



Independent
Monitoring
Boards

Annual Report of the Independent Monitoring Board at HMP Featherstone

**For reporting year
1 November 2020 – 31 October 2021**

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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

2.1 HMP Featherstone is a public sector adult male closed category C training and resettlement prison, situated eight miles north of Wolverhampton. It opened in 1976 and occupies part of the same campus as HMPs Oakwood and Brinsford. It receives prisoners mostly from local prisons HMPs Hewell and Birmingham.

2.2 The prison has a baseline certified normal accommodation of 671, with an operational capacity of 687. This operational capacity was temporarily reduced to 668 during the Covid-19 pandemic. The majority of cells, apart from those on house block 5 (the induction wing), are single occupancy.

2.3 As of 31 October 2020:

- 0 prisoners are unsentenced.
- 4 prisoners are serving less than 12 months.
- 152 prisoners are serving between 12 months and four years.
- 394 prisoners are serving determinate sentences of longer than four years.
- 25 prisoners are serving indeterminate sentences for public protection (IPP)
- 44 prisoners are serving life sentences (non-IPP).
- 31 prisoners are serving extended determinate sentences.
- 31 prisoners are foreign nationals.

2.4 The accommodation comprises seven residential house units. The figures below represent a snapshot of the day the data was collected, and are not maximum occupancy figures:

- House block 1 – A two-storey block holding 116 prisoners, with a maximum capacity of 120.
- House block 2 – A two-storey block holding 59 prisoners. During the Covid-19 regime, one spur was reserved for the isolation of symptomatic prisoners. House 2 has a maximum capacity of 120 prisoners when operating as a regular house unit.
- House block 3 – A two-storey block holding 116 prisoners, with a maximum capacity of 120.
- House block 4 – A two-storey block holding 114 prisoners, with a maximum capacity of 120.
- House block 5 – A three-storey block holding 88 prisoners. During the Covid-19 restrictions, cells on different levels were reserved for cohorts of

incoming and outgoing prisoners, to ensure that there was no cross-contamination.

- House block 6 – A two-storey block holding 35 prisoners, normally occupied by enhanced status prisoners. Cells in this wing do not have access to integral facilities.
- House block 7 – A two-storey block holding 76 prisoners, normally occupied by enhanced status prisoners. During the Covid-19 period, one spur of cells was reserved for vulnerable prisoners under shielding arrangements.
- Care and separation unit (CSU) – A two-storey block holding up to 10 prisoners in standard cells, plus a special cell.

2.5 The prison serves the Warwickshire and West Mercia areas for resettlement purposes. Prisoners are expected to improve their educational levels, work and train in preparation for release in the final part of their sentence. Prior to the Covid-19 restrictions, over 75% of prisoners were involved in activities.

2.6 Key providers of services are:

- Physical healthcare provider: Practice Plus Group (PPG)
- Mental health provider: Inclusion (Midlands Partnership NHS Trust)
- Learning and skills provider: Novus
- Community rehabilitation company (CRC): Warwickshire and West Mercia CRC **(Until June 2021)**
- **Accommodation provider (from June 2021): Nacro**
- Escort contractor: GeoAmey
- Catering services: Bidvest
- Medication: Lloyds Pharmacy Services, transferred to PPG
- Library service: Staffordshire Library Service
- Ordering and delivering of canteen items: DHL
- Maintenance: Amey

2.7 There is a gym, healthcare department, kitchen, education department, library, chaplaincy, reception and visits hall, as well as extensive workshops and horticultural areas. Other departments are located either in the main administration block or elsewhere around the prison. The visitors centre is located separately, at the front of the main prison, and is operated by Barnardo's.

3. Executive summary

3.1 Background to the report

3.1.1 This report presents the findings of the Board at HMP Featherstone for the period 1 November 2020 to 31 October 2021. For much of the reporting year the majority of monitoring was conducted using remote monitoring arrangements, although limited direct monitoring was maintained throughout, particularly in regard to segregation. Board members received every assistance from all prison staff in attempting to gain information, but direct access to prisoners was extremely limited and hence had an impact on the evidence collected. As the year progressed more direct monitoring took place, with on-site Board meetings recommencing in June 2021.

3.1.2 Remote monitoring included:

- teleconferencing for Board meetings and regional forums
- regular telephone rota questioning of staff on the house units and in other departments
- the collection of prisoner applications by prison staff, which were then forwarded to the Board
- email correspondence with the prison council prisoner lead, facilitated by the IMB clerk
- weekly telephone conversations with the Governor
- participation in the IMB 0800 applications line, accessed by prisoners from their in-cell telephones.

3.1.3 Despite the difficult operating circumstances during the pandemic, staff and prisoners alike rose to the challenges and cooperated well to ensure that everyone remained safe. The prison council was instrumental in communication with prisoners, gaining feedback and securing compliance with the new regime requirements. The restricted regime saw reductions in the number of assessment, care in custody and teamwork (ACCT) documents, self-harming, violence levels and use of force, resulting in prisoners reporting that they felt much safer (see sections 4.2 and 4.3).

3.1.4 Covid-19 had a significant impact on the Board's ability to gather information and discuss the contents of this annual report with prison staff. The Board has therefore tried to cover as much ground as possible in these difficult circumstances, but inevitably there is less detail and supporting evidence than usual. Ministers are aware of these constraints. Regular information is being collected specifically on the prison's response to the pandemic, and that is being collated nationally.

3.1.5 The Board is appreciative of the efforts of the Governor and all the staff for their support and encouragement in enabling the Board to maintain its monitoring role during the pandemic.

3.2 Main judgements

How safe is the prison?

3.2.1 The Board believes, that prisoners are, for the most part, safe. Throughout the year the atmosphere within the prison appeared largely positive, with generally good relationships between staff and prisoners creating a climate where individuals could raise concerns. The prison safer custody team has taken a robust approach to collecting data, monitoring and managing situations as they arise, and has initiated a variety of approaches to address problem areas. However, the prison population includes a large number of prisoners convicted of violent crime, often with links to organised crime groups, so there remains a concern that there is often pressure on more vulnerable prisoners to hold illicit items.

3.2.2 There was a severe spike of psychoactive substances (PS) use this year and the production of 'hooch' presented constant problems. The prison tackled the issues head on and is to be commended on the strategy used to reduce drug issues (see section 4.5).

How fairly and humanely are prisoners treated?

3.2.3 The Board feels that generally prisoners are fairly and humanely treated. Prison officers have been observed to behave with respect, good humour and care, even under the most difficult of circumstances. In particular, the care and separation unit (CSU) faced challenges, managing several prisoners with difficult mental health issues. The Board observed the positive effects these efforts have produced on the wellbeing of these prisoners. Staff do not always have specialist mental health training, but have done their best and should be congratulated on their patience and perseverance.

3.2.4 Despite the work done improving the fabric of the buildings their condition is still poor. Many cells are dark, with shoddy windows and a heating system that is not fit for purpose. Even before lockdown, although there are dining facilities, most prisoners ate in their meals in cells, close to the toilet. Substantial improvement is urgently required to bring the accommodation up to a decent standard (see section 5.1).

How well are prisoners' health and wellbeing needs met?

3.2.5 The provision of medical services is generally well managed and consistent with provision in the community. The issues arising from Covid-19 placed additional pressures on the provision of all services, which were generally well coped with (see section 6.1).

3.2.6 Throughout the reporting year the waiting list for the dentist has been excessive and at times, due to lack of staff, no practical provision has been provided. Continual promises of improvement are made, but this has been an ongoing problem for some years (see section 6.2.2).

3.2.7 The transfer of the pharmacy contract from Lloyds to PPG provoked serious disruptions to the provision of healthcare. Prisoners were delayed in getting

medication, additional drug stocks had to be kept in the prison, staff were seconded to the pharmacy and a data breach occurred. There has now been an improvement, but the prison has been fortunate not to experience more serious outcomes (see section 6.2.3).

3.2.8 As previously reported, the system for booking appointments is outdated and improvements need to be made.

How well are prisoners progressed towards successful resettlement?

3.2.9 Due to the pandemic, education provision has been extremely limited. Additionally, staffing issues have meant that opportunities for progression by this route have been extremely limited. Progress has been made in preparing the system for reopening (see section 7.1).

3.2.10 Opportunities for work were also limited during the year. Where possible, work opportunities were arranged to allow activity to be available to the maximum number of prisoners (see section 7.2).

3.2.11 Resettlement provision is a cause for concern. There appears to be a lack of cohesion between different providers and prisoners are being released without bank accounts or accommodation (see section 7.5).

3.3 Main areas for development

TO THE MINISTER

Featherstone was built in the 1970s and despite some improvements this shows in much of the accommodation, with showers, windows and heating which are not up to contemporary standards. We understand that the Ministry is aware of this, but consideration of improving the physical environment should urgently be made.

TO THE PRISON SERVICE

This year again saw the transfer of another major contract (pharmacy) which caused significant issues in the supply of adequate services to prisoners. This follows on from the previous transfer of contracts, e.g. education and maintenance, which initially resulted in substandard provision for prisoners. In the light of these initial failures, the procurement process must be questioned.

The monitoring of incoming prisoners has seen significant finds of prisoners arriving with drugs, which were found on scanning, as well as some examples of positive tests for Covid-19 Why are prisons allowed to export their problems in this way?

Prisoners property, particularly on transfer, remains a significant issue for the Board. How will the prison service put systems in place to resolve these issues.

TO THE GOVERNOR

The provision of healthcare services has generally been good this year, and management have been responsive to the IMB. However there have been a number of issues with healthcare which will require continued monitoring by the prison, i.e. the dental contract, which has continuously underperformed; the provision of medication; the operation of the complaints system; and attendance at segregation reviews and use of force incidents.

Shortly after appointment, the Governor recognised that there were some problems with the culture of some staff and took steps to improve it. More than a year on, our applications indicate that some of these problems may remain and vigilance will need to be maintained to ensure issues are addressed.

3.4 Progress since the last report

Concerns highlighted in last year's report were as follows:

Addressed to:	Concerns 31/10/20	Current assessment 31/10/21
Minister	How will the Minister support the improvement of the physical infrastructure?	The showers on house block 5 have been refurbished. Amey have completed repairs to the roof of industries and the water system. Repainting around the prison took place during lockdown. The enhanced gate security pod arrived on site in June and awaits fitting out before it can be operational. HMP Featherstone is a prison that needs major investment. The Board has been asking for this for many years. Decency standards need to be driven up urgently.
Minister	How will the Minister ensure that the awarding of contracts is more robust and subject to scrutiny in the future?	We have continued to see contracts transferred with deleterious effects on prisoners (The pharmacy contract)
Prison Service	What plans does the Prison Service intend to put in place to address the shortcomings for the future of the cessation of education programs, rehabilitative initiatives and many key worker contacts as a result of the Covid-19 epidemic, which have been fundamental to the completion of sentence plans?	
Prison	How can the Prison	

Service	Service take a more proactive role in both the negotiation and monitoring of the contract process, to ensure that public funds are well spent to achieve the agreed outcomes?	
Prison Service	What additional resources can the Prison Service provide to ensure that a minimal acceptable standard is available?	Partially achieved. We understand that a Ministry of Justice (MOJ) review is presently underway to explore potential expansion options. The Board strongly feels that urgent and radical action is needed, as many of the prison buildings, particularly house blocks 1-4 and the kitchen, are not fit for purpose. As an absolute minimum, the fire safety systems need overhauling.
Governor	Can the Governor consider a more robust approach to the scrutiny of all staff/official prison visitors? The number of drug and illicit finds/limited searches undertaken.	This has improved and hopefully will get better when the enhanced gate security pod is up and running. The Board has witnessed more intelligence-led searches taking place, supported by the regional dog searching team. Every effort must be put into enhancing security to prevent illegal items from entering the prison, which puts the safety and security of staff and prisoners at risk.
Governor	Can the Governor discuss these shortcomings with the head of Healthcare to ensure that measures are in place to address these concerns : attendance at CSU reviews and use of force incidents, the monitoring of self-dispensing of medication held by prisoners, the operation of the healthcare complaints procedure, the thoroughness of mental health reviews and the reporting relationship with general healthcare.	Some progress has been made but the Board still feels that all these areas need to be tightened up.
Governor	The length of time spent in the CSU for a small number of prisoners gives	This is still an issue, but it is encouraging that prisoners in the CSU are encouraged and supported

	some cause for concern – Can the Governor explore alternative approaches for some of these difficult cases at a regional level, to see if there is a better approach?	to return to their normal location in stages over a period of time in such a way as not to compromise their safety and security. There is still a small group of prisoners with mental health issues who do not appear to be getting the professional support they need. This can put a strain on the CSU staff who are not sufficiently trained to deal with these complex issues.
Governor	The general application system for prisoners is not always consistent across house units – Can the Governor investigate and monitor the system, to ensure a consistent and timely approach, and consider any training for new staff?	The Board is of the opinion that the application and complaints systems require a complete overhaul and review. Prisoners are not always responded to in a timely manner, and sometimes their applications/complaints simply disappear. This is a problem experienced right across the Prison Service that needs addressing. A more transparent, consistent and time-driven system is needed.

Improvements made during the year were as follows:

- Refurbishment of house block 5 showers. General repainting around the prison during lockdown.
- Enhanced gate security pod on site in June 2021 (awaiting fitting out).
- Amey completed repairs to industries roof and water system.
- Kitchen implemented the menu choice pre-select system across the establishment.
- Additional video link terminal installed and commissioned in the offender management unit (OMU), which increased the capacity to three video-link booths.
- Climate assessment and culture workshops. Introduction of the new ACCT document.
- PCR and LFD Covid-19 testing, together with roll-out of vaccination programme and wearing of face masks.
- The tremendous ongoing work carried out by the horticulture/garden team in maintaining the grounds to a high standard, producing fantastic floral displays around the prison as well as an abundance of vegetables.
- Towards the end of the reporting period, the Football Association/Prison Service initiative the ‘twinning project’ with the nominated club Walsall FC commenced. This will give those participating prisoners an FA accredited qualification in football coaching, as well as enhancing their life/pro-social skills and provide support on release from prison.

- From April, 2021 all new POELTS (those on the prison officer entry level training scheme) will be required to complete an apprenticeship as part of their officer development. The Board warmly welcomes this initiative.

Evidence sections 4 – 7

4. Safety

The Board would like to thank the senior leadership team and the dedicated staff of the prison for their tireless work during the extreme circumstances of the Covid-19 pandemic. All those concerned should be proud of the resilience they have demonstrated. At all times the safety and wellbeing of the prisoners in their charge was paramount, particularly as it is well known that in closed communities infection can spread rapidly if not managed effectively.

4.1 Reception and induction

4.1.1. The reception area is a pleasant and welcoming area for both newly-arrived prisoners and those being discharged or transferred to other establishments. Covid-19 testing was introduced on 7 December 2020 for all incoming prisoners on days one and five, and their property was put into isolation for 14 days. Health screening is routinely carried out satisfactorily. Reception is normally staffed by two prison officers, which appears to be sufficient, but they are often redeployed, particularly at weekends. In addition, there is a reception prisoner orderly who cleans the area twice daily.

4.1.2. Periodically there is a build-up of prisoners' property, which creates storage problems and frustration amongst prisoners. The incoming parcels policy was substantially improved in August, which led to a reduction in the number of parcels coming in. The arrival of transferred prisoners with excessive property has caused some issues. Prisoners' property still remains a longstanding national issue which has still not been resolved satisfactorily and must be addressed.

4.1.3. The Board is concerned that some transferred prisoners have arrived either with Covid-19 or concealed contraband. Questions must be asked about precautions taken by the transferring prisons to avoid this.

4.1.4. The new X-ray machine in reception has been very effective in preventing the ingress of illegal items. It gives very clear pictures and is an essential tool in trying to stop illicit items from entering the establishment. The Board has been calling for improved security procedures for many years and this is a very welcome step. Late summer saw the arrival on site of the enhanced gate security modular building, which is still being fitted out. The Board hopes that, once this is equipped and staff trained, security and safety will be enhanced. In October 2021 the prison introduced a new bag policy of manual searching a minimum of 25% of all bags each day to reduce the threats to the security of the establishment.

4.1.5 During the reporting year, the induction materials were enhanced by the introduction of an education catalogue and new materials from the library.

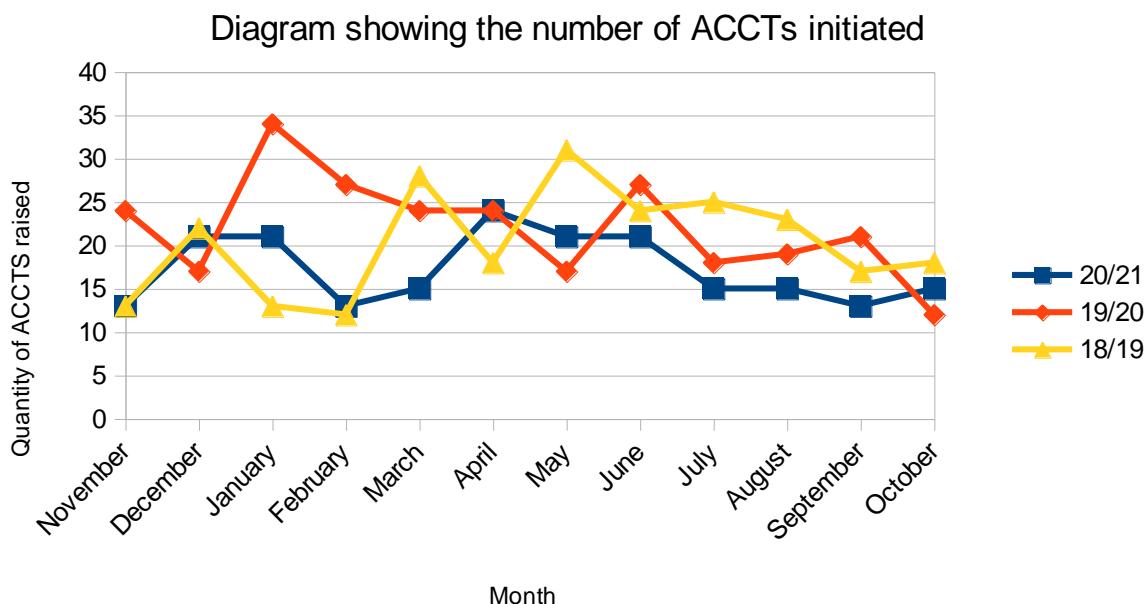
4.1.6 Newly-arrived prisoners are kept in cohorts on house 5 induction wing, where they shower, exercise and take meals together to prevent the spread of infection throughout the general prison population.

4.2. Suicide and self-harm, deaths in custody.

4.2.1. The safer custody team have a wealth of knowledge and experience in supporting those vulnerable prisoners who need suitable interventions to try and alleviate their issues. Care and attention is given through multi-departmental involvement to support those needing help. When areas for concern are flagged up every consideration is given to putting a bespoke support package in place for the particular individual.

4.2.2. A total of 207 ACCT (assessment, care in custody and teamwork) documents were opened during the reporting period. The following table and diagram illustrate the comparison of ACCT documents opened in the past three reporting years.

Period	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
20/21	13	21	21	13	15	24	21	21	15	15	13	15	207
19/20	24	17	34	27	24	24	17	27	18	19	21	12	264
18/19	13	22	13	12	28	18	31	24	25	23	17	18	244



4.2.3 This shows some reduction in ACCTs over previous years, possibly reflecting the calmer atmosphere within the prison. IMB members attend ACCT reviews when possible. Generally they felt reviews were positive and helpful. A new ACCT document (ACCT version 6) was rolled out during the reporting year. The IMB members have received training on the new document.

4.2.4. There were a total of 239 incidents of self-harm in the reporting period as shown in the following comparison table. A small number of prisoners were responsible for a large proportion of self-harm incidents. It is very pleasing to see that the number of self-harm incidents compared to pre-Covid levels has fallen

Table showing incidents of self-harm

Period	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
20/21	22 (13)	20 (13)	21 (15)	22 (13)	21 (15)	24 (14)	21 (16)	20 (11)	12 (11)	18 (10)	10 (9)	28 (11)	239 (151)
19/20	35 (11)	34 (15)	36 (17)	45 (18)	49 (22)	27 (16)	31 (14)	26 (16)	20 (11)	23 (13)	15 (10)	18 (7)	359 (170)
18/19	23 (6)	22 (5)	12 (7)	15 (9)	28 (18)	32 (14)	24 (14)	14 (8)	31 (14)	21 (14)	50 (15)	34 (14)	306 (138)

Numbers in brackets show the number of prisoners involved in incidents

4.2.5. There was one death in custody on 13 March 2021 from natural causes. The Prisons and Probation Ombudsman (PPO) made three recommendations and the Board is satisfied that all appropriate actions were taken and support was offered to all those affected by his death.

4.3 Violence and violence reduction, self-isolation

4.3.1. Compared to pre-Covid levels, the prison has made significant progress in reducing levels of violence whilst removing some of the Covid-related restrictions. The Board feels that the previous free flow of prison population to work/education is unlikely to return. The prison population generally has felt much safer over the Covid-19 restricted regime period and movement around the prison in smaller numbers seems to make better sense and appears to be safer for staff and prisoners alike. However time for association and engagement has been more limited than it was pre-Covid. The following tables compare levels of violence over a three-year reporting period.

Prisoner on staff assaults:

	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
2020/21	1	2	2	2	3	5	6	7	2	4	2	0	36
2019/20	3	1	9	2	3	2	4	4	3	3	3	2	39
2018/19	1	4	0	2	2	5	6	0	14	3	12	6	55

Prisoner on prisoner assaults:

	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
2020/21	2	6	0	2	1	3	4	5	6	3	3	5	40
2019/20	20	6	4	9	9	3	4	2	4	4	0	3	68
2018/2019	4	5	5	5	3	9	4	6	5	13	4	9	72

Fights:

	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
2020/21	0	1	1	0	0	3	1	5	2	2	1	4	20
2019/20	6	3	2	8	7	2	2	0	0	4	1	4	39
2018/2019	2	3	4	5	5	3	4	4	5	2	9	5	51

Total number of violent incidents:

	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
2020/21	3	9	3	4	4	11	11	17	10	9	6	9	96
2019/20	29	10	15	19	19	7	10	6	7	11	4	9	146
2018/2019	7	12	9	12	10	17	14	10	24	18	25	20	178

4.3.2 Prisoners identified as violent are managed and supported through challenge, support and intervention plans (CSIPs). The Board is satisfied that investigation and

case management of CSIPs is generally of good quality and consistency for both perpetrators and victims of violence. Any new transfers who have a violence in prisons estimator (VIPER) score of 3 or higher are seen, in order to ensure they are appropriately supported. Violence reduction (VR) representatives were not operating during the reporting year.

4.3.3. The Board does have concerns that body-worn video cameras (BWVCs) are not always activated before and after incidents to strengthen the available evidence.

4.3.4 We are also concerned about the number of CCTV cameras around the prison that are not always working. An urgent review should be conducted to ensure there is good coverage around the prison, particularly at potential trigger points and if considered necessary expanding camera usage elsewhere around the establishment.

4.3.5 During the reporting year the Board has received a number of allegations regarding the behaviour of some prison officers towards the prisoners in their care. This follows on from incidents in the previous year. We are satisfied in the efforts the prison has made in investigating these matters and in the strong lead given by the Governor regarding ensuring the staff culture is correct. We hope to see these efforts continuing to be prioritised for the benefit of both prisoners and staff.

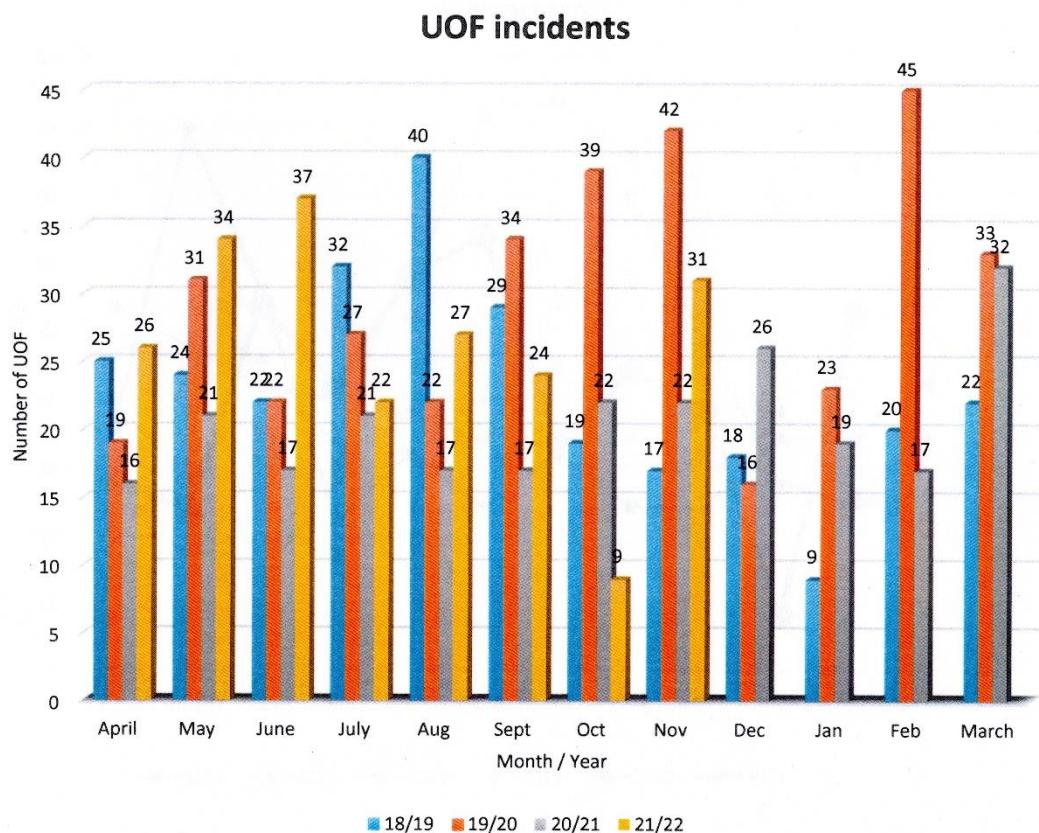
4.3.6 The number of prisoners choosing to self-isolate has fallen. Typically, the prison had six to eight prisoners monthly who chose to isolate, mainly due to debts, threats, mental health issues, being forced to hold illicit items and issues around their offences. Most were reintegrated into the regime quickly.

4.4 Use of force

4.4.1 The Board considers that the use of force, both planned and spontaneous, is well managed, taken seriously, and recorded with the required documentation. Use of force review meetings are held regularly to ensure procedures are applied consistently and appropriately together with any identified learning opportunities.

4.4.2 Where staff have received training in this area it is well developed and thorough. However, due to the impact of the pandemic on the training of staff there has been a reduction in the number of prison officers (approximately 50%) in-date with C&R (control and restraint) basic refresher. There is also a concern that the number of prison officers (reported in October as zero) who are in-date with PAVA and rigid bar cuffs training.

4.4.3 Incidents of use of force show an increase on the previous year, with an average of 27.5 incidents taking place per month since April 2021 (previous year 20.6 per month). This increase could be simply down to the relaxed regime (stage 2) and increased association time but it is also noted that several months show use of force to be above pre-Covid levels and this situation will continue to be monitored.



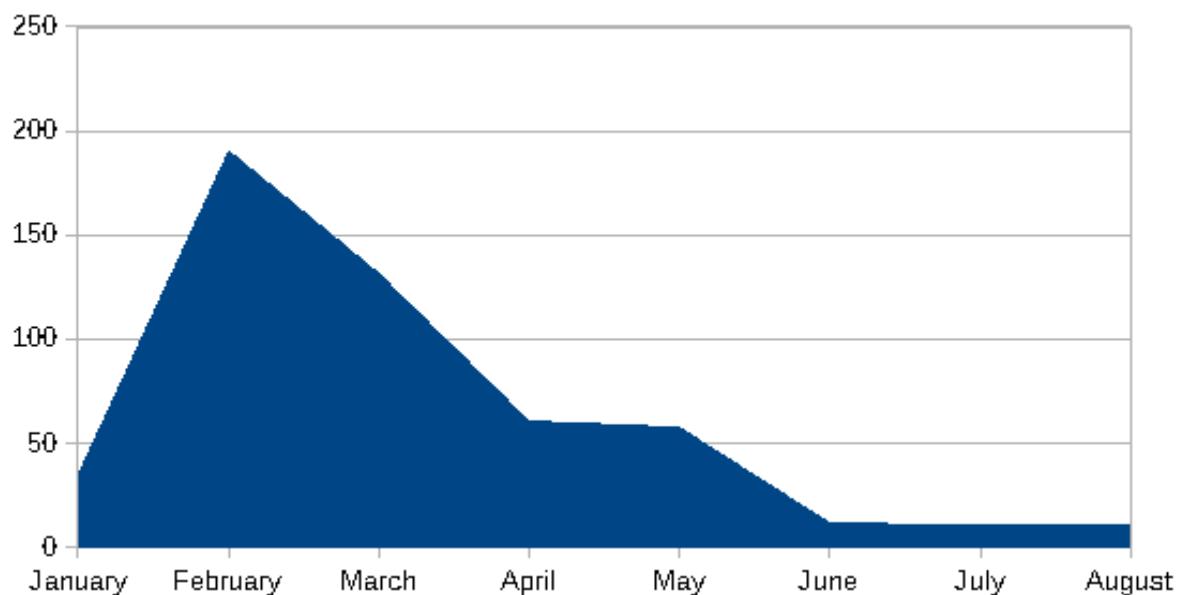
4.4.4 Analysis of the figures does not show trends that require further investigation. A small number of prisoners involved in multiple incidents skews the results. When staff have been involved in multiple incidents they are subject to scrutiny at the monthly meetings.

4.4.5 There was one incident on 30 September 2021 where PAVA was drawn and used. Detailed scrutiny of this incident took place which identified that the protocol for the deployment of PAVA had not been adhered to. This was put down to lack of training. As a result, further training and discussion took place with the individual involved.

4.5 Preventing illicit items

4.5.1 Although there was a constant level of substance misuse throughout the year, there was a severe spike in PS cases between February and April 2021.

Graph showing the number of instances of drug abuse:



4.5.2 The problem was dealt with using a whole team approach. Steps taken included: a prisoner questionnaire; implementation of a closed door policy; stopping Amazon purchases by prisoners; more checks on incoming mail; body scanning for all new arrivals through reception; all prisoners found under the influence seen by inclusion daily; more staff searches; preventing open bottles of liquid from being brought into the prison; and increased welfare checks on prisoners. Although it is acknowledged that some substance misuse may now be more hidden, the issues continue to be taken seriously and with the aim of eliminating PS abuse in the future.

4.5.3 During lockdown serious concerns were raised about vulnerable prisoners choosing to self-isolate because of reprisals due to debt. Significant work was carried out by the prison to address this issue by raising awareness and explaining the processes and the help that was available to those in debt. Prisoners with historical debt were identified and support was offered.

4.5.4. Hooch continued to be an issue. The prison responded by carrying out searching, supported by the regional dog team and removing potential brewing equipment and excess ingredients. Special focus was given in June when the Euro 2020 football competition was taking place.

4.5.5 A drug diagnostic team audit took place in June, in which the IMB participated. Their team concluded that the prison was pulling together to develop an effective strategy to reduce drug use at the prison.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

5.1.1 HMP Featherstone has a total capacity of 687 prisoners, accommodated across seven house units. The cleanliness and ventilation of cells is variable. Although the majority of cells are for single occupancy, during the increased period of isolation it has meant that prisoners have had to eat all meals in a confined space next to a toilet, and use sinks for a variety of washing purposes. The deep cleaning and programmes of painting in all areas have helped to improve the situation, so that the whole site has a fresher and more welcoming appeal. However, this does not overcome the basic underlying poor quality of the infrastructure and lack of investment in structural improvements.

5.1.2 During the year house block 3 had significant issues with the plumbing and blocked drains. Both staff and prisoners reported that this is a recurring issue, with problems experienced approximately every four months.

5.1.3. It is particularly disappointing that the lift is not yet operational. This has been ongoing for some considerable time now. The challenge of negotiating steps for those with mobility issues has been observed by the Board. Although we have been assured that the matter will be addressed early in the next reporting year, it seems that those with disability issues are not always given the priority they deserve.

5.1.4 A limited amount of work on buildings and furnishings continued at the end of 2020, which saw some improvement in standards. The showers on house block 5 have been refurbished. Amey have completed repairs to the roof of industries and the water system. The enhanced gate security pod arrived on-site in June and awaits fitting out before it can be operational.

5.1.5 A new head of residence was appointed in December 2020, but refurbishment work was limited because HMPPS were considering major work on the prison. Much of the work done on the prison was therefore limited to 'firefighting' a series of problems, including the heating and plumbing.

5.1.6 The clean, rehabilitative, enabling and decent (CRED) programme operated for only a short period this year. It is beneficial to both the prison and the prisoners involved in improving the standard of decoration on the houses. A conversation with two prisoners decorating one of the house blocks revealed the programme had already helped them into employment and they had jobs waiting for them on release.

5.1.7 The provision of meals continued as normal during the regime restrictions, and prisoners were able to collect their food on a well-regulated rota basis, ensuring that social distancing was observed. The standard of food is acceptable but variable, although menus are reviewed and changed to ensure they provide what is required. The Board was pleased to see the addition of large quantities of fresh produce from the prison garden.

5.1.8 Prisoners were provided with additional comfort snack packs until October 2021, and this was well received. The kitchen equipment is ageing and constantly in need of repair. An urgent capital investment is required to bring it up to modern standards.

5.2 Segregation

5.2.1 The staff in the CSU had an extremely challenging year, yet the Board believes they coped well with the challenges. The Board has managed to maintain a good level of monitoring here, using a dedicated member who has attended throughout the pandemic. In total 163 prisoners were located in the CSU, which represents a significant increase over the 139 the previous year.

5.2.2 External adjudications took place by video link throughout the year, with no particular challenges with the technology.

5.2.3 Two cells had continual maintenance problems which resulted in them being out of use for prolonged periods. One has a leaky roof which has defied efforts to repair it, and the other has repeated problems with the sink and toilet leaking. On occasions these have had to be used due to high occupancy levels.

5.2.4 Those prisoners confined to the CSU presented staff with some very challenging behaviours. The Board was impressed by the dedication, compassion and skills of the staff on the unit in creating a positive climate, where some of the issues could be addressed. They acted in a firm but fair way and went well beyond what might be expected. An example of more challenging behaviour was a prisoner who self-harmed so severely he needed hospitalisation and an operation. Several prisoners with mental health issues sufficiently severe that they were sectioned either directly from segregation or shortly after being there were also encountered. One prisoner was received from another prison after a serious self-harm attempt. This information was unknown on transfer, and he self-harmed again by cutting his neck open after arrival. This was followed by other incidents of self-harm. With patient work, he was able to be transferred in a much more stable state to normal accommodation.

The work of segregation is appreciated by families. Part of an email from a relative is reproduced below.

‘There were a couple of events to our knowledge where his mental health deteriorated. On each occasion the staff at HMP Featherstone were straight onto things and took appropriate measures to ensure their prisoners well-being. Not only is such prompt and effective action crucial to the prisoner and HM prison service as no one desires an unintended outcome, but it is also very reassuring to relatives such as my wife, who is’s mother and indeed to me as his stepfather

‘We do not underestimate the work, dedication and commitment required by the teams involved to ensure the above and thus cannot overstate our heartfelt appreciation.’

The email went on to praise a senior member of staff for their personal help.

5.2.5. An investigation into a security breach had to be undertaken following an incident in the CSU in July. This was not concluded during the period of this report. However, while this investigation was conducted it was felt that the operation of the CSU was impaired.

5.3 Staff-prisoner relationships, key workers

5.3.1 The atmosphere in the prison throughout the year has generally been quiet, calm and positive. Prison officers described the prison as settled and running smoothly. Prisoners have generally been accepting of the situation and have cooperated throughout. Some frustration has however been expressed when society saw significant easing of restrictions while prisoners did not. Many prisoners felt safer with the more restricted regime. Generally mental health appeared much better than expected.

5.3.2 The prison council contributed to the cooperation and compliance observed during the lockdown and the creation of a calm climate.

5.3.3 The offender management in custody (OmiC) key worker programme continued to be suspended throughout the reporting year, with the exception of high risk cases. Whilst the Board acknowledges the need to use resources in this way, it has left the majority of prisoners in limbo, with very little support. The Board feels that this is a retrograde step, having a considerable impact on the preparation for release.

5.4 Equality and diversity

5.4.1 The Board monitored the prison's approach to equality through review of the bi-monthly equality meetings. The Governor chaired the meetings, with functional governors leading on protected characteristic themes. Issues around equality are taken seriously and given a high priority.

5.4.2 Comprehensive data is provided to the meeting, so that analysis and action can be taken on protected characteristics. Relevant data is also embedded and collected into other portfolios, such as safer custody, which helps inform the treatment of different groups. In general, the Board felt that there were no worrying trends identified by detailed examination of the statistics. The Board believes that the Governor and senior leadership team take these issues seriously and are proactive in their resolution.

5.4.3 Equality and diversity was promoted throughout the prison through events, meetings, special food on menus etc.

5.4.4. The issue of the lift being non-operational for some years (see 5.3.1) is worrying in that prisoners with mobility issues were not able to freely move round the prison. Although we are assured the issue will be dealt with early in the next reporting year it is an example of equal treatment not being given the priority it deserves.

5.5 Faith and pastoral support

5.5.1 Faith and pastoral provision is supportive and well organised.

5.5.2 Staffing changed considerably during the year. The Roman Catholic minister left to go to another prison and another long-standing Christian minister retired.

Recruitment for both Roman Catholic and Church of England ministers was in progress at the end of the reporting year. Sessional staff are being used where appropriate.

5.5.3 During the year the chaplaincy staff have ensured that individual support has been available for prisoners through private prayer, attendance at ACCT reviews and daily visits to the CSU and house units.

5.5.4 The chaplaincy has helped facilitate calls with terminally ill family members and Purple Visits (video calls).

5.5.5 Main congregational prayers and study groups restarted in July.

5.5.6 The prison has exhibited a compassionate attitude during the pandemic, allowing emergency telephone and video calls and attendance at funerals often at very short notice. The following is part of an email shared with the Board:

'I just wanted to thank you all from the bottom of my heart for allowing my brother to attend his father's funeral on Monday 11th January. My mother has said that she has done a prayer for all of you and she will be forever indebted to you all. It was my father's last wish to have his son nearby and you all played a part in that to make that happen, so thank you all.'

The email went on to thank individual members of the chaplaincy team before stating:

'The prison officers that brought to the funeral. Mr. and Mr. I cannot thank them enough for the way they were and the respect they showed; It was second to none. Please can you let them know how much me and my family are indebted to them for bringing to the funeral; but also the way they were when they were here. It almost felt as if they had come to pay their respects at the funeral as part of the family. I do not have their email address or anything so please pass on my regards'.

5.6 Incentives schemes

The IEP system was largely not operated within the period of this report.

5.7 Complaints

5.7.1 The complaint system is managed very efficiently by the business hub. Information regarding the categories of complaints was not available for the reporting period. The Board has now changed the way it monitors complaints to ensure better information is available in future.

5.7.2 The number of applications to the Board reduced to 107 in 2020/21. This compares with 123 in 2019/20 and 174 in 2018/19. The reduction has largely been attributed to the reduced movement of prisoners, resulting in difficulty accessing and submitting forms. The Board made every effort to communicate with all house units by displaying notices, providing sufficient application forms and communicating with the prison council, so that all prisoners were aware of how the Board could be

contacted. It should also be noted that prisoners have access to in-cell phones and the IMB 0800 application line was publicised. This year the property category relating to transfers and other prisons received the largest number of applications (23). This is thought to be due to the increased movement of prisoners during the reporting year.

5.7.3 The second highest category related to healthcare. Healthcare were responsive to enquiries from the Board and acted promptly to deal with any issues. We do however continue to have concerns about the healthcare complaints system. Prisoners are not fully conversant with the system and how to get a complaint logged, so they feel frustrated and ask the Board for help.

5.7.4 Staff/prisoner concerns and bullying saw a decrease in applications, from 16 to 10. The Governor identified staff culture as an issue in the previous year and has worked hard to establish the right culture. It is the Board's opinion that this focus should be maintained

5.8 Property

5.8.1 There continue to be some problems with prisoner property, particularly on transfer. At times a backlog has built up and this has not been helped by the transfer of staff to other duties because of staff shortages.

5.8.2 Problems with cell clearances still occur at times. New staff do not always appear to be fully conversant with how the system should work and how property can be secured.

6. Health and wellbeing

6.1 Healthcare general

6.1.1 Healthcare is provided under contract by Practice Plus Group (formerly Care UK). Several services such as: dental services, mental health and the pharmacy are sub contacted to various providers. For most of the reporting year the head of healthcare was absent due to maternity leave. For part of the year a temporary head of healthcare was in post. Normally agency staff would be used to cover absences, but frequently this was a problem during this year due to competition for staff from, amongst others, the vaccination rollout. This often meant clinically trained management staff had to infill clinical roles.

6.1.2 The Patient Participation Group and the Local Delivery Board have been inactive for most of the reporting year. The Local Delivery Board relaunched in September. The Patient Participation Group was due to be relaunched at the start of the next reporting year.

6.1.3 The healthcare department received 183 concerns/complaints. Thirty of these were upgraded to stage one. The Board felt there were two significant problems within healthcare: firstly problems with dental treatment and secondly with the supply of medication. The Board had reservations about the availability of complaint forms. These could not be printed on the house units and had to be supplied by healthcare and left available near submission boxes. On many occasions the Board checked and no forms were available, and they had to be requested from healthcare staff.

6.2 Physical healthcare

6.2.1 Healthcare staff attend inductions, ACCT reviews and GOOD reviews. It has been noticeable that staff are sometimes late for these reviews or sometimes do not attend at all. Knowledge of the prisoners being reviewed has also frequently been minimal, meaning their input to the review has been limited.

6.2.2 The dentist's waiting list throughout the reporting period has been significant. Difficulties have been seen due to Covid restrictions, but additionally the resignation of a dental nurse meant that many treatments could not be carried out. At one stage when applications were being investigated by the Board, prisoners insisted on showing their mouths and teeth to illustrate the pain and discomfort they were in. Throughout there has been the promise of extra surgeries but the waiting list for dental treatment remained unacceptably high throughout the reporting year.

6.2.3 Following the transfer of the pharmacy contract from Lloyds to PPG, we saw both in our monitoring of segregation and through applications a number of instances where medication was not supplied promptly. This situation was regularly reviewed with healthcare, who told us that the process had completely changed. Remedial actions were taken by healthcare, who took steps to minimise the impact of the situation. These included establishing emergency stockpiles, reviewing medication for alternatives, and loaning a porter for a short period of time to backfill a driver's role. By their actions serious consequences were avoided, and healthcare are to be praised for this. However, the potential consequences of the transfer should not be underestimated.

6.2.4 Featherstone obtained Hepatitis C elimination status in July.

6.3 Mental health

6.3.1. The Board is concerned about a small group of prisoners who have complex mental health issues. The prison does their best, but staff often have to deal with prisoners who need more professional help and support, possibly in a more suitable setting.

6.4 Social care

6.4.1 There is a memorandum of understanding with Staffordshire County Council for the provision of social care for those struggling to complete daily tasks without extra help or aids. The healthcare team is continually looking for innovative ways of improving social care. The provision within the prison is very limited for those with additional needs, yet, with some additional funding, provision could be made for better access. The Board had hoped that a lift would have been installed by now, but this has not been possible in the reporting period. It is anticipated that the work will be carried out in November 2021.

6.5 Exercise, regime

6.5.1 At the start of the year prisoners were locked in their cell for up to 23 hours per day due to the Covid-19 restrictions across the prison complex. This continued for some time and well into 2021, with limited access to exercise and showers. On the whole, prisoners accepted this situation and appreciated that it was for their general health and the wellbeing of the prison as a whole. They accepted that this was happening globally and that everyone was having to be patient.

6.5.2 The restricted regime has allowed some prisoners to work, albeit the number have been significantly reduced, with social distancing being maintained as much as practically possible through work detail cohorts within house units.

7. Progression and resettlement

7.1 Education, library

7.1.1 The performance of Novus, the education contractor, has given cause for concern. For most of the reporting period they operated under notice to improve. Learning was largely remote and although enrolments were good there was a high level of withdrawals. The appointment of a new education manager has led to a considerable improvement in systems, with the notice to improve lifted locally in November 2021. However, these need to be tested with students in attendance. The lifting of the notice at Featherstone is however subject to the fact that the improvements have not been tested fully due to Covid restrictions.

7.1.2 Novus provided in-cell education from 25 September 2020. Some face to face delivery started on 30 August 2021. A total of 562 in-cell courses were started, of which there were 120 withdrawals. We have been unable to obtain a detailed breakdown of courses from Novus.

7.1.3 The IMB conducted a small survey of the in-cell programme, to which there were 15 prisoner responses:

- 14 of the 15 prisoners said they received their work regularly.
- 14 of the 15 said their work was delivered by prison officers and sent back via the prison post system.
- Hours spent studying ranged from one hour per week to 10 hours.
- 14 of the 15 said work was marked regularly.
- 13 of the 15 said written feedback was given.
- 9 of the 15 had feedback via their in-cell phone.
- 12 of the 15 said feedback was useful.
- 13 of the 15 said they had enjoyed the work.

Asked why they chose to do the course, there were answers such as 'I want to better myself'; 'To keep mentally alert'; 'To help with job opportunities'.

These are positive comments and mirror the comments from education's own survey. However, in reality many of the in-cell courses were not completed and returned by the prisoners, so they exceeded their end dates.

7.1.4 When it resumed, face to face education provision remained a concern. Staffing issues/vacancies continued to be a problem throughout the year which, combined with high rates of sickness, has impacted on the ability of Novus to deliver the required courses.

7.1.5 Course uptake for face to face courses has been very low and frequently prisoners who are near or beyond their end date are not attending. Time keeping has also been a problem. Often tutors have to phone the house unit to ask for a prisoner to come down and frequently prisoners are released from the houses at different times, making it difficult for the tutor to start the class. It is the prison's responsibility to get prisoners to education in a timely manner.

7.1.6 Many prisoners did not attend education out of choice, as education time reduced association time. (On one IMB rota visit there were no prisoners in education.) At the time there was little incentive to attend. A new 'education, skills & work activity engagement and refusal policy' has been drawn up and will be put in place from November 2021. This policy clearly defines the consequences of an unacceptable absence. This policy has been welcomed by the Board as a positive way forward, giving prisoners an incentive to attend education.

7.1.7 A quality improvement group has now been re-established, where stakeholders review, monitor, measure and evaluate to improve the quality of the teaching, learning and work placements. The Board sees this as a vital way of ensuring that the development of the quality of teaching and learning at Featherstone is of a high quality for all prisoners. This will be closely monitored by the Board.

7.1.8 The library has continued to provide an excellent service throughout the year.

7.1.9 Induction packs were sent to all new prisoners. 'Quick Reads' and other books were offered alongside distraction and boredom buster packs. Novus and Pact (Prison Advice and Care Trust) also provided distraction packs. These were taken on a trolley to each house unit on a two-weekly timetable.

7.1.10 The library worked closely with safer custody to accommodate prisoners with any special requests.

7.1.11 Storybook Dads continued throughout and 85 were completed between March and September 2021. It is continuing daily in bubbles.

7.1.12 More recently, the library organised a poetry competition where prisoners presented their poems. There was also a short story competition.

7.1.13 Work for Open University and Prison Education Trust learners was also distributed and collected by the library.

Open University

	Enrolled	Transfers	Deferred	Released	Degrees	Cert.of Higher Education
Oct 2020	10	4	3	1	1	1
Feb 2021	8	2	0	1	0	0

Prison Education Trust

	Enrolled	Transfers	Released	Completed
Nov 2020 To Oct 2021	19	2	1	6

7.2 Vocational training, work

7.2.1 It has been a difficult time for all staff and prisoners in terms of prisoners going to work; all areas have been affected by the restricted regime within the prison and the need for prisoners to work within social isolating work cohort groups.

7.2.2 As a result of the inability to identify and obtain cohort isolating groups and lack of instructors, it has been necessary for some areas to close down completely. These areas include painting and decorating, woodworking, building , vehicle mechanics and tyre-fitting courses. Some workshops including the vehicle workshop and woodworking have recently reopened and are offering training to a few prisoners. Other areas such as engineering, printing, textiles, gardening, concourse cleaning and kitchen staff have continued to work albeit with some restricted numbers and limited workload.

7.2.3 Attendance and punctuality for work have been sporadic. Work and association times overlapped and prisoners often opted against work as there was no incentive to attend. A new education, skills & work activity engagement and refusal policy has been drawn up, which should address this issue in future.

7.2.4 When the prison was at Stage 2, more vocational classes opened, e.g. bricklaying and carpentry. Certificate courses which lasted two to three weeks, as opposed to diploma courses which lasted 10 weeks, were being taught.

7.2.5 A recent vocational area visit (October 2021) carried out by the regional head of learning and skills highlighted some very positive, motivated and knowledgeable tutors. There was however a concern about correct footwear/goggles not always being worn by prisoners.

7.2.6 The horticultural area of the prison continues to thrive. The floral displays around the prison have been very impressive. They have again produced a large quantity of vegetables for use in the kitchen.

7.2.7 A number of experienced training staff from within industries left during the current year. Conversations with staff indicate a drop in the morale of the remaining training staff. The Board will continue to monitor the situation.

7.2.8 Until recently, industries operated from 9.30am to 3.30pm, with meals being delivered into the workshop areas. However, in October the regime changed to increase the numbers involved so that they operated in two groups, morning and afternoon, four days per week, from 9.30am to 12.00pm and 2.00pm to 3.30pm. Prisoners worked either mornings or afternoons on alternate weeks. This change has not been well received by the majority of prisoners, who have stated they have lost some of their pay as a result.

7.2.9 The welfare facilities, including toilets and hand washing facilities, within Industries have for some considerable time been of major concern, and have been raised by the Board on numerous occasions. These facilities are not considered to be fit for purpose and are at an unacceptable standard of repair.

7.3 Offender management, progression

7.3.1 The Board considers the offender management unit to be efficient and well run. Throughout the pandemic it has continued to perform its normal functions, mainly remotely, whilst also taking responsibility for remote legal visits.

7.3.2 At the end of October 2021, there were 21 prisoners with no initial offender assessment system (OASys) assessment; however, only two of these were overdue (by one day), having passed the requisite 10 weeks from sentencing. The OMiC key worker scheme unfortunately continued only for prisoners who were deemed to be at high risk.

7.3.3 Recategorisation of prisoners continued during the year, with approximately 50–60 cases per month being considered. Movement to category D conditions was a problem throughout the year, due to Covid restrictions and a lack of availability of category D places. For this reason a backlog of prisoners awaiting transfer has built up.

7.4 Family contact

7.4.1 Initially the provision of in-cell telephones enabled prisoners to keep in touch with family and friends. The take-up of visits where possible has been disappointing, with prisoners explaining that both they and their families found it difficult with the lack of physical contact allowed. ‘Purple Visits’ (a virtual facility using laptop computers) has been welcomed by some prisoners but had a poor take-up, as the technology is very sensitive and not always available to families.

7.5 Resettlement planning

7.5.1 The Board has previously reported concerns about the effectiveness of the resettlement services. There does not appear to be consistent cohesion between the many different providers. The new head of reducing reoffending is aware of the problem and has started changing the resettlement journey. A resettlement clinic will run monthly to enable providers will be round the table discussing prisoners.

7.5.2 Nacro became responsible for arranging accommodation for prisoners on release in June 2021. There is only one person responsible for arranging accommodation, and he is only at Featherstone one day a week. This was not originally a set day but has recently been changed to the same day each week. Accommodation seems to be the area of most concern.

7.5.3 Starting in August 2021 the IMB carried out a resettlement survey with five prisoners. They were interviewed at 12 weeks before release, eight weeks before release, four weeks before release and one week before release. The survey showed that the resettlement process was rather ad hoc. Some prisoners were unsure who had been to see them prior to release. For example, one prisoner stated that someone had been to see him and asked him for his National Insurance number. He had no idea who this person was, or what they needed his number for.

7.5.4 Bank accounts are also a concern. Many prisoners are unsure of whether they have an account open. Prisoners need to apply for a bank account 12 weeks before

release. This information is not always communicated in time and prisoners are then rejected for a bank account as they have missed the deadline. A prisoner who was being released in the following week was still not sure if he had a bank account or not. Communication and consistency by all providers is key to an effective resettlement programme. This will be monitored closely by the IMB.

7.5.6 Five prisoners were observed being released from the prison. The process in reception was organised, very thorough and a positive experience for all of the prisoners. The prison officers had a good rapport with the prisoners and explained their post-sentence conditions in a clear, concise way. All paperwork was checked thoroughly.

The work of the IMB

8.1 At the end of the reporting period, the Board had a composition of six members, plus two newly-recruited members awaiting security clearance following a campaign in the summer. Remote monitoring has made it difficult to integrate the new members into the full range of Board activities.

8.2 Throughout the year a mixture of remote and physical monitoring took place, using the resources that were available in the most effective way. This ensured that situations which required face-to-face contact were prioritised for those members who felt comfortable attending the prison. A written report was circulated to all other members of the Board, as well as to the Governor.

8.3 Board members attended GOOD reviews in the CSU twice a week, to ensure that prisoners were treated fairly, with processes adhered to and correct paperwork recorded. Board members attended a sample of external and internal adjudications of prisoners, as well as ACCT reviews and some other meetings.

8.4 Board members dealt with applications from prisoners regularly to ensure timely completion.

8.5 Twelve monthly Board meetings were held in the reporting year, either in person or using Zoom technology, or a combination of the two. Key concerns were discussed and the Governor duly responded. The Governor also had monthly meetings with the Board to provide an opportunity for further updates and responses. As part of a programme of ongoing training and personal development, the Board invited a range of prison staff and prisoners to speak on relevant topics.

8.6 The Chair/Vice-Chair attended the West Midlands Area Chairs' meetings and virtual Zoom meetings.

8.7 The Board attended one serious incident when the command suite was opened, which was concluded quickly.

8.8 One member of the Board assisted with the 0800 applications telephone line throughout the year.

8.9 The Board appreciates the provision of good facilities and the positive working relationship it has with the Governor, the senior leadership team, the prison staff and the prisoners who have co-operated and assisted us in carrying out the monitoring role. Thanks are also due to the IMB clerk for her hard work and efficiency behind the scenes, supporting our monitoring role within the prison.

Board statistics

Recommended complement of Board members	16
Number of Board members at the start of the reporting period	6 + 2 new appointments
Number of Board members at the end of the reporting period	6 + 2 new appointments
Total number of visits to the establishment	xxx
Total number of shifts on the 0800 telephone line*	48
Total number of segregation reviews attended	44

*if relevant

Applications to the IMB (including via the 0800 telephone line)

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	2	1
B	Discipline, including adjudications, IEP, sanctions	1	1
C	Equality	4	2
D	Purposeful activity, including education, work, training, library, regime, time out of cell	3	1
E1	Letters, visits, telephones, public protection restrictions	1	3
E2	Finance, including pay, private monies, spends	11	3
F	Food and kitchens	5	0
G	Health, including physical, mental, social care	19	20
H1	Property within this establishment	14	15
H2	Property during transfer or in another establishment or location	8	23
H3	Canteen, facility list, catalogue(s)	3	1
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	22	18
J	Staff/prisoner concerns, including bullying	16	10
K	Transfers	6	4
L	Miscellaneous, including complaints system	8	7
	Total number of applications	123*	107*

* Numbers may not add up to the total as there are some which span more than one category



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