

# **Annual Report of the Independent Monitoring Board at HMP/YOI Chelmsford**

**For reporting year  
1 September 2020 – 31 August 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**

There has been a prison on this site in Chelmsford since 1819. The original prison (A–D wings) was built on the traditional ‘spokes of a wheel’ design, with three storeys.

Two new residential units were added in 1996 (E and F wings), and a third (G wing) was opened in 2006. There are a variety of other facilities, including a 12-bed, 24-hour healthcare centre, educational facilities, a gym and artificial sports pitch, a multi-faith room, library, kitchen, laundry, recycling centre, visitors centre and a variety of offices housing prison and agency staff.

The segregation unit is on A wing, and vulnerable prisoners have separate accommodation on G wing. E wing provides the drug and alcohol treatment programme, and B wing is the first-night wing and induction unit.

HMP Chelmsford is a category B local prison serving local courts, and holds those who are sentenced, on remand, or on trial. It holds adults and young adults, and some foreign nationals. The average length of stay of a prisoner is just 56 days. This leads to a high churn, with transfers to and from court as well as other establishments each day.

At the start of the reporting year, the prison’s operational capacity (OpCap) was 690 but later increased to 720.

A new governor took over in April 2021. Castle Rock Group (CRG) provided healthcare, PeoplePlus provided education and Sodexo was the community rehabilitation company (CRC) that subcontracted the through-the-gate contract to NACRO (National Association for the Care and Resettlement of Offenders) until June 2021 when the probation service took over. The government-owned facilities management company GFSL (Government Facility Services Limited) was responsible for the maintenance of the prison.

### **3. Executive summary**

#### **3.1 Background to the report**

As a category B local prison, HMP Chelmsford houses men that are sent directly from courts in the South Essex area (sentenced, on remand or on trial). Depending on the length of sentence and the individual prisoner's security category (established after initial assessment), it is possible a convicted prisoner may spend his entire sentence at Chelmsford. However, the majority will not. The average stay at HMP Chelmsford is 56 days. This means that the prison population constantly changes, with a monthly average of 57 men transferred to other establishments and 92 released. Stability is therefore very difficult to achieve.

The effect of Covid added to the pressure, with new arrivals spending their first 14 days in strict isolation, and most men spending up to 23 hours a day in a shared cell for much of the year.

#### **3.2 Main judgements**

##### **How safe is the prison?**

In our judgement, most of the prisoners, for most of the time, are safe. However, the prison is not without its problems. There were four deaths in custody during the reporting period and the number of self-harm incidents remained high. The prison has been criticised at inquests for failures in the way those at risk of suicide or self-harm have been supported. Bullying, debt and gang activity were, arguably, the underlying causes of much of the violence.

##### **How fairly and humanely are prisoners treated?**

We witnessed many examples of good interaction between staff and prisoners, and good care and attention given to prisoners in need of support. Our most significant areas of concern were the infestation of rats in the older parts of the prison, the time it takes for the prison to deal with complaints, the process for safeguarding prisoners' property, and overcrowding – more than 70% of prisoners sharing cells designed for one person.

##### **How well are prisoners' health and wellbeing needs met?**

Healthcare-related IMB applications were down 32% compared with the previous year and men were able to contact healthcare and pharmacy by phone from their cells. The most pressing problems are the time it takes for men to see the dentist, insufficient psychiatric support, and the difficulty in getting prisoners transferred from the enhanced care unit to more appropriate establishments.

##### **How well are prisoners progressed towards successful resettlement?**

The lockdowns had an adverse effect, e.g. there were fewer opportunities for purposeful activity, there were fewer transfers to more appropriate locations, notably for category D prisoners and many areas were not always fully staffed, although towards the end of the year there were noticeable improvements.

#### **3.3 Main areas for development**

To continue to improve the physical condition of the prison buildings.

To improve processes so that everyone can have confidence that prisoners' property does not get lost.

### ***TO THE MINISTER***

We urge the minister:

- To make every effort to eliminate overcrowding, which is in conflict with the requirements of decency and respect and is in contravention of the United Nations Standard Minimum Rules for the treatment of prisoners.
- To ensure adequate funding for the ongoing improvement of the prison's buildings and facilities.
- To work with other government agencies to ensure that IS91 prisoners (those detained by the immigration authorities) are informed of the intention to deport at the earliest possible moment, not at the end of their term, which inevitably means that they are detained beyond the end of their sentence.
- To exert influence to ensure provision of suitable permanent accommodation for prisoners upon release, so that no prisoner ends up on the street.

### ***TO THE PRISON SERVICE***

We urge the prison service:

- To support the Governor and staff in making the changes and improvements highlighted by Her Majesty's Inspectorate of Prisons' inspection in August 2021, and those noted by us.
- We would welcome a decrease in the OpCap and additional staffing during the transitional period to ensure that business as usual is not adversely affected by a concentration of effort on improvements.

### ***TO THE GOVERNOR***

We urge the Governor:

- To continue to take steps to reduce the levels of violence, self-harm, bullying, drug taking and drug smuggling.
- To make it difficult for prisoners not to attend purposeful activity, so that they get the maximum opportunity to make themselves employable upon release.
- To ensure that offender supervisors and key workers are given the time to perform their vital role, rather than being allocated to other duties at a moment's notice.
- To continue to make every effort to ensure a clean and decent environment, including the elimination of accumulated rubbish around the exterior of prison wings.
- To ensure that when staff assess whether newly arrived prisoners should be put on an assessment, care in custody and teamwork (ACCT) document, they are guided not just by the prisoner's presentation on the day but by an understanding of the prisoner's known risk factors.

### **3.4 Progress since the last report**

The Covid-19 pandemic had an adverse effect for much of the year, with a restricted regime, reduced opportunities for work and education, suspension of social visits and closure of the gym. Things improved when the prison moved to stage 3 of the Covid-19 restrictions roadmap. Prisoners were allowed more time out of their cells, workshops, classroom teaching, the library and the gym began to open up, and social visits were allowed again.

The refurbishment of the segregation unit on A wing was completed, allowing the use of the temporary segregation unit on D wing to return to normal use.

## **Evidence sections 4 – 7**

### **4. Safety**

The work of the safer custody team covers many aspects of prison life, including efforts to reduce self-harm, initiatives for reducing violence, minimising the need for use of force and the identification and safeguarding of vulnerable prisoners.

#### **4.1 Reception and induction**

The Board is concerned that:

- Following a number of incidents, reports by the Prisons & Probation Ombudsman have criticised the failure of prison staff to identify, on arrival, prisoners at risk of self-harm and suicide. Our observations and conversations with members of the safer custody team suggest that training for officers and nursing staff in this key area has been inconsistent and, at times, inadequate.
- New prisoners and particularly vulnerable prisoners (VPs) were, sometimes, unable to move off the first night wing into suitable locations as quickly as would have been desirable.
- Covid-19 restrictions have meant the induction programme, previously provided, has not been operational. Our observations and conversations with prisoners indicate that its replacement – the remote, paper-based induction procedure – has been considerably less effective in preparing men for time in prison.

#### **4.2 Suicide and self-harm, deaths in custody**

Assessment, care in custody and teamwork (ACCT) is the care planning process for prisoners identified as being at risk of suicide or self-harm. The ACCT process requires that certain actions are taken to ensure that the risk of suicide and self-harm is reduced.

The Board is concerned that:

- There were four deaths in custody during the reporting period.
- The number of self-harm incidents remained high, with 787 cases (to 16 Aug 2021) compared to 828 recorded in the previous year. Cutting is the most recorded method of self-harm with 500 incidents (to 16 Aug 2021) compared to 496 in the previous comparable period.
- The number of prisoners requiring an ACCT remained high, often in excess of 40 at any one time.

The Board is pleased to note that:

- Efforts were made to improve the ACCT review processes.
- Prisoners had access to trained Listeners and could use in-cell phones to access the Samaritans (provided the phone was undamaged and operational).



### 4.3 Violence and violence reduction, self-isolation

	Recorded incidents current reporting year	Recorded incidents prior reporting year
Prisoner-to-prisoner violence	259	305
Prisoner- to-staff violence	246	163
Use of force with control & restraint	460	402
Use of force without control & restraint	327	267

The Board is pleased to note that:

- In the above table, compiled using the prison's statistics, the number of incidents of prisoner-to-prisoner violence showed a welcome decline, although it should be noted that for the majority of that period prisoners were confined to their cells for up to 23 hours each day.

However, the Board is concerned that:

- Prisoner-to-staff violent incidents increased by 51% and the overall use of force by staff on prisoners rose by 18%. Boredom and frustration among prisoners, for whom work, education and even social interaction was denied for much of the reporting period, may have contributed to these increases. Through interviewing prisoners and staff, we ascertained that bullying, debt and gang activity were major issues and, arguably, the underlying causes of many violent prisoner-to-prisoner incidents.
- For the last few months covered by this report, the number of prisoners classified as vulnerable due to the nature of their offence increased to a point where not all could be located in the designated VP spur on G wing.

### 4.4 Use of force

The Board is concerned that:

- During the reporting year, specialist national teams had to be deployed to assist the prison staff in dealing with serious incidents.
- Although intelligence on contraband is gathered by the prison's security team, a lack of resources and the prison's Covid-19 restrictions meant the use of targeted or random cell searches was extremely limited.

### 4.5 Preventing illicit items

The prison's integrated drug treatment system (IDTS) spur on E wing is where prisoners who are undergoing detoxification are located and treated by the nursing team.

The Board is concerned that:

- Funding for the Essex Full Circle community service and the drug therapies that it supplied were withdrawn and services ceased. This impacted on the IDTS.
- During the Covid-19 regime, mandatory drug testing ceased due to lack of resources. Therefore, reliable data on drug use among prisoners is unavailable.
- Intelligence reports and other information indicated that illegal drugs and various items of contraband continued to be readily available.

## **5. Fair and humane treatment**

### **5.1 Accommodation, clothing, food**

#### ***Accommodation***

The Board is pleased to note that:

- A wing, which is where the segregation unit is housed, has been refurbished.
- The governor launched an initiative to improve standards of cleanliness and decency and is insisting staff 'take personal ownership for the areas in which they work and, in residential areas, ensure that the men are meeting high standards of decency'.
- The prison provided TVs to all men during the time of Covid-19 restrictions. Additional phone credits also helped during that period when prisoners were spending 23 hours in their cell.

However, the Board is concerned that:

- There is still an infestation of rats, mainly in wings A-D. This issue was drawn to our attention in November 2020. It was reported then – and continued through this reporting period – that rats run freely in the wings, even climbing the stairs. Live and dead rats have been found in serveries, and dead rats have been found in exercise yards. The rodents also chewed through cabling, disabling phone systems in the process. This situation is clearly unacceptable. The prison engaged Rentokil to tackle the issue but, despite stepping up the number of visits as the year went on, they have been unable to solve the problem.
- The prison remains overcrowded: conditions on the four older wings (A, B, C and D) were cramped, with 70% of prisoners living on those wings sharing a cell designed for one person. The other three wings are newer, better laid out and brighter, but some of those prisoners also shared a cell designed for one. All overcrowding is in conflict with the requirements of decency and respect, and is in contravention of the United Nations Standard Minimum Rules for the treatment of prisoners, which state that: 'Where sleeping accommodation is in individual cells or rooms, each prisoner shall occupy by night a cell or room by himself or herself'.

#### ***Clothing***

The Board is concerned that:

- HMIP in its August 2021 report noted that only 55% of prisoners said they normally had enough clean, suitable clothes for the week and only 50% said they had clean sheets every week.

#### ***Food***

The Board is pleased to note that:

- Despite the Covid-19 restrictions, the kitchen continued to provide meals for all prisoners (when lockdown meant that prisoners were not able to work as

part of the catering team) and the staff catered for the needs of those requiring halal or kosher food. They also provided for Muslim prisoners during Ramadan.

However, the Board is concerned that:

- When HMIP visited the prison in late August they said that the main kitchen was 'unkempt and grubby', that some equipment was in poor repair and that there was poor drainage. We share that view.
- Food portions were too small. There were reports from a number of wings that this was a major issue. 'Big enough for children but not for adults,' was the opinion of more than one senior officer. We note that the regional lead for catering visited the prison to address this issue. At the end of the reporting year we are still awaiting the outcome of that visit.
- The kitchen floor, which has been an issue for some time, is still in need of replacing.

## **5.2 Segregation**

The segregation unit accommodates prisoners held in cellular confinement as a punishment following adjudication, and those who are moved from the normal wings in order to maintain good order and/or discipline (GOoD), or for their own safety. Many of the prisoners who are held in the unit are violent and/or vulnerable, and present considerable challenges to the officers who care for them.

The Board is pleased to note that:

- Officers in the segregation unit showed a high standard of professionalism and dedication.
- There are appropriate safeguards in place to prevent arbitrary or unduly prolonged use of segregation. The GOoD reviews, ACCT reviews and adjudications that board members attended were found to be sensitively and appropriately managed.

## **5.3 Staff-prisoner relationships, key workers**

### ***Staff-prisoner relationships***

The Board is concerned that:

- Owing to Covid-19 restrictions the prisoner council was unable to meet during the year. This was a major blow to staff-prisoner relationships, interrupting dialogue between prisoners and senior staff members.
- The number of incidents of prisoner violence towards staff increased. At the end of the reporting year it stood at 246 incidents, an increase over the previous year of 51%.

### ***Key workers***

The Board applauds the key worker initiative because it is intended to provide each prisoner with support from a named officer who can advise on the many prison issues.

However, the Board is concerned that:

- The delivery rate did not rise beyond 11%. This means the majority of prisoners received no key worker support. We urge the prison management to address this issue as a matter of urgency as it has a significant impact on prisoners' sense of well-being.

## **5.4 Equality and diversity**

The Board is concerned that:

- During a significant part of the Covid-19 restrictions, there was no equality and diversity lead in post and the department was under-resourced.
- There is only one lift in the prison, situated in healthcare. Prisoners who use wheelchairs still face difficulties in accessing certain areas of the prison.
- Men who are identified as having learning difficulties, dementia or similar conditions can be kept safe and be supported in the healthcare inpatient unit. But prisoners whose conditions are not recognised, or for whom healthcare spaces are not available, may be subject to bullying, grooming and manipulation by other prisoners.
- The safeguarding of prisoners considered vulnerable by reason of an underlying condition – for example, disability, age or learning disability – is the responsibility of the prison's safer custody team, but members of that team reported that its external partner agency, the Essex Safeguarding Board, often lacked the resources to be of practical assistance.

The Board is pleased to note that:

- We received five applications where equality and/or diversity issues were highlighted, which was just 3% of the total. That percentage is the same as for the previous year. The prison's data shows that only 16 logged complaints had equality and/or diversity issues at their core.
- In the absence of the prisoner council, 'diversity reps' were available on each wing and the equality and diversity team did their best to keep them informed. Monthly newsletters were also delivered to all wings.
- In many areas of the prison, foreign nationals have access to information which has been translated.

## **5.5 Faith and pastoral support**

This support is provided by the chaplaincy team, who minister to the needs of prisoners of all faiths and also those who have no religious beliefs.

The Board is concerned that:

- Covid-19 had a devastating impact on faith and pastoral support. Friday prayers for Muslim prisoners and Sunday services for those of a Christian

faith were not able to be held; study classes had to be withdrawn; Christmas 2020 was not able to be celebrated in any meaningful way.

The Board is pleased to note that:

- Each day one member of the reduced chaplaincy staff concentrated on the neediest areas of the prison (segregation and healthcare).
- Prisoners were able to ring the chaplaincy at any time.
- The chaplaincy distributed weekly in-cell materials for prisoners of different faiths.
- Over Christmas 2020, Catholic and Anglican bishops, who in the past have conducted services on site, sent a message to each prisoner, as did the prison chaplaincy.
- Special provision was made for Muslim prisoners to celebrate Ramadan in their cells.

## **5.6 Incentives schemes**

The aim of the incentives and earned privileges (IEP) policy is to encourage good behaviour and to deter bad behaviour in prisoners. There are currently three incentive levels – basic, standard and enhanced.

Basic level is for those prisoners who have not abided by the behaviour principles. If they are on basic level it means they can only have certain things that the law says they must have, like some letters and visits. They will not be allowed anything extra. Standard level is for those prisoners who adequately abide by the behaviour principles. They may be allowed to have a TV in their cell and to spend more of their money.

Enhanced level is for those prisoners who exceed standard level by abiding by the behaviour principles and demonstrating the required types of behaviour to a consistently high standard. They may be allowed to wear their own clothes, have more visits, a TV in their cell, or to spend more of their money.

The Board is pleased to note that:

- During the Covid-19 pandemic all prisoners were allowed the privileges granted to standard grade prisoners, including the provision of in-cell television. A demotion to basic grade only happened in a few cases of seriously poor behaviour.

## **5.7 Complaints**

Any prisoner who needs to make a complaint uses a Comp1 form. These forms are readily available throughout the prison. Once filled in, the form is posted in the appropriate box. The prison should respond within 10 days. If the prisoner is unhappy with the response he then fills out and sends off a Comp1A form, stating his case. The prison should also respond within 10 days. Prisoners can use a Comp2 form to make a confidential complaint.

Prisoners can also complain to the IMB using a dedicated form. These are called apps, short for applications.

The Board is concerned that:

- The prison has not provided us with any statistics on prisoner complaints, which means we do not have an accurate picture of this process.
- There seems to be no guarantee of a timely resolution to prisoners' complaints. This is exemplified by an application from a prisoner which we received at the beginning of June, concerning a complaint about an alleged assault by a member of staff. The complaint had not been resolved by the end of the reporting year. When questioned about this delay, the deputy governor said that 'due process' had to take place. It is our strong conviction that 'due process' needs radical reform, since justice delayed in the end means justice denied. We continued to follow this case up beyond the end of the reporting year and are satisfied at the outcome, if not the time it took to achieve it.
- During the reporting year we received 167 applications from prisoners requesting our assistance. This is an increase of 30% on the previous year. The top three categories were property (49), healthcare (30) and staff-prisoner relationships (19).

The Board is pleased to note that:

- The Governor has expressed concern about the backlog of complaints and has told us that an improved administrative process is to be introduced, ensuring that officers responsible for overdue complaint processing will be held to account.

## **5.8 Property**

The Board is concerned that:

- Applications about property made up 31% of the total – far in excess of any other issue. Strongly featured were: property going missing on transfer from another prison, property going missing when a prisoner was moved from one wing to another, the non-arrival of property after being sent in by a family member. The Governor became so concerned that he took oversight of this area. There are many issues at play, for example: too few staff, untrained staff at reception, reception staff being allocated to other duties at a moment's notice. The Governor acknowledged that the number of complaints about property were 'way too high'; the accountability for property was poor and the response to complaints about property was 'poor with little or no investigation'. The prison recognised that reform will be a slow process. We will continue to closely monitor this important issue.

## 6. Health and wellbeing

The Board is pleased to note that:

- Healthcare-related IMB applications are down 32% compared with the previous year.
- Men were able to contact healthcare and pharmacy by phone from their cells, enabling faster communications.
- The prison provided TVs to all men during the time of Covid-19 restrictions. Additional phone credits also helped during that period when prisoners were spending 23 hours in their cell.

The Board is concerned that:

- Prisoners' healthcare complaints were only accepted if received on an official CRG form, which was not readily available.
- Board members were not easily able to contact CRG. The CRG e-mail server blocks emails sent using the criminal justice secure email (CJSM) system; CRG telephones were often not working; CRG's published contact phone numbers were often incorrect.
- CRG were not proactive enough in flagging health concerns associated with the rat infestation.
- Staff and agency shortages impacted dentistry, psychiatry, pharmacy and nursing. Distribution of medications was affected, with medicines often handed out at wrong times. Dentistry issues meant 20% of the men were, at any one time, on a waiting list. Psychiatric support is of special concern.
- At one time during the reporting period 15% of the men were identified as needing mental health support.
- Healthcare beds were used to house medium-to-long-term prisoners with mental health issues. To give an example: as of July 2021 four men had been in the healthcare unit for an uninterrupted period of at least four months.
- The most pressing problems are the time it takes for men to see the dentist, insufficient psychiatric support, and the difficulty in getting prisoners transferred from the enhanced care unit to more appropriate establishments.



## **7. Progression and resettlement**

### **7.1 Education, library**

Education services are provided by training provider PeoplePlus. The services are designed to equip prisoners with the skills to improve employment chances on release. Many prisoners enter the establishment with E1–3 levels of literacy and numeracy (the equivalent of primary school). PeoplePlus is funded to provide education from entry-level E1 up to and including L2 (the equivalent of GCSE). The Covid-19 lockdowns and restrictions had a huge impact on this area of prison life, especially in handing out and collecting basic key skills builder assessments.

The Board is pleased to note that:

- When the prison moved from Covid-19 restriction stage 4 to stage 3, PeoplePlus provided in-cell material to give learners the opportunity to study access courses.
- The library service, provided by Essex County Council, overcame the previous year's staffing difficulties and, at the start of the reporting year, was fully staffed.
- Shannon Trust, which helps prisoners improve their reading skills, sent in activity packs and offered weekly support.

The Board is concerned that:

- Attendance at education, which restarted in August, was low, averaging 57%.

### **7.2 Vocational training, work**

Work, vocational training and employment are an important part of prison strategy to reduce reoffending. Feedback from local employer engagement indicates employers would like people who have the ability to learn and display employability skills such as motivation, reliability, good work ethic and teamwork.

The Board is concerned that:

- Covid-19 restrictions at the start of the reporting year meant that very few prisoners were able to work. The only opportunities were in yards parties (rubbish removal, litter picking, and so on), in the kitchen (ten prisoners), in recycling (three prisoners), in cleaning (two prisoners per landing) and on each wing's meal serveries. The externally provided courses had ceased and the laundry, which had formerly been operated by vulnerable prisoners, was being run by staff.
- Although there was a welcome easing of Covid restrictions in July 2021, when workshops and training restarted, attendance was low, averaging 77% in August.

### **7.3 Offender management, progression**

It is the role of the offender management unit (OMU) to supervise a prisoner's stay at HMP Chelmsford. Of crucial importance in this process is the offender supervisor, who works out the prisoner's sentence plan and liaises with the prison offender manager (previously known as probation officer) so that supervision can be

seamless when the prisoner leaves prison. Within the context of the sentence plan, prisoners are then allocated a key worker, who is meant to meet with them regularly to support and mentor them and advise on any issues of concern.

The Board is pleased to note that:

- A substantial amount of effort and planning has been expended to produce a system designed to cover every aspect of a prisoner's journey from the day he arrives in prison until the day of release, although the constraints caused by the pandemic meant that the system was not as effective as intended.

#### **7.4 Family contact**

The Board is pleased to note that:

- While Covid-19 restrictions were in force, the prison took full advantage of the technology to allow virtual (on-line) visits, and then implemented actual visits as soon as was practically possible.
- We received few complaints regarding virtual visits, but there were some issues with men not fully understanding the online security protocols.

The Board is concerned that:

- There were a number of cells that did not have a phone line. This issue was flagged as a concern by prisoners who had self-harmed.

#### **7.5 Resettlement planning**

There were some changes to resettlement support services from June 2021 when the probation service took over NACRO's Through the Gate team. They continued to conduct initial assessments with new arrivals to outline resettlement needs and make referrals to appropriate providers. They were also tasked with completing release plans for those due to be released and referring any specific support required to organisations that help with resettlement needs.

Seetec became the provider of assistance with any housing needs, both within the prison and in the community for newly released men.

The Board is pleased to note that:

- Prisoners were provided with resettlement information detailing the resettlement journey from first night in prison to release, and also received newsletters which explained the profile of support available, recognised and celebrated success, and which were intended to motivate prisoners to attend work, education and resettlement provision.
- Although the number of prisoners released with an offer of accommodation had dropped to 28% at the end of the previous reporting year, things have improved and the figure had risen to 86% by the end of the year.
- During periods of lockdown prisoners continued to receive the necessary paperwork, including information on how to access NACRO's services within the prison.

## 8. The work of the IMB

### Board statistics

Recommended complement of Board members	14
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	12
Total number of visits to the establishment	236
Total number of segregation reviews attended	9

## Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	5	5
B	Discipline, including adjudications, IEP, sanctions	2	6
C	Equality	4	5
D	Purposeful activity, including education, work, training, library, regime, time out of cell	1	2
E1	Letters, visits, telephones, public protection restrictions	15	17
E2	Finance, including pay, private monies, spends	1	5
F	Food and kitchens	3	6
G	Health, including physical, mental, social care	27	30
H1	Property within this establishment	16	36
H2	Property during transfer or in another establishment or location	9	13
H3	Canteen, facility list, catalogue(s)	2	6
I	Sentence management, including HDC, release on temporary licence, parole, release dates, re-categorisation	9	7
J	Staff/prisoner concerns, including bullying	13	19
K	Transfers	10	2
L	Miscellaneous, including complaints system	11	8
	<b>Total number of applications</b>	<b>128</b>	<b>167</b>



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