1.6 The library has been closed for general access since lockdown. Currently requests can be made by prisoners via the wings, and stock is sent down. The logistics of managing returns are not easy. New stock is bought in monthly by the librarian.

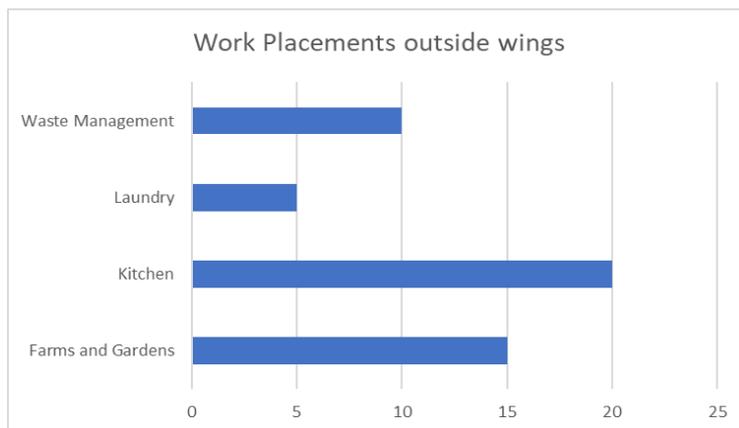
7.1.7 Eight students were enrolled on distance learning courses and they had regular access to the library. Work was saved on a local server. Eight more prospective students were awaiting clearance which was encouraging.

7.2 Vocational training, work

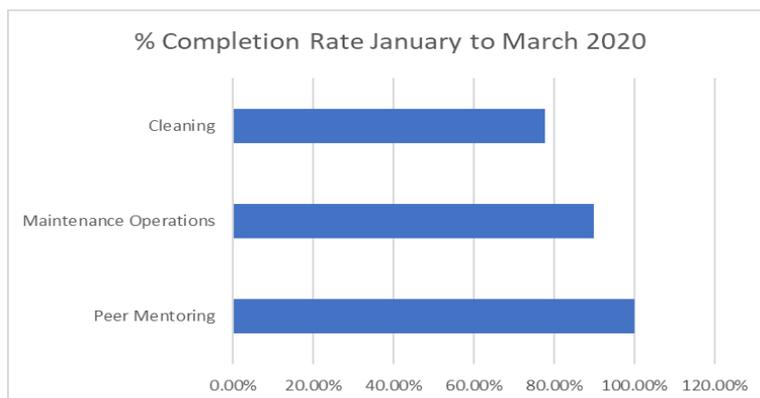
7.2.1 Guys Marsh is a training and resettlement establishment within the South West region. The attendance at work has been a major casualty of the COVID-19 restrictions, with only the kitchens, farms and gardens, laundry and waste management offering any purposeful activity.

7.2.2 There were only 50 prisoners employed off the wing. The effect of the restricted regime and lack of work placements have had a detrimental effect on the well-being of the prisoners and, as the Board has been repeatedly told, a reason for some prisoners to use drugs to pass the time.

7.2.3 Work placement outside wings



7.2.4 In welcome contrast to educational courses, the completion rates of vocational courses were high until March, when the restricted regime came into force (see figure below.) They included forklift operations, ICT, bricklaying, maintenance operations and barbering



Completion Rates of Vocational Courses March 2020

7.2.5 The Board would have welcomed a wider range of trades courses being offered. Prisoner feedback suggested that the offer, prior to lockdown was restricted and did not meet the needs of those leaving the prison for employment.

7.2.6 During the reporting year, the SMT clearly identified that there was an urgent need to expand the work-based provision as soon as the prison can move into exceptional delivery model level 2. Those plans include the expansion of current contract involving bulk hardware packing, but more significantly involve placements which will develop a wider range of work-based skills. Notable amongst these are with Bylor (Hinkley Point C build), the Prison Industries Textiles and the expansion of servicing faulty televisions and minor electronic equipment across the prison service.

7.2.7 The Board hopes that the added revenue these contracts will bring to the prison will allow for a more generous pay scale to be established than the one currently in place.

7.2.8 Those areas that offered national vocational qualifications up to March, notably kitchens, farms and gardens and the gym are models of good practice.

7.3 Offender management, progression

7.3.1 The offender management unit saw a change in senior probation officer in March. Staffing levels were depleted by two probation officers seconded to the community. However, during the lockdown period, 2 members of the programmes team assisted with reducing the backlog of OASys assessments, which by the end of November 2020 stood at 12.

7.3.2 Prisoners benefitted from having a named offender manager throughout their time at Guys Marsh, with whom they could build a beneficial relationship.

7.3.3 A new development in the reporting year was the public protection steering group chaired by the senior probation officer and scheduled to meet quarterly to discuss multiagency public protection arrangements (MAPPA) processes, safeguarding measures, harassment, victims' measures, risk to children, telephone and mail monitoring and lessons learnt.

7.3.4 As reported last year, the Board considers that the offending behaviour programmes offered do not provide enough places for the needs of the population. According to an internal report: 'Resolve, the Thinking Skills Programme (TSP) and maturity toolkits are utilised to best effect and on a needs/priority basis, prisoners remain at the establishment untreated or awaiting acceptance to other establishments where high intensity programmes (such as Kaizen) are available.' This is evidence of the complexity of the prison population and the disruptive behaviours in the prison.

7.3.5 The work of the programmes team was significantly disrupted by the COVID-19 regime. Eight prisoners completed the Think First course early in the year, it is expected that a total of 10 prisoners will have completed by the end of the reporting year. Think First and Resolve restarted with reduced numbers due to social distancing requirements. During lockdown the team adapted by working with prisoners individually when requested and by November the team were working with nine prisoners on the one-to-one programme Choices and Changes. They also assisted by devising in-cell packs for working on self-awareness and victim awareness.

7.3.6 An increasing number of prisoners suitable for moderate interventions such as TSP have not had time to access the programme because they have arrived at the prison with limited time left to serve and the disruption to programme delivery as a result of COVID-19 restrictions.

7.3.7 The Board was informed that only two prisoners met the criteria for the newly instigated early release scheme because so many prisoners at Guys Marsh have a high marker for domestic violence. At the time of writing, 41% of the prison population were MAPPA eligible individuals assessed as high risk to the public and requiring robust risk management.

7.3.8 Given the numbers involved, the Board will ask the prison service yet again (for the third time) to consider increasing access to specialised courses so that prisoners have enough opportunity to address their offending behaviour.

7.4 Family contact

7.4.1 Three surveys exploring both families' and residents' experience of contact were conducted in July and October 2020 by the Barnados' worker and the prison. The results were generally positive, ranging from some 50%-85% satisfaction levels for families, and 44%-77% for the men. (Both samples were very small, but visit numbers were also down). Some new initiatives have been introduced as a result of COVID-19 and are to continue post-epidemic. Not all staff were seen positively by families: "*Remember WE are not prisoners*" was a resounding comment from the families' survey. There is also a need for staff to respect families' boundaries in the Visitors' Centre.

7.4.2 Information about Barnardos', giving contact details of family champions and workers for families, is now included in the induction process, as some prisoners were unaware who to contact in regard to family matters. Restricted visits feedback, particularly the new visas, was also positive. A monthly families' newsletter has been introduced since COVID-19 and will continue after that; the current email mail list is very small (19) but it is also published on the prison's Twitter page. The 'family mailbox' has also been re-introduced during COVID-19 restrictions.

7.4.3 The increased PIN phone credit for the in-cell telephones pilot has been particularly appreciated, along with the prisoner voicemail system and the new 'email a prisoner' scheme (the latter now including photographs). The 'purple visits' (video calling scheme) had some teething problems but is now running at some 66% usage (survey sample only), and extension past the epidemic should be considered, enabling families with difficult journeys to maintain easy contact. In addition, the use of e-tablets for live streaming of funerals, organised by the chaplaincy, helps to support prisoners' psychological health. However, future use of 'purple visits' would not be free to either the prison or the families, and opinion is divided, with some prisoners fearing this may help replace physical visits, rather than be an adjunct to them.

7.4.4 Physical visits have been cancelled or curtailed since the end of March, but where they have taken place, feedback regarding staff support has been positive, and the appointment of a play worker in October 2019 has been a welcomed move. All parties recognised that measures were necessary to increase safety and follow national guidelines. The reintroduction of refreshments was requested when possible, and all looked forward to being able to touch again, especially where children were concerned. Prisoners were not allowed to take the pictures drawn by children in the visits hall back to their cells, a decision which should be reconsidered (even if photocopies are used). All family days planned for 2020 have been cancelled since March, but if they are able to resume, themed event visits (currently partially replaced by writing packs) will continue as before. The Friends of Guys Marsh Prison continue to run transport support for visits when possible.

7.4.5. There are positive parenting initiatives running within the prison, although some have suffered not just from COVID-19 restrictions, but with the departure of the temporary staff member who ran them. Initiatives include: Storybook Dads (which could now be digitalised) and its mirror image Families on Film, in-cell writing packs

for special occasions, and Swaps (of activity sheets between fathers and children). The Dads' Shack, making toys for and talking about their children, is currently suspended, and the popular Build a Bear initiative relied on donated materials. The extension of the Barnados' contract to develop and encourage participation in all parenting initiatives is welcomed.

7.4.6 Several more initiatives were being explored, most arising from COVID-19 experiences:

- a further survey of prisoners' family contact experience, plus focus groups for men and families
- extension of e-tablet computer use (for example, prisoner inclusion in social care meetings concerning their children)
- a special family day for fathers of new babies
- development of Swap packs for adult family members
- setting up 'Inside Talking' phone groups during COVID-19 (preparation for return home)
- reinstate actions for men not receiving visits (information packs, dedicated visits with outside agencies)
- reintroduction of refreshments in the visitors centre once it opens again
- introduction of Families Messages initiative (receiving childrens' voice recordings)
- possible introduction of clothing parcels from families

7.4.7 COVID-19 has brought families more to the fore, and that focus should continue and develop as an integral part of prisoners' mental well-being and preparation for release.

7.5 Resettlement planning

7.5.1 The second stage of the Offender Management in Custody programme (OMIC) was implemented, with key dates for OASys reviews and release plans (8 months prior to release) and handover to community probation teams (at 7 months prior to release, with a focus on case management for all high -risk prisoners. At 12 weeks prior to release, all prisoners were seen by Catch 22, contracted by the prison community rehabilitation company.

7.5.2 Catch 22 staff told the Board that all prisoners were released to housing or hostels from March, the beginning of lockdown.

8. The work of the IMB

8.1 During the reporting year, Guys Marsh was clear of COVID-19 infection. However, in view of the fluctuating national guidance, the Board worked with a system of hybrid monitoring. Some team members visited the prison, but all Board members used telephone contact in coordinated support. We were committed to the safety of the prisoners which limited direct access at certain times.

8.2 The prison's daily report was received by all the members of the Board, with the ACCT register and minutes of meetings via the secure cjsm system.

8.3 Board meetings were held in the Governor's Boardroom from December 2020 until February 2021, remotely from March to July and on-site from August to November.

Board statistics

Recommended complement of Board members (until reallocation in 2020)	16
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	11
Total number of visits to the establishment	215
Total number of segregation reviews attended	4

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	8	1
B	Discipline, including adjudications, IEP, sanctions	10	2
C	Equality	4	6
D	Purposeful activity, including education, work, training, library, regime, time out of cell	8	4
E1	Letters, visits, telephones, public protection restrictions	8	6
E2	Finance, including pay, private monies, spends	8	7
F	Food and kitchens	3	5
G	Health, including physical, mental, social care	17	5
H1	Property within this establishment	14	9
H2	Property during transfer or in another establishment or location	30	26
H3	Canteen, facility list, catalogue(s)	5	1
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	12	5
J	Staff/prisoner concerns, including bullying	16	15
K	Transfers	6	4
L	Miscellaneous, including complaints system	21	20
	Total number of applications	170	116



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