

# **Annual Report of the Independent Monitoring Board at HMP Gartree**

**For reporting year  
1 December 2020 – 30 November 2021**

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## **1. Statutory role of the IMB**

1.1 The Prison Act 1952 requires every prison to be monitored by an independent Board (IMB) appointed by the Secretary of State from members of the community in which the prison is situated.

1.2 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.

1.3 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.

1.4 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 Gartree (Gartree) first opened in 1965 as a category C male training prison. In 1992, it became a category B male prison, with an emphasis on housing prisoners serving indeterminate and long-term sentences. It remains a category B prison. Following a review of the wider prison estate, Gartree is part of the Long-Term and High Security Estate (LTHSE). The prison is located just north of Market Harborough, in Leicestershire, and is roughly equidistant between Northampton and Leicester. The prison remains within the public sector and is operated by the Prison Service.
- 2.2 The certified normal accommodation is 708, with an operational capacity of 648 as of 1 December 2020. Operational capacity dropped from 708 to 648 on 5 July 2020 as a result of works taking place.
- 2.3 The layout of the establishment is based around nine wings. The original four are laid out in an 'H' block style, forming A, B, C and D wings, each containing around 100 cells on three landings. The two most recently built wings, G and H, are located south of the original complex, and have cells on two levels. G wing now operates as the induction wing, although the majority of prisoners housed on this wing are permanent residents.
- 2.4 What was originally the smallest wing, E wing, now provides a 12-cell separation and progression unit (SAPU); F wing is now Gartree's therapeutic community; and an additional therapeutic community plus, holding prisoners with particular learning disabilities and difficulties. Part of H wing houses the psychologically informed planned environment unit (PIPE), which holds 58 prisoners, and the other spur of H wing is a dedicated over-50s unit for 60 of Gartree's older prisoners.
- 2.5 The main providers of contract services to the prison are currently:
- Maintenance: Amey
  - Healthcare: Nottinghamshire NHS Foundation Trust
  - Education: Milton Keynes College
- 2.6 The Board acknowledges that many of these contracts are awarded by the Ministry of Justice (MoJ) and not controlled or performance managed by the Governor at Gartree.

### **3. Executive summary**

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

3.1.1 Unfortunately, much of the Board's monitoring over the past reporting period has again been undertaken remotely, due to ongoing Covid-19 restrictions. This has meant that for some months weekly rota reports and applications have been handled remotely, our involvement in review boards and wider departmental meetings has been limited, and face to face access to prisoners restricted. For the periods where Board members have been able to enter the prison, we have adhered to Public Health England (PHE) guidelines.

3.1.2 However, as we stated in our annual report last year, remote monitoring is not the same as being in the prison and being visible and accessible to prisoners who may need help from the Board. The restrictions have affected our ability to monitor and communicate directly with prisoners, which will be reflected in the content of this report.

3.1.3 The Board thanks all staff for their continued support and help during this challenging time and praises the Governor, senior management team (SMT) and all staff who have continued to support and care for the prisoners under very difficult circumstances. On the whole Gartree has been fortunate not to have experienced major and prolonged Covid-19 outbreaks and where they have occurred, they appear to have been handled effectively. However, it is sad to note that there have been Covid-related illnesses and deaths amongst prisoners. The prison has operated a Covid suite to carry out testing of staff and visitors and to allow 'track and trace' to be undertaken for staff and monitoring of cases amongst prisoners.

3.1.4 The Board is concerned that the long periods of lock-up experienced by the prisoners will have a detrimental effect on their mental health and wellbeing and in some cases their ability to rehabilitate and progress. The unprecedented impact of the Covid-19 pandemic has hit the prisoners and their families hard, with them having to endure incredibly long periods of a severely restricted regime. This situation is not unique to Gartree as the regime has followed national operating 'stages' within guidelines set by the MoJ. The prisoners at Gartree have shown great tolerance and compliance, despite the fact that they and their families have suffered during this period and have been directly affected by the fact that when restrictions have been imposed, they have tightened more quickly for them but then appear to be relaxing far more slowly than for the wider community.

3.1.5 As with last year's annual report the Board remains concerned that many of the negative effects experienced by the prisoners because of Covid-19

restrictions, including limiting access to education, psychological and behavioural programmes, education, work, some healthcare services and clinics, will persist for years to come.

- 3.1.6 Over the past year, some physical improvements have been taking place to the fabric of the prison, with fire safety measures and roof repairs continuing. However, more still needs to be done. Some of the wings require immediate investment and the condition of the older residential accommodation needs addressing, as recommended in Her Majesty's Inspectorate of Prisons (HMIP) scrutiny report published in October 2020. These recommended actions remain outstanding.
- 3.1.7 Improvements to security on the main entrance gate have started; the physical building works have been completed but X-ray machines are still to be installed. These additional measures are welcomed as they will help to prevent unauthorised items being brought into the prison which can undermine safety and security.
- 3.1.8 The Board has noticed that a large number of new, less experienced staff (who have only worked in the prison during the restricted regime), are now in post and it welcomes the news that two apprentice coaches and one prison officer entry level trainee (POELT) mentor are supporting these new officers to ensure that they receive all necessary training and peer support to help them care for prisoners within the normal regime.

## **3.2 Main judgements**

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

- 3.2.1 Once again, the Board acknowledges there has been effective management of the pandemic at all levels, evidenced by the low number of Covid-19 cases. The prison's effective response to Covid has undoubtedly helped to keep the majority of prisoners safe from infection, which is commendable. Where there has been an outbreak on a wing, this was managed well. Despite staffing issues, the healthcare provider has maintained a basic level of care to the prisoners although the Board has heard some grumbles about the speed at which vaccinations were rolled out for the prisoners. The Board has been advised that vaccinations were rolled out as per PHE and National Health Service England (NHSE) guidelines and that an exception report was provided for NHSE for the prisoners who were unable to have vaccinations because they had tested positive for Covid-19 within the previous 28 days.

- 3.2.2 Inevitably, the lockdown has limited the access of prisoners to one another, and the number of violent incidents has reduced over the past year. However, there have still been assaults (prisoner on prisoner: 39 and prisoner on staff: 43) which in some instances have been linked to debt, substance misuse and frustrations with the regime.
- 3.2.3 The influx of drugs and other illegal items has continued over the past year with an increasing number of drone sightings and finds. However, effective targeted detection and searching has allowed prohibited items such as phones, drugs, weapons, and 'hooch' (illicitly brewed alcohol) to be detected and confiscated. Changes in the way that exercise has been facilitated may have helped to reduce the trading of illicit items and improve safety and the Board has been advised that there will be no return to whole-prison exercise periods on the sports field when the normal regime resumes.
- 3.2.4 Over the past year the safer custody and equality functions have benefited from additional resource, which has enabled the allocation of dedicated staff to lead on assessment, care in custody and teamwork (ACCT) and/or challenge, support and intervention plan (CSIP) reviews and documents. This information continues to be clearly noted on the daily briefing sheet (DBS), which is useful for monitoring purposes.
- 3.2.5 Issues relating to debt and violence persist and some prisoners still report being victimised or feeling vulnerable to attack, which can lead to them self-isolating and/or self-harming. The Board is pleased to note that the number of prisoners listed as socially isolating has reduced significantly over the past year and these individuals are now actively managed with CSIPs. Once again there has been a reduction in the use of long-term segregation in both the SAPU and on the wings.
- 3.2.6 The Board has heard that there has been a reduction in some key work but is also aware that some staff members have used the in-cell phones to continue working with the more vulnerable prisoners.

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

- 3.2.7 The Board considers that on the whole prisoners at Gartree are treated fairly and humanely, although with continued Covid-19 restrictions we remain concerned about the length of time that prisoners have spent locked up in their cells over the past two years. The acceptance of this by most prisoners has been commendable and they have acknowledged that because the prison has published exercise rotas and (wherever possible) allowed prisoners time

to carry out 'domestics' this has helped them to cope with the long periods in-cell.

- 3.2.8 There is still some work to be done in improving knowledge of the experience of those with protected characteristics to ensure that outcomes and opportunities are equal for all, but it is very encouraging to see that a new equalities officer has been appointed and is taking a lead on a wide range of issues. The Board looks forward to understanding how meaningful figures and comparative data will be used to help drive and inform improvements in achieving fair treatment at Gartree.
- 3.2.9 The Board is dismayed at the slow progress on improvements to showers and some other areas, which affects the humane treatment of prisoners. Many of the shower units available for use are wholly unacceptable, despite money being allocated some repairs have not been completed. The Board fails to understand that, whilst wings have been vacated to allow fire safety work to take place, other long overdue improvements have not also been carried out. The Board understands the challenges regarding pest control and acknowledges the work by Gartree to remove rubbish as quickly as possible, however the issues remain.
- 3.2.10 In-cell phones have helped prisoners to maintain vital contact with families when visits were suspended. The majority of prisoners have a TV in their cell, which helps them to pass time during lockdown, but there have been issues with the reception on some wings which has taken a long time to remedy.
- 3.2.11 Some foreign national prisoners have expressed concern about lack of access to Home Office officials and legal advice. The Board does however acknowledge that these individuals have been provided with additional PIN credits and postage facilities to enable them to maintain family ties.
- 3.2.12 The Board is satisfied that prisoners in the segregation unit are treated humanely. Relationships between staff and prisoners are generally good, the physical fabric of the unit is reasonably well maintained, and prisoners now have access to in-cell phones. Good order and/or discipline (GOOD) reviews now take place on two days a week and wherever possible are conducted by the head of safety, which has improved the consistency and management of prisoners on the unit and segregated on wings, who can be some of the most vulnerable and/or challenging prisoners in Gartree.



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

3.2.13 Prior to Covid the NHS provider in the prison was beginning to make progress to address some of the issues concerning the quality and access to healthcare which the Board had previously highlighted. Unfortunately, there is little progress to report and recruitment and retention of permanent staff remains a huge issue in both the physical and mental health teams. Inevitably waiting times will have increased and access to outside services and clinics will have been affected by the pandemic, reflecting issues in the wider community as a whole.

3.2.14 The Board has struggled to obtain data from the health provider and whilst we acknowledge that this is probably as a result of staffing issues,\* moving forward we need to find a way in which we can easily access and utilise the data, which no doubt already exists as the Board assumes the SMT and the Prison Service receives this as part of monitoring the contract services being provided. The Board is also keen to gain an understanding of what any NHS Covid-19 recovery plan will mean for the prisoners in Gartree who have had appointments/treatments cancelled and postponed and how the prisoners receiving or requiring social care will be supported in the future.

*\*The Board is now aware that performance data for prison healthcare and prison performance were suspended by the NHS and HMMPs for the period 1 April 2020 to 31 March 2021 as they implemented exceptional delivery models and recovery plans at the start of the pandemic.*

3.2.15 The Board is concerned that for many prisoners there will be serious longer-term issues arising from these lockdown restrictions, which may affect both their physical and mental health. Loss of social visits and of access to purposeful activities, programmes, education, physical exercise, and wider association will inevitably have had an impact on prisoners' wellbeing.

3.2.16 Once again the Board acknowledges that some positive work has been done by the prison to try to manage time spent alone in cell, such as: some essential work has continued; some prisoners have been allowed to undertake purposeful activities; some gym sessions and the opportunity to do circuit activities during exercise periods; sentence reviews and parole boards continued; some key work has continued; most face-to-face education stopped but learners were still given assessed in-cell work; in-cell telephony with additional PIN credit; virtual 'Purple Visits'; and some access to mental health and substance misuse professionals.

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

3.2.17 Understandably, many activities linked to prisoner progression and resettlement have been hampered during the past year. For the majority of prisoners all purposeful activity ceased, with only essential workers such as the prisoners who work as kitchen staff, on waste collections and as grounds workers continuing to work in small bubbles, to help maintain the wider prison function.

3.2.18 Prisoners were initially happy to work through education packs in their cells, but some have now advised that they are keen to receive a more supportive and personal approach to learning. Some prisoners have been able to attend in-person education sessions during both the Stage 3 and Stage 2 (lockdown) regime. The Board acknowledges that the Governor has stressed his desire to see all prisoners as fully employed or engaging in meaningful activities or education as soon as the regime can be opened up.

3.2.19 The Prison Reform Trust recently reported in its annual Bromley Briefing that work it had undertaken with its Prisoner Policy Network (PPN), following the publication of the government's White Paper on the future of prisons,<sup>1</sup> highlighted how many prisoners long for a full working day and the opportunity to make decisions and take responsibility as preparation for life after release. The Board is hopeful that plans to provide wider training and employment opportunities to support future employability and promote greater self-esteem will be successful. In the past we expressed some concern about the amount and quality of purposeful activity truly available to the prisoners at Gartree, and any opportunities which help to prepare prisoners for a future release into a modern digital world are to be welcomed.

3.2.20 The new offender management unit (OMU) incorporating staff from the Probation Service seems to have been progressing many recategorisations over the past year and over a hundred prisoners are now awaiting places at category C or D establishments.

3.2.21 The work carried out by the library over the past year to help prisoners support their education and facilitate access to reading material is to be commended. The Board was also impressed with a recent exhibition held in the nearby public library showcasing the artwork and library activities of some of the prisoners at Gartree; this is a positive view of the prison which members of the public may not normally get to see.

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<sup>1</sup> [Prisons Strategy White Paper](#), 7 December 2021

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

The Board requests that answers are specific to Gartree rather than at a national level.

#### **TO THE MINISTER**

- 3.3.1 Will the Minister confirm that the funding bid received by Gartree to address the unacceptable state of the showers will remain available to the establishment even if the work has not commenced during the financial year it was awarded?
- 3.3.2 Could the Minister confirm that investment to address the seriously declined infrastructure of Gartree will continue regardless of any options under consideration for a new prison to be built within the locality, and that Gartree will not suffer in any way should a new prison be built?
- 3.3.3 The Board acknowledges the Minister's response to the question raised in our last annual report regarding the national partnership agreement for prison healthcare. The Board requests the Minister provide a further update on resources being planned post-Covid-19 to enable the delivery of measures outlined in the partnership agreement specifically for Gartree, as the Board has increasing concerns regarding the mental and physical wellbeing of the men at Gartree?
- 3.3.4 Will the Minister explain the reasons for the delay in rolling out booster Covid-19 vaccine in Gartree (albeit that the Board has been advised that vaccinations were rolled out as per PHE and NHSE guidelines except where prisoners were unable to have vaccinations because they had tested positive for Covid-19 within the previous 28 days)? It has been acknowledged that prisoners experience a more confined environment, and therefore potentially greater vulnerability to Covid. However, despite the importance of the booster being promoted daily in the wider community from September 2021, especially for adults over 50 years and for those with underlying health conditions under 50, Gartree only offered the booster from mid-December 2021.
- 3.3.5 The Board acknowledges the Minister's response to our last annual report regarding indeterminate sentences for public protection (IPP) prisoners. However, Gartree continues to hold IPP prisoners who are now many years over their tariff. Frustration continues among these prisoners. The Board looks forward to an update from the Minister about plans that will resolve this ongoing issue, specifically for the prisoners at Gartree.

## TO THE PRISON SERVICE

- 3.3.6 The Board requests an update on the new prisoners' property policy framework which was referenced in the Prison Service's response to the query in the Board's last annual report regarding prisoners' property.
- 3.3.7 The Board is still concerned about the ongoing situation regarding the repair or replacement of equipment in the kitchens. Can the Prison Service confirm that they have engaged with contractors to create a service level agreement which will achieve more timely response to address such issues at Gartree?
- 3.3.8 The Board requests that the Prison Service confirm the structure within the service that ensures that the contracts performance is being achieved in accordance with the signed contract.
- 3.3.9 Will the Prison Service work with the Board to ensure that it has access to necessary information, for example healthcare data, so that the Board is able to monitor more effectively how well the prison is meeting the standards and requirements placed on it and what impact these have on those in its custody?
- 3.3.10 Can the Prison Service confirm that Gartree will receive sufficient ongoing budget and capital funding in order both that prisoners can live and staff can work within a safe, secure, and decent environment as the establishment returns to a pre-Covid-19 regime? The Board has noted that other prisons have received substantial investment to improve their infrastructure, and the Board, based on the information provided over the years, fails to understand why Gartree has not received this level of investment.
- 3.3.11 Will the Prison Service ensure that Gartree will be sufficiently funded so that prisoners' access to employment, purposeful activity, education, and healthcare will address the impacts of Covid-19 as quickly as possible?
- 3.3.12 Can the Prison Service confirm to the Board who has overall responsibility for the health and wellbeing of the prisoners at Gartree?
- 3.3.13 Can the Prison Service share with the Board how it will ensure the recruitment of staff to Gartree when salaries in the public sector compared to private prisons appear lower? For example, HMP Five Wells in Wellingborough has recently been recruiting for officers with a starting salary of £25,164 p.a. versus Gartree at £23,144 p.a. (Source: Indeed.co.uk).
- 3.3.14 Will the Prison Service clarify the reasons why the additional weekly phone credit (£5 per week to call family and friends) ceased for Gartree in September when we have been made aware that this may not have been the case in privately operated prisons (e.g. HMP Forest Bank)?

- 3.3.15 Category D prisoners housed at Gartree are put at a serious disadvantage at parole hearings because they have been unable to prove themselves in open prison conditions. Can the Board understand how this disadvantage will be mitigated going forward for these prisoners? In addition, the Board seeks to understand the objective, and how this will be measured, of the new system of categorisations from the Prison Service as we remain unclear.
- 3.3.16 Will the Prison Service ensure that the money which has been allocated to upgrade showers is ringfenced to allow this long overdue work to take place and that there is a process put in place to test for and treat legionella in all shower blocks in the future?

## **TO THE GOVERNOR**

- 3.3.17 Will the Governor continue to encourage greater use of body-worn cameras throughout the establishment to help de-escalate potentially violent situations?
- 3.3.18 Can the Governor confirm that the Board will be allowed to resume dedicated use of an office without the need to allow other members of staff access to use the in-cell phone to call prisoners or for other purposes?
- 3.3.19 Will the Governor ensure that all custodial managers are aware of the occasion when the Board needs to be notified of incidents, deaths in custody, use of force and all other routine notifications which are outlined in the memorandum of understanding between HMPPS and the Management Board for the IMB, dated December 2019?
- 3.3.20 Can confirmation be given as to when the key worker scheme will revert to the initial planned level, whereby all prisoners have a named key worker, who has time allocated for key worker duties, and that key workers will remain constant even when prisoners transfer within the prison?
- 3.3.21 Will the Governor ensure the prison continues to provide resources to allow diversity and inclusion to continue with the renewed focus it has been given in the past year to promote equality of outcome and opportunity for all relevant protected characteristics?
- 3.3.22 Will the Governor ensure that all new arrivals are provided with a cell which contains all basic items of furniture and that they are given the clothing and any items they need on arrival at Gartree?

- 3.3.23 Will the Governor ensure effective pest control measures are put in place, used and reviewed to control vermin?
- 3.3.24 Will the Governor continue to ensure that monitoring and quality assurance checks of all ACCT and CSIP documents are carried out by a dedicated custodial manager, and that all post-closure reviews and documentation are of the required standard?
- 3.3.25 Can the Governor confirm that there is a simple and clear system in place to ensure that prisoners are able to understand exactly what property they can have in possession and in storage and what additional items they are allowed to order (from approved suppliers) and/or have sent in, and that staff are fully trained to support them with this and any issues which may arise?
- 3.3.26 The Board remains concerned about property going missing either on prisoners' arrival, when they are transferred to new cells or when searches take place. Please can the Governor share with the Board measures that have been or will be put in place to improve processes and procedures regarding prisoners' property, as complaints remain high.?
- 3.3.27 Can the Governor reassure the Board that any future regime design will not result in more time in their cells for the prisoners at Gartree than at pre-Covid-19 levels?
- 3.3.28 Will the Governor work with the Board to identify ways to continue to improve engagement between the Board and the SMT? The Board acknowledges that aspects of the working relationship have improved, but there are still occasions when the flow of information relies on us asking questions. We are keen to have key information provided so that we have the knowledge and information to support us in undertaking the role assigned to us.
- 3.3.29 The key worker scheme, part of offender management in custody (OMiC), has been introduced and dedicated qualified probation staff are based in the OMU. However, it is the Board's view that Covid lockdowns have seriously impacted on this work and the Board looks forward to seeing the levels of interaction with the men achieved prior to lockdowns being restored as a matter of urgency.

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

- 3.4.1 Once again, this year the Board acknowledges that stability within the SMT continues which is welcomed by the Board. A new deputy governor has been appointed who appears to be building relationships with the prisoners and the

prisoner council. The impact of this has been evidenced through the remote rota reports, where a number of staff have expressed positive comments about management and how the prison is managed/run.

- 3.4.2 The Board continues to acknowledge the effective management of the challenges that Covid-19 has given Gartree. The effective management at all levels, from wing staff to the Governor, is evidenced by the limited number of Covid cases reported and the manner in which localised wing outbreaks have been managed. We continue to acknowledge the challenges that Covid-19 has had on both prisoners and staff.
- 3.4.3 Healthcare provision has continued throughout Covid lockdowns in the most challenging of circumstances although the Board does have concerns about current staffing issues and the impact on the prisoners now and in the future. However, the Board acknowledges that recruitment and retention is a challenge across the NHS.
- 3.4.4 Outbreaks of Covid have been managed well due to a close working relationship between healthcare and the prison.
- 3.4.5 Prisoners who self-isolate are now being monitored more closely and referred for proactive CSIP referrals, when appropriate.
- 3.4.6 Communication about which dedicated staff member is the lead on a prisoner's ACCT and/or CSIP is available through the DBS. The introduction of a single case management system for ACCT put this in place.
- 3.4.7 Complaint handling and quality assurance monitoring has improved; now, only dedicated administrative staff have access to the complaints box. A similar approach is being adopted for discrimination incident reporting forms (DIRFs).
- 3.4.8 The decant, within Gartree and to other establishments, of large numbers of prisoners to enable the closure of wings for fire safety works was managed well.
- 3.4.9 Wing staff and gym staff have worked hard to ensure that the short periods of exercise which have been permitted to the prisoners are beneficial. Gym staff devised circuit routes and exercise for those men using the daily exercise yard.
- 3.4.10 The Governor's emphasis on staff endeavouring to de-escalate situations before use of force is required has begun to achieve positive results. This has been evidenced through reviewing video footage, which show that de-escalation methods are now being adopted by staff and best practice is being shared.

- 3.4.11 Recategorisation and transfers have taken place but some prisoners report being 'stuck' awaiting moves. It is acknowledged that some seem to prefer to stay at Gartree.
- 3.4.12 There has been a reduction in both the number of prisoners in SAPU and the time they stay there and, in addition, far fewer prisoners segregated on the wings.
- 3.4.13 Whilst prisoners' brewing of hooch and distilled alcohol continues at a high level, there is effective proactive detection and seizure taking place in an attempt to manage the issue.
- 3.4.14 New security initiatives have started with works to the gate, which allow scanning and searching of all persons entering the establishment.
- 3.4.15 Gang activity remains a concern, but the prison is working on a new core day and regime changes that will seek to minimise the opportunity for those with conflicts to meet in communal areas off the wing.
- 3.4.16 Outbreaks of Covid have been effectively managed and contained.
- 3.4.17 The OMiC scheme, which was introduced last year and saw dedicated, qualified probation staff joining the offender management unit, has continued.
- 3.4.18 Prisoners who self-isolate are now being monitored more closely and referred for proactive CSIP referrals.
- Version 6 of ACCT has been introduced, although there are still some issues with training and quality assurance.
- 3.4.20 Over the past year, improvements to the prison complaint handling and quality assurance monitoring have been maintained although the Board has experienced an increase in COMP2 (confidential) applications (most of which do not in fact meet the criteria to be considered a COMP2 complaint).



## Evidence sections 4 – 7

### 4. Safety

<b>TABLE 1: Safer custody statistics 2021</b>						
(Figures kindly provided by the Safer Custody Team, HMP Gartree)						
	2016	2017	2018	2019	2020	2021
Self-harm incidents	283	434	427	562	350	<b>223</b>
Serious self-harm (Near misses) incidents (attended hospital)	23	13	18	29	32	<b>22</b>
ACCTs opened (See table below for reasons opened)	135	184	186	226	164	<b>178</b>
CSIP referrals			137	125	260	<b>354</b>
CSIPs opened			53	39	80	<b>180</b>
Assaults: <b>prisoner on prisoner</b> (including serious)	59	65	79	78	52	<b>39</b>
Assaults: <b>prisoner on staff</b> = (including serious)	29	69	61	81	48	<b>43</b>
Violent incidents	87	134	140	159	119	<b>79</b>
Deaths in custody	3	2	1	2	5	<b>3</b>

## **4.1 Reception and induction**

- 4.1.1 Prisoner movements in and out of Gartree are generally less frequent than in other establishments due to its categorisation as a 'lifer' prison. However, as reported last year there is currently a major fire improvement upgrade taking place within the prison which has required a larger than average number of prisoners to be decanted; this has continued over the past year and will be ongoing for several more years.
- 4.1.2 The physical environment in reception is adequate and improving and some private spaces are available for initial interviews and healthcare assessments. Induction information about the prison regime is available to prisoners including information about the IMB. A body scanner is now available for use in reception to help reduce the numbers of illicit items being brought into the prison from other establishments and those returning from court and healthcare appointments.
- 4.1.3 The Board notes that members of the reception staff are knowledgeable and helpful towards new arrivals and there are ongoing plans in place to introduce even more improvements to the reception area.
- 4.1.4 The Board has heard reports that in some instances first night accommodation is not always adequately prepared, with some items of clothing, bedding, furniture etc. not always made available to new arrivals. However, showers and access to phone calls are normally available to arrivals.
- 4.1.5 In line with national guidance issued at the start of the Covid-19 pandemic, procedures were instigated last year to ensure all prisoners arriving at Gartree were screened at reception, to help prevent the spread of Covid-19 which may have come from incoming prisoners. This screening has successfully contributed to preventing major outbreaks (for the majority of the reporting period) by requiring those new prisoners arriving or those returning to self-isolate for up to 14 days in their cell, depending on the risk level of the establishment they have left. These individuals have been listed on the DBS, along with other prisoners on a Covid-19 support log who have displayed symptoms or had a positive result. The management of these self-isolators and cases has been professionally managed by a Covid suite.
- 4.1.6 As a rule, new arrivals are initially housed for induction on G wing before being moved onto other residential wings once spaces allow. G wing has continued to operate in this way even while fire safety works were undertaken.
- 4.1.7 Whilst Covid-19 restrictions were in place, face-to-face inductions have not been taking place and first night safety interviews, which are necessary to

identify risks and vulnerabilities presented by a new arrival and provide prisoners with basic information, have sometimes taken place the following day. However, some departments did contact new arrivals through their in-cell telephones, and new arrivals were given an induction booklet and supported by wing staff and peers.

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

<b>TABLE 2: Reasons for ACCT document being opened 2021</b>						
	2016	2017	2018	2019	2020	2021
Hanging/ligature	2	8	8	10	6	3
Cuts minor	41	58	92	84	57	34
Cuts major (require sutures)	3	10	2	8	9	8
Overdose/self-poisoning	13	8	2	15	5	11
Food refusal	0	1	1	2	0	0
Threats to self-harm	31	32	27	52	33	45
Low in mood	45	60	47	48	53	75
<b>other</b>						<b>N/A</b>
Transferred on open ACCT	3	7	2	7	1	7
<b>TOTAL</b>	135	184	186	226	164	183

4.2.1 The ACCT process is the system used to support those people at risk of self-harm and suicide. It is used to identify risks, behavioural triggers and protective factors for individual prisoners and to enable care plans to be drawn up to provide individual support, address issues and to help reduce risks. These prisoners then have regular ACCT reviews, are recorded on the DBS, and are discussed at a weekly SIM.

- 4.2.2 The number of ACCT documents opened over the past year has increased slightly from 164 in 2020 to 178 in 2021. Building on the work they started last year the safer custody team has put new quality assurance measures in place to monitor the quality of the documents and the recording of information, to make sure that it is detailed and relevant. The list of prisoners on an open ACCT is recorded on the DBS, with review dates and details of the case officer available. Having a single key contact has improved the management of ACCTs and allows the prisoner a clearer understanding of when reviews will take place and who will carry them out.
- 4.2.3 A new 'version 6' of the ACCT review process was introduced in July 2021 and has been widely promoted with some training provided to staff. This new ACCT version appears to be more detailed, with a sharper focus on careful monitoring and good outcomes for prisoners. It also aims to simplify the previously overcomplicated paperwork and improve the quality of recorded interactions with individual prisoners. Staff in the safer custody team are tasked with overseeing the recording of all ACCT documents, training, and quality assurance of the data. Mental health nurses and psychology staff are also a key part of the ACCT team and offer support and guidance during ACCT reviews and input into care plans. The Board will continue to monitor the ACCT process and the application of V6 over the coming year.
- 4.2.4 A limited number of prisoners have been on 'constant watch' over the reporting period, they too are also carefully monitored, and may also be on an ACCT and/or CSIP.
- 4.2.5 Following the introduction of in-cell telephones last year, prisoners have been able to contact the Samaritans (from these in-cell phones) at no charge. The Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) have continued to operate throughout the period of restrictions.

### **Self-harm**

- 4.2.6 The Board notes that once again the number of reported cases of self-harm has reduced over the reporting period. Table 1 shows that there were 127 fewer reported incidents of self-harm in 2021 than in the previous year. However, the recorded 223 incidents are still a major concern.
- 4.2.7 In the past it has been noted that often acts of self-harm are carried out by a small number of prisoners who self-harm multiple times and who can often experience mental health issues which can help explain their self-harming behaviours. A number of these more prolific self-harmers have moved on from

Gartree over the past year which may help explain the reduction in overall recorded instances.

- 4.2.8 Prisoners who self-harm are managed through the ACCT process. The number of acts of self-harm largely correlates to the number of ACCTs opened during the reporting period, although there has been a slight increase in the number of ACCTs opened in the past year (178 in 2021 as opposed to 164 in 2020).
- 4.2.9 The breakdown of ACCT referrals in Table 2 below highlights that there have been reductions across some of the reasons noted for why ACCT documents are opened, including ligature, major and minor cuts. However, over the past year there have been more threats of self-harm noted (45 in 2021 as opposed to 33 in 2020), and far higher recordings of prisoners being low in mood (75 in 2021 compared to 53 in 2020) – which no doubt reflects the fact that many prisoners are finding it increasingly difficult to cope with the long periods of isolation and the heavily restricted regime resulting from the Covid-19 pandemic. Section 4.4 provides more details on ACCTs.
- 4.2.10 During the past year ACCT V6 has been introduced but work is still programmed to carry out training amongst staff – as issues are still reported about the quality of entries made in ACCT documents and the way they are managed. These issues have been highlighted by improved quality assurance procedures, and further work will continue once the prison is able to return to a more normal regime.

### **Deaths in custody**

- 4.2.11 The Board has been saddened to hear of three deaths in custody (DIC) over the reporting period. Despite all of the safety measures in place two of these DICs appeared to have been self-inflicted deaths. The other, older, prisoner died in hospital of a Covid-19-related illness.
- 4.2.12 The Prisons and Probation Ombudsman (PPO) is expected to carry out full investigations into all deaths in custody and the Coroner carries out an inquest where necessary. The Board will continue to monitor evidence that action points related to recommendations from PPO investigations into these deaths are followed up, implemented and/or monitored.

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

- 4.3.1 During the past year, there has been a total of 43 assaults by prisoners on staff, a reduction of five on the previous year but still a worrying figure which is

far too high (see Table 1 below). There has also been a reduction in the number of prisoner-on-prisoner assaults, down by 13 from the previous year to 39 (see Table 1 below). Violent incidents also reduced from 119 in the previous reporting year down to 79 in this reporting period. This reduction is probably not surprising, given the Covid-19 lockdown restrictions and the more limited opportunities for contact between prisoners, but again it begs the question: should even these assaults and violent incidents have happened, given the long periods during the day when there was far less mixing of prisoners between spurs and wings and at times of limited association. In addition, with the reduction of the prisoner population from around 700+ to just under 600, a greater decrease could have been expected.

- 4.3.2 CSIPs have now been used at Gartree for several years; in 2020 80 CSIPs were opened, compared to a much greater number of 180 in 2021. This reflects wider proactive referrals to the safer custody team as more staff have become aware that these are available as a means of improving the management of prisoners identified as being at risk of harming, or being harmed by, other prisoners (see Table 1).
- 4.3.3 In addition, reactive CSIPs are now opened for all prisoners who commit assaults, to allow wing staff to work more closely both with victims and perpetrators, to develop a specific intervention plan tailored to that individual. This work links to intelligence reports and other observations that staff may make – for example, where individuals appear to be being targeted, or are targeting other prisoners, for canteen items or property. This intervention is welcomed; the safer custody team continue to support case managers who work with some of the more complex prisoners.
- 4.3.4 There are regular weekly safety intervention meetings (SIM) to discuss violent and vulnerable prisoners. We are advised that these have continued since March, to allow discussion, and provide oversight, of prisoners who are segregated, self-isolating and/or have more complex needs. The psychology team now produces useful one-page summary plans about these prisoners which includes information about their behaviour and triggers. These plans are designed to help wing staff to be better equipped to manage prisoners with complex needs when they have daily face to face interactions with them.
- 4.3.5 Over the past year the Board has again raised concerns about a number of prisoners who are recorded as self-isolating. The prisoners are now shown on one single list of CSIP/self-isolators on the DBS. We have been advised that the safer custody team now monitor these prisoners more closely, and that more are referred for a proactive CSIP intervention.

- 4.3.6 Gangs continue to have influence within the prison, creating challenges in managing the location of certain prisoners with affiliations or conflicts. The security department collates, analyses and monitors intelligence and evidence about these gangs and the individuals associated with them both inside and outside the establishment. This is vital work, as gang conflicts/activity is thought to be a contributory factor in many violent incidents and in the trafficking of phones/drugs and other restricted items into the prison.

#### **4.4 Use of force**

- 4.4.1 Officers sometimes have to use force for a variety of reasons. Non-compliance with a given order, threatening behaviour, breaking up an assault and preventing self-harm are common reasons for force to be used. A guiding principle is that a minimum of force is used to achieve the desired aim. As might be expected, incidents involving uses of force are carefully recorded and monitored. All such incidents are analysed at the monthly use of force (UoF) meeting, normally chaired by the deputy governor, and attended (in non-Covid times) by a Board member.
- 4.4.2 All officers are trained in the appropriate use of force, but some officers are given extra training, involving protective equipment for use in situations which have escalated or where a planned UoF is necessary – for example a man refusing to move cell to another wing. In such a planned UoF incident a member of healthcare staff and, sometimes, a Board member are present. Body-worn video cameras are becoming more frequently used and provide a useful record of UoF incidents. Fixed CCTV equipment provides further evidence.
- 4.4.3 PAVA spray continues to be rolled out. This is a spray canister, carried by an officer, which contains a lachrymatory substance with a spray range of about ten feet. It would only be used when an officer felt that s/he was about to be attacked by a prisoner. Initially it was only being carried by the DST officers, since uncovering an illicit substance, phone etc in a cell is often a trigger for violent behaviour, and use of force instructors. Thus far it has not been necessary to use it although it was drawn once during the year.
- 4.4.4 During the year there has been an emphasis by the governors on encouraging staff to attempt to de-escalate a situation that is threatening to develop into one where UoF is required. Video footage viewed by a member of the Board during the monthly UoF meetings suggests that this is happening. If a prisoner continues to exhibit violent behaviour during a use of force incident, he can be placed in a special accommodation cell in the

segregation unit and/or placed in a body belt. Neither facility has been used in 2021.

- 4.4.5 The number of UoF incidents is usually in the range of 10-25 per month (it peaked in June 2019 at 52 at a time when there was a concerted programme of cell searching in Gartree). In 2018 there were a total of 230 use of force incidents, in 2019 there were 265 and, for the first 11 months of 2020 the total was 190. For 2021 the number is 220. The numbers are thus more or less constant, bearing in mind that there was a reduced prison population from 2020-21 onwards resulting from the ongoing building improvement works. These have vacated a wing at a time; thus, there are approximately. 100 less men in the prison – a reduction of 15%.
- 4.4.6 On completion of any UoF incident all participating officers are required to complete a form (Annex A) recording their participation in the incident. Non-completion of these forms had been a significant problem – there were often 50 or more outstanding – but during the reporting year the number of non-completions has fallen almost to zero and most of the few remaining occur when an officer is absent from the prison, for leave, illness etc, following participation in an incident. The staff who manage this are to be congratulated on their achievement.

## **4.5 Preventing illicit items**

- 4.5.1 Illegal drugs infiltrate the prison by a variety of means, and their prevalence can be linked to debt, violence and bullying. During this reporting year hooch has been the most detected substance found in prisoner possession and the use of Spice has been reported and detected.
- 4.5.2 Other supply routes include drones and throw-overs, but most of these appear to be detected/intercepted. New scanners (Rapiscan) have intercepted mail to residents, and they are proving effective in reducing supply via this route. The gate searching room is now in operation but at the moment this relies on staff to undertake searches. Scanning and tracing equipment is still to be installed and as yet there is not a fixed date for installation.
- 4.5.3 Intelligence and monitoring of supply chains in the prison are monitored closely, as is the fact that certain wings in the prison have more of a drug culture than others. This often brings disruption and violence to these units, including debt. The pandemic, with social distancing practices, has meant that prisoner movement has been restricted over the reporting year which has helped to contain more widespread supply.



- 4.5.4 During the reporting period, weapons have continued to be found as mentioned on the DBS. These weapons have been discovered in prisoners' cells, communal areas or other hiding places and are generally discovered during intelligence-led or ad hoc searches of the establishment and prisoners. The dedicated search team (DST) and their dogs have been effective in carrying out targeted and routine searches, and while it is concerning to read that weapons continue to be made by prisoners, it is a credit to the wing staff and DST that so many are discovered, to help to reduce the potential number of incidents involving weapons. Drones are becoming an increasingly common means of attempting to deliver prohibited items – in what appears to be targeted areas of the prisons.
- 4.5.5 In November more than 60 officers and dogs from the LTHSE's national DST were involved in comprehensive wing searches. The searches took place over three days. All wings searched were placed in lockdown during this time. All other areas of the prison operated as normal except for reduced food options and cold lunches. The operation was conducted primarily in response to a large amount of drone activity. Prisoners were removed from cells in limited numbers and moved to association areas during cell searches. Searches resulted in a number of prohibited items being found, including weapons, drugs and phones.
- 4.5.6 The DST at Gartree and wing staff have continued to work hard to uncover and remove large volumes of both hooch and distilled liquor from cells. Board members have continued to raise concerns about the apparent 'stockpiling' of items to use for brewing but, as the prison advises, many items such as sugar and bread are either readily available from the canteen list or are provided as part of daily meals, and staff have no right to confiscate or remove items which prisoners are authorised to have in their cells.

## 5. Fair and humane treatment

### 5.1 Accommodation, clothing, food

- 5.1.1 The Board raises in this report, as in many other annual reports, that the fabric of Gartree continues to deteriorate with age through a lack of investment, especially on wings A to D.
- 5.1.2 Despite the poor condition there have been noticeable increased efforts by both prisoners and staff to keep living conditions clean and tidy. The Board acknowledges these efforts against a backdrop of unacceptable under-investment in maintaining the fabric of Gartree. There continues to be an over-reliance on bids to fund the necessary refurbishment of Gartree. For example, the Board understands that a bid was successful to address the conditions of the showers. However, no work has commenced on the showers during this reporting period and showers across the establishment remain unacceptable. During the past 12 months, legionella put two wings' showers out of action.
- 5.1.3 It is noted by the Board that the Birmingham IMB reported that HMP Birmingham received over £1m to update showers across all wings. Equally, Leicester IMB reported '*unprecedented level of capital investment in the establishment during 2020*' which included HMP Leicester's segregation unit. The Board looks forward to reporting a similar positive result regarding investment in the fabric of Gartree in our next report.
- 5.1.4 The fire improvement project continues. Three wings were completed by the end of August, and it is anticipated that a further two will be completed by the end of 2021. All work is due to be completed by autumn 2022 subject to any unforeseen delays.
- 5.1.5 The Board is disappointed not to have seen any progressive plans in relation to making the infrastructure appropriate for prisoners who are disabled or who have mobility issues and look forward to reporting changes, driven by the work of the equality action team (EAT) and social care plans, in our next annual report.

### Food

- 5.1.6 The kitchens have continued to work hard to provide the men with quality food within budgetary requirements and meet the dietary requirements for all those who have medical or religious needs, as well as vegetarians and vegans. In addition, during lockdowns the kitchen provided supplementary food packs to the men. Although restrictions were placed on the meeting of groups for

religious festivals, arrangements were made with the catering team for festival food to be provided on the wings for the men.

- 5.1.7 Unfortunately, due to restrictions in place over this reporting period, the kitchens were only inspected towards the latter period of this annual report. The Board received limited complaints regarding the quality or supply of food and the establishment received only a total of 57 in relation to 'food' during this reporting period.
- 5.1.8 The kitchens experienced difficulties in securing food deliveries towards the end of the summer due to the national shortage of delivery drivers. It also appears that an unrealistic driving time from a new depot set up by the supplier to Gartree resulted in deliveries being cancelled, rescheduled or arriving late impacting on the kitchen who were required to find substitutes at very short notice. Quality has been raised by the kitchen and that the quality of goods can fall short of the required specification.
- 5.1.9 The kitchens at Gartree continue to experience a high number of issues with equipment as expressed in our last annual report. Visiting the kitchens towards the end of this reporting period confirmed that they have experienced another year of broken equipment and delays in repairing or replacing equipment, despite the Board being advised that significant funds had been allocated to address the issue of equipment.
- 5.1.10 The self-catering facilities still require investment. The Board understands that a funding application was successful, however, the poor conditions and inadequate equipment in the prisoners' kitchens on wings A to D remain. The Board looks forward to reporting in our next annual report that these facilities have dramatically improved.

## **5.2 Segregation**

- 5.2.1 The SAPU comprises 12 cells, two special cells, an administrative office, one adjudication/review boardroom, two showers, a small staff kitchen/toilet area, an inner courtyard exercise yard with three separate exercise areas and a holding/telephone lobby. Library books are available for the prisoners on the unit and there are several noticeboards displaying general information.
- 5.2.2 As the Board has reported before, the physical conditions of the unit are poor for both staff and prisoners. The administrative office is cramped and poorly appointed although towards the end of the reporting period the office has been rearranged in an attempt to provide more useful space. A promised full refurbishment has not materialised, and the number of staff present often

makes it look overcrowded. At times when Board members have visited there has been little evidence of social distancing and mask wearing and it would be very difficult to do so.

- 5.2.3 The landings are dull, and the exercise yard – nothing more than three cages – is brutal in its appearance, with no outlook, and is uninspiring. Whilst the Board recognises the need for secure and cost-efficient accommodation, we would like to see some movement towards less stark living quarters.
- 5.2.4 The prisoners are regularly visited by a duty governor, a member of the chaplaincy, mental health staff and healthcare staff. Relationships with the GP have been fractious over the period but seem to have been eventually resolved.
- 5.2.5 Board members visit the SAPU each week, it being a mandatory element of the weekly rota report. The SAPU staff are helpful in facilitating this. All prisoners are seen at their door, often whilst meals are being served, to minimise disruption. In doing that, members listen to any complaints and try to get them resolved either on the wing or by an appropriate SMT member. There is no strong identifiable thread but delays in reuniting prisoners with their property are commonplace.
- 5.2.6 The Board continues to be impressed with the level of care that staff show towards the prisoners. They treat prisoners with respect and dignity even in the most difficult of circumstances and should be commended for their efforts. Although Board attendance has been severely limited, it would seem that the SAPU has been a calmer place than in recent years. Whilst there are those whose behaviour is particularly challenging, there does not seem to have been the constant periods of disruption that was evidenced in previous years.
- 5.2.7 When a prisoner is taken to the SAPU, or goes into special accommodation, there is an obligation to advise the Board, but this very rarely happens, like so many other notifications incumbent on the prison.
- 5.2.8 The Board also monitors the treatment of those prisoners who are confined to their cells on the wings. For showers and exercise, they need to be taken to the SAPU, which often leads to problems as to who should be escorting the prisoners on these visits, namely whether it should be wing staff or SAPU staff. The Board would like to see some clarity on that. When seeing these prisoners on the landings, interpretation of how many officers should accompany members on the wings differs. The Board would like to see some clarity on that and ensure its implementation.

## **The past 12 months in the SAPU**

- 5.2.9 Over the past year, the SAPU has continued to house those prisoners who exhibit more challenging behaviour and, in some cases, those with more complex mental health needs. The SAPU staff continue to work in a professional manner demonstrating resilience, patience, compassion and good humour, despite the pressures placed on them. The office and physical environment of the SAPU has also been improved to create a more open space which is well ordered and has allowed slightly better social distancing.
- 5.2.10 The Board has welcomed the introduction of fewer GOOD review board panels each week, which now take place on a Monday and Thursday and wherever possible are conducted by the head of safety. This improved consistency has helped ensure that prisoners are given clear information about their movement back to wings or out of the prison, which seems to work well. Mental health staff and a psychologist also attend review boards.
- 5.2.11 It is also within the duties of the Board to monitor the treatment of prisoners who are segregated on the wings to ensure that they are offered the same regime as those who are segregated in the SAPU. The number of men segregated on wings has reduced drastically with the view taken that if they are to be segregated then this should be in the correct location.
- 5.2.12 The Board is pleased to report that there has been a great reduction in the number of prisoners housed in the SAPU for long periods. Much more proactive management to get them back onto normal residential wings or located to more suitable establishments has been taking place.
- 5.2.13 In the past, the Board frequently raised concerns in rota reports about a small number of prisoners who have been segregated for long periods of time and appear to be 'stuck in the system'. It is encouraging to report that over the past year there has been a marked reduction in the number of prisoners held in segregation, generally both in the SAPU and on the wings. Most of the long-term segregated prisoners have now been transferred (to more suitable accommodation or secure mental health units) and the average stay in segregation has been massively reduced, compared with that in 2019 and 2020.

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

- 5.3.1 On the whole the Board considers the relationship between prisoners and staff to be positive and observes many supportive and constructive interactions. The prison has lost a significant number of experienced and long

serving officers recently and the Board recognises the challenges in introducing inexperienced officers. Generally, new officers (POELTS) are dispersed across wings/functions to ensure a balance of experience but there have been occasions where Board members have seen this is not always the case. The POELT mentor has a vital role within the establishment to support and develop the newer staff members and trainees, to ensure that they stay in post. The new and younger staff may have benefitted from the more restricted regime that it allowed them to become more familiar with the prison rules and regulations so that hopefully once the regime does revert back to normal, they are better equipped to deal with the normal daily routine and more frequent and sometimes volatile interactions with prisoners.

- 5.3.2 The IMB notes the significant effort by the Governor and staff which has been put into communicating to prisoners the internal restrictions made necessary by the Covid pandemic. Consequently, the prison has received a huge level of support and compliance from prisoners over the past year, which has helped to maintain stability.
- 5.3.3 Each prisoner should be allocated a key worker, with whom they should have an average of up to 45 minutes' structured interaction a week. The Board believes that key working, whilst interrupted by the Covid pandemic, has progressed within the prison but at a reduced rate.
- 5.3.4 Observations of staff-prisoner interaction suggest a high level of professionalism. In most instances difficult prisoners are dealt with consistently and efforts are generally made to avoid confrontation. This is particularly important in the SAPU where any perceived differences in the treatment of one prisoner can result in difficult behaviour from other men. Clear boundaries, consistency and fair treatment is also better for the staff, to avoid them being played off against each other.
- 5.3.5 The prisoner council meets with the Governor and/or deputy governor and SMT members monthly, to discuss issues of concern and to relay important information. Where possible Board members attend these meetings and have found them well attended, and with a fulsome agenda. In the past, council representatives have told HMIP that they feel these meetings are useful and they feel listened to.
- 5.3.6 Some vacancies currently exist in the council and steps are being taken to fill these on a wing-based approach.

## **5.4 Equality and diversity**

- 5.4.1 The prison is bound by the provisions of the Equality Act (2010), which is designed to ensure that the prison: eliminates unlawful discrimination, harassment, and victimisation; advances equality of opportunity; and fosters good relationships between people who share a protected characteristic and those who do not.
- 5.4.2 Dedicated equality staff are now in place within the safer custody team and are collecting and monitoring data pertaining to protected characteristics. The EAT meetings explore different facets and are now showing signs of in-depth scrutiny and evaluation of many aspects of the prison. For example, the incentives scheme is now back under review of the EAT, and there is more in-depth evaluation of adjudications, use of force and complaints procedures. There are staff now leading on different protected characteristics and staff are being encouraged to be equality representatives. It is evident that there are significant attempts by the EAT to review and evaluate not only protected characteristics but also nuances based on prisoner location and access to services. The Board is also pleased to note that prisoner representatives also include those who have experienced care (care leavers) and service with the armed forces (veterans).
- 5.4.3 The EAT's activities have highlighted, throughout the reporting year, areas of concern such as access to work by Black and mixed background prisoners, increased numbers of complaints by Asian prisoners and use of force on Black prisoners. Efforts are made to evaluate, assess and act with respect to fair and equal treatment. Some examples include the provision of goods for transgender prisoners, and dedicated forums for young and older prisoners. It is evident that prisoner engagement and representation in the EAT mechanisms is a crucial and vital role to ensure people are heard. Importantly, the incentives scheme is also reviewed with this group to ensure all have equal access to privileges based on behaviour.
- 5.4.4 DIRFs are available on all wings for prisoners who wish to report incidents of concern. Progress had started to be made last year with two prisoner equality representatives tasked with ensuring that DIRF forms were always well stocked. These are routinely logged and dealt within in a timely manner.

<b>TABLE 3      Age breakdown of prisoners at Gartree</b>					
Age breakdown				Age breakdown	
	2019	2020			2021
				18-19	0
18 – 21	6	4		20-29	112
22-29	131	106			
30-39	197	191		30-39	181
40-49	166	145		40-49	125
50-59	125	119		50-59	110
60-69	57	64		60-69	59
70+	15	15		70+	16
<b>TOTAL</b>	<b>697</b>	<b>644</b>			<b>603</b>

There is also regular scrutiny of the DIRFs in respect to protected characteristics. There is not however a system in place to independently evaluate the DIRFs received. This was raised by the EAT and remains unresolved.

## **5.5 Faith and pastoral support**

- 5.5.1 The Board recognises the work of the chaplaincy team during this reporting period. The team have continued to work actively in the prison throughout Covid-19 restrictions, to provide important (socially-distanced face to face) pastoral support to those men who have requested it. The team have continued to make daily face to face visits to prisoners in the segregation unit and visits to some of the more vulnerable prisoners such as those men on open ACCTs. Unfortunately face to face faith services continue to be affected by Covid-19 restrictions, however the chaplaincy faith study groups resumed in July 2021 and services have been broadcast on weekly resource sheets and via the internal Wayout TV system. The majority of religions are represented within the chaplaincy with one full-time Muslim chaplain, one full-time Anglican chaplain and two part-time Muslim chaplains employed at the establishment. Leaders of other faiths and denominations are employed on a sessional basis, and cover: Judaism, Hinduism, Buddhism, Paganism, Roman Catholicism and Rastafarianism.



**Table 4 Religious and faith denominations**

Religion / faith	Year		
	2019	2020	2021
Agnostic	3	5	4
Atheist	6	6	7
Baptist	1	0	0
Buddhist	24	19	17
Christian	61	48	44
Church in Wales	3	3	2
Church of England Anglican	138	131	125
Church of Scotland	3	3	3
Eastern Orthodox	1	1	1
Hindu	4	5	5
Jain	1	1	1
Jehovah's Witness	4	5	3
Jewish	4	4	2
Methodist	2	2	1
Mormon	11	10	7
Muslim	157	145	148
No Religion	127	115	97
Oriental Orthodox	1	1	1
Other	1	0	0
Pagan	12	12	13
Pentecostal	2	3	3
Quaker	1	1	1
Rastafarian	7	11	10
Roman Catholic	99	103	96
Salvation Army	1	1	1
Sikh	8	7	6
Spiritualist	0	1	1
Taoist	1	1	1
Total prison population	683	644	600

## 5.6 Complaints

- 5.6.1 Prisoners can submit a complaint form to the prison – these can address any aspect of prison life. General complaints are required to be responded to within five working days of their receipt by the complaints clerk. Functional heads are allocated all complaints and either respond directly or allocate to specialist staff. Complaints which require the input of an external agency –

another prison, a supplier of goods etc., – have a longer permitted response time. The prisoner submitting the complaint can do so by a confidential access route. These then go unopened to the Governor who deals with them. A response time of ten working days is allowed for these. Confidential complaints often involve a complaint about staff and the confidential route ensures that the member of staff about whom the complaint is being made is not in the response chain. In 2021 93.5% of internal complaints received a response within the permitted period. For external complaints) those involving external agencies) the figure was 65-70%.

- 5.6.2 Two years ago the complaints system could best be described as being in disarray. A high proportion of the complaints were not answered within the required period. This then resulted in a situation where prisoners were submitting a complaint about a previous complaint being unanswered. Many of the responses were anodyne and did not properly address the prisoner's concern. Board members frequently received IMB applications which were focused on complaints – usually when the response deadline had passed, and no response had been received. When Board members pursued these, it often transpired that the complaint had 'disappeared' in transit from the wing to the complaints office, to the extent that Board members often found themselves acting as couriers to ensure that the complaint reached the complaints clerk or the Governor. Thankfully the complaint system has improved greatly.
- 5.6.3 The table below gives a breakdown of the complaints categories. It can be seen that there are about 150 complaints per month, i.e. five per day (this compares with approximately 200 per month for the previous reporting period). Given that the prison has a roll of about 580 prisoners at the time of reporting this means that approximately 1% of the prison population are submitting a complaint every day.
- 5.6.4 It can be seen that property (including canteen) and finance is a constant theme – this resonates with the breakdown of IMB applications. Confidential applications also make up a high proportion of the total.

<b>Summary of complaints made to the prison</b>	
<b>Subject</b>	<b>2021</b>
Adjudications	19
Bullying	12
Canteen	166
Confidential	316
Education	20
Finance/cash	191
Food	57
Gym	2
IEP	14
Letters/Censors	94
Offender Management	14
Offending Behaviour Programmes	34
Other	159
Property	202
Recategorisation	46
Reception	16
Residential	215
Security	28
Segregation	2
Staff	69
Transfer/allocation	23
Violence	3
Visits	40
Work	60
<b>Total</b>	<b>1802</b>

## 5.7 Property

- 5.7.1 As shown in the table above 'property' is the second highest reason for prisoners using the internal complaints system (excluding confidential applications). The Board understands that the deputy governor is reviewing this functional area and looks forward to receiving a summary of the review findings and the changes in processes to be introduced.

## **6. Health and wellbeing**

### **6.1 Healthcare general**

- 6.1.1 Healthcare services are provided by Nottinghamshire Healthcare Foundation Trust (NHFT), which is commissioned to provide integrated services to prisoners, including physical healthcare, mental healthcare, social care and clinical and psychosocial substance misuse services.
- 6.1.2 The Board has recently been advised that healthcare data was suspended by the NHS when the prison went into lockdown, which has meant that it has not been possible to access meaningful data for 2021, therefore information from 2020 has been carried over where appropriate. Moving forward the Board is keen to be given regular access to data which is collected and reported for other purposes to help understand the implementation of improvements required by the Care Quality Commission (CQC) following their visit in January 2020.

The areas where the CQC stated that NHFT should make improvements were:

- Social care records should reflect the care delivered to patients.
  - Governance systems and processes should be embedded to assess, monitor and improve the quality and safety of services.
  - Systems should identify all those who miss doses of their medication and healthcare staff should ensure they are followed.
- 6.1.3 Continued issues with staff recruitment and retainment have yet to be addressed, for example, at the start of the vaccination rollout, limited staff were available to provide the Covid-19 booster to all prisoners. In addition, dental services were badly affected by Covid outbreaks in staff and additional restrictions placed on the practice, and mandatory drug testing ceased during the pandemic and has not yet been restarted.

### **6.2 Physical healthcare**

- 6.2.1 Partners had joint operational contingency plans for Covid-19 and created recovery plans, underpinned by a joint understanding of the risks. Prison and healthcare staff were aware of the procedures to deal with Covid-19 and were equipped with adequate personal protective equipment and testing regimes. The Covid suite has been praised by staff for being efficient and helpful.

- 6.2.2 The healthcare teams used telephone and computer means to assess and treat patients throughout wing lockdowns. 6.1.3 Telephone consultations have enabled safe access to hospital specialists but, when necessary, face-to-face hospital appointments have also taken place.
- 6.2.3 In the prisoner survey carried out in 2020 for the HMIP visit, 25% of respondents said that they had a physical disability, whilst 37% stated that they had a mental health problem. As referenced above the Board has not been able to receive any recent statistics for any of the services provided by NHFT.
- 6.2.4 During the lockdown periods, the restricted regime impacted negatively on some prisoners waiting for specialist services, such as dental care, ophthalmic and podiatry services. The Board welcomes the reintroduction of these services and will seek to monitor the waiting lists.

### **6.3 Mental health**

- 6.3.1 As raised in previous reports, mental health issues among prisoners remain a concern. We are unable to confirm how many patients are currently on the mental health caseload but believe that the care plan approach is used to manage prisoners with complex mental disorder. The mental health and substance abuse and treatment team (START) responded to assessments for urgent referrals within two days, and non-urgent referrals within five days. The Board believes that the weekly clinical mental health team meetings and multi-disciplinary complex case clinical reviews (MDT) have continued throughout.
- 6.3.2 The use of tablet computers has enabled the psychiatrist to observe patients while undertaking an assessment.

### **6.4 Social care**

- 6.4.1 It is not known how many prisoners are currently receiving social care packages provided by the NHFT. To enable social care assessments to be continued during lockdown, the NHFT has facilitated (by phone or MS Teams) assessments with the local authority social care provider. There are currently five patients with a care plan, with three visits per day.
- 6.4.2 The prison has an ageing population, some of whom suffer from a wide range of chronic conditions. An end-of-life care pathway is in place, designed to

ensure that prisoners are afforded the same access to palliative care, and are treated with the same dignity and respect, as in the community.

## **6.5 Exercise, regime**

- 6.5.1 During the centrally-imposed severe pandemic restrictions all prisoners have had access to open air exercise each day, including gym sessions (outdoors only).
- 6.5.2 This year has been very similar to the last reporting year. The staged process of restrictions has provided the prison with strict guidance. Despite this, outbreaks of the virus have disrupted certain locations across the prison more than others. Working prisoners continued to attend kitchen, waste management and laundry.
- 6.5.3 To allow prisoners some virtual sense of time out of cell, there were enhanced meal provisions, additional PIN credit for in-cell phone use, distraction packs and additional education in-cell packs.
- 6.5.4 During the periods of lower restrictions, there were frequent one-to-one contacts for all men requiring support from the substance misuse and mental health teams and group therapy in the therapeutics units resumed. In addition, some limited enrichment activities such as sport groups have been provided. Announcements of the changes to regimes, to reflect the social restrictions, have been communicated as widely and as routinely as possible.

## **6.6 Drug and alcohol rehabilitation**

- 6.6.1 Gartree operates an in-house drug prevention programme, known as the relapse prevention programme. NHFT is currently working on designing a new programme which, once accredited, will replace the current in-house programme.
- 6.6.2 Due to lack of up-to-date data it is not currently known how many prisoners are on the substance misuse services psychosocial caseload. Prisoners on opiate substitution therapy are reviewed every 13 weeks, in line with national guidelines.
- 6.6.3 All new arrivals into the prison are seen by a drug recovery worker during induction, and the relationship between drug taking and Covid-19 is explained.

6.6.4 One-to-one support sessions have continued via the in-cell telephone system but, in cases of emergency, face-to-face sessions have taken place, with appropriate safety measures in place.

6.6.5 Use of drug support services in the prison is still active with regular referrals made and substance misuse support provided. Opiate substitution also continues to operate at a steady level with a typical number of 24 prisoners per month receiving this treatment. Most referrals for support come from staff but sometimes prisoners will self-refer. Use of gym and physical exercise to support substance misuse and recovery are well established. As the prison tries to return to full operational status the work of peer mentors will be introduced – this extends the prison’s efforts to reintroduce a rehabilitation culture, which will include a range of activities to support addiction recovery, harm reduction and safer custody. In addition, there are also strategic efforts to tackle prisoner debt and the harms that this brings to the prison.

## **6.7 Soft skills**

6.7.1 Soft skill activities, which include simple art activities, book club or drama workshops, have unfortunately not been available over the past year to help occupy and broaden the interest of prisoners. It is hoped that they will resume once the regime is opened up again.

## **7. Progression and resettlement**

### **7.1 Education, library**

- 7.1.1 Education continues to be provided by Milton Keynes College who have a large suite of offices and classrooms on the first floor of the main building. The continuing pandemic and the resulting lockdowns have made this another challenging year for the education department. During the lockdowns, men have not been able to access the classroom facilities and have had to use workbooks provided by the staff to work on in their cells. In excess of 3,000 of these have been distributed with a high return rate.
- 7.1.2 During the past couple of years there has been a move away from the traditional GCSE/A Level offering towards what the department considers are programmes which better cater for the needs of the men. Some of these are in-house programmes and some are externally accredited. The latter include graphic design, music, radio, education and training, supporting learning disabilities, food safety and cleaning. The non-accredited courses include a debt awareness programme (Managing my Money) and a programme to help with living at Gartree (Brighter Lifer). The department staff describe these programmes as 'careers in custody'.
- 7.1.3 The usual range of functional skills, English and maths courses are also offered.
- 7.1.4 A development in IT has meant that men taking programmes which require access to online material (which is denied to prisoners) can have this downloaded by the department and transferred to an offline computer in the library where the men can have access to it.
- 7.1.5 When classroom teaching is taking place there is now an officer on duty in the department and it is thought that this has enabled staff to take a less rigid approach to the management of their class. Another intriguing possibility posited by the staff is that lockdown has encouraged men who would not traditionally engage with classroom teaching to participate in the in-cell work which has been available.

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

- 7.2.1 As in the previous reporting year the industries department of the prison continues to be impacted by lockdowns caused by the Covid pandemic.
- 7.2.2 The department offers employment to prisoners in 11 workshops. These cover a range of activities – bicycle refurbishment, textile manufacture and textile recycling, braille work, laundry, IT, waste management, gardening etc. Additionally, there is employment for a number of prisoners on each wing as



wing cleaners and some in-cell work opportunities. The latter includes the packing of tea/coffee/sugar sachets for distribution across the HMP estate.

- 7.2.3 Historically, we have expressed concern about the impact on employment caused by men arriving late (or sometimes not at all) in the various workshops due to issues with the regime causing them to be unlocked late on their wings. Prior to the initial lockdown this had been steadily improving. In between the lockdowns during this year that improvement has continued, although with a reduced workforce. There has been a change during the year to the prison regime which means that the permitted exercise period, which used to take place at the end of the working day, is now part of the core day thus reducing the time available for employment. A decision was taken that this would not impact on the remuneration of prisoners who reported for work after having had their exercise break
- 7.2.4 At the time of writing this report (early December 2021) the prison was still in a stage 4 lockdown which meant that only essential workers – kitchens, laundry etc. – were allowed off their wings for employment. Thus, the normal employment numbers of approximately 250 were reduced to 37. As the prison moves to stage 2 this number will increase to about half of the workforce and then when stage 1 happens the whole workforce will be back in action – it is hoped that this might occur before the end of December.
- 7.2.5 The industries department is planning for the anticipated new wing extension to the prison. It is understood that three new workshops will form part of this provision, one of which will be a new laundry unit. Another will be a purpose-built waste management unit. The new wing will house 240 extra prisoners, but it is anticipated that, with these new workshops, plus expansion to some of the existing ones such as the textile waste repurposing, there will be no reduction of employment opportunities for the existing prisoners.
- 7.2.6 It is considered that the industries department is a well-managed part of the prison and is actively managing the challenges caused by the pandemic as well as those brought about by the proposed prison expansion.

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

- 7.3.1 The OMU has continued to be affected by the Covid-19 pandemic over the year. Probation staff have been able to work remotely and a hybrid model of part office work and part working from home has become the norm and allowed room for social distancing for those in the office. It appears to be working satisfactorily and allowed the OMU to keep at least a basic level of service.

- 7.3.2 The current OMU staff requirement is for 10.5 prison offender managers (POMs), but the unit is operating with only 8.7 full-time equivalents currently. To make up the two unfilled POM positions, further efforts are now in train to advertise including internally. Prisoners are allocated an appropriate POM based on their risk profile under OMiC.
- 7.3.3 All the POMs have been able to support and contact prisoners during the year by extensive use of in-cell phones which, by good fortune, were introduced just prior to the pandemic. Whilst not perfect, remote contact has enabled the OMU to maintain contact with most prisoners during a challenging period, with lockdowns and restrictions on movement.
- 7.3.4 The shortage of POMs has had a negative impact upon the operation of the offender assessment system (OASys) and assessments and sentence plans are behind those stipulated within the OASys guidelines. A significant number of prisoners (approximately 160) have received no OASys sentence plan review within the last three years which has not just been down to staff shortages, but also additional factors like out of date OASys on new receptions, having officers who are not yet OASys-trained and alterations made to OASys since its inception. The Board considers that OASys is vital in assessing the risk of individual prisoners and in facilitating their rehabilitation and progression. It is disappointing that requirements of OASys are not being met and that the system not up to date – though we acknowledge the situation is worse in many other prisons and, in a long-term prison like Gartree, it may not lead directly to prisoner progression detriment.
- 7.3.5 Offending behaviour programmes (OBP) work has suffered during the year. Normally, a wide range of OBPs including Kaizen, RESOLVE and BBR courses are offered. During the pandemic, the OBP delivery has been intermittently suspended depending on the restrictions in place within the prison and it has been restricted to those over tariff or within 12 months of the planned release date. The unit is aware that this has caused significant prisoner frustration and has also had a negative impact on prisoner progression. Most progression work carried out at Gartree has the defined targets of the recategorisation of prisoners and achieving successful parole hearings.
- 7.3.6 Recently, the OMU has started to hold monthly ‘surgeries’ on the wings with the intention of reaching out to prisoners who previously have had little engagement with the unit. After each surgery, feedback is analysed with a view to improving their effectiveness.
- 7.3.7 Parole hearings have been managed by a mix of video-link and face to face meetings.

- 7.3.8 There have been extra efforts made to progress those serving indeterminate sentences for public protection (IPPs) using psychology and IPP progression panels focusing on IPPs within the 'complex cohort' which comprises three identified groups: firstly, those never released (non-sexual and non-violent); secondly, those never released but with more serious index offences like robbery; and thirdly, those never released and five years over tariff. This work is judged as a step forward in as much as it identifies the right environment and offers more appropriate assistance for the IPP prisoner, but it should be noted the work is very slow moving in achieving material benefits. At the time of our last report there were 33 IPPs at Gartree. This has risen to 41 and of this number 23 are within the complex cohort.
- 7.3.9 There remain approximately 1,700 IPPs in the prison system of whom 97% are over tariff and we have brought the widely perceived (and continuing) injustices in these sentences and their consequences to the Minister's attention in previous reports.
- 7.3.10 Of concern to the IMB is the new categorisation tool that has been recently introduced. We understand that the operation of the new tool is the main reason for the increase in the number of category C and category D prisoners at Gartree. The new categorisation tool introduced a level of automation into categorisation and also redefined the categorisation criteria. There are now 137 category C prisoners (55 in the previous year) and five category D prisoners (two in the previous year). The Board is concerned that prisoners may be confused or frustrated by their change in categorisations. Currently a quarter of Gartree's prisoner population is categorised as category C or category D and the objective of the new system is unclear to the Board, and to prison staff. At the same time, we note progressing men remains difficult anyway, due to the current capacity constraints in category C prisons and the challenges to finding a prison that meets prisoner progression needs. We are especially concerned about category D prisoners housed at Gartree as they are put at a serious disadvantage at parole hearings because they have been unable to prove themselves in open prison conditions.

## **7.4 Family Contact**

- 7.4.1 Face-to-face visits began again in May 2021. Working to Covid-secure guidelines to ensure social distancing necessitated a reduction in the number of face-to-face visits available in each session. Gartree agreed to take part in a pilot for Covid-19 lateral flow device (LFD) testing of visitors, when they arrived at Gartree, who wished to have physical contact whilst on all social visits. Whilst this was initially for weekdays only, in August this changed to

include weekend visits. Taking an LFD test before the visit removed social distance and non-contact rules between the visitor and prisoner during the visit.

- 7.4.2 In early August the Purple (video) Visits computers/equipment were moved to the visits room so that Purple Visits sessions would mirror social visits days and times, making Purple Visits possible on Tuesday, Thursday, Saturday and Sunday afternoons only. Some of the men have said that family members have had issues with hearing them due to the background noise of the visits room. The Board looks forward to a solution being found to minimise the noise.
- 7.4.3 The ongoing additional phone credit was welcomed by prisoners, to stay in touch with family even after face-to-face visits started due to the reduced capacity. However, the weekly supplementary pin credit of £5 was reduced to £3 for the first two weeks of September then £1.50 for the final week. However, it is noted that during the periods of localised lockdown phone credit was reinstated for the period of the lockdown. The Board has noted however that the approach in a private prison may have been more generous, when they continued their payments of £5 per week until mid-October (IMB annual report HMP Forest Bank) and reduction to £1.50 did not take place until 1 November.
- 7.4.4 The long-term effects of loss of contact and disruption to family ties and relationships, are not fully known at this stage. However, there is a high probability that there will have been negative impacts on family relationships, especially with children. The Board looks forward to hearing how Gartree will proactively help the men build their family connections as the establishment moves away from all Covid restrictions, for example by reintroducing family visit days.

## **7.5 Resettlement planning**

- 7.5.1 Gartree is not a resettlement prison. As a category B training prison' within the LTHSE, the prison rarely releases prisoners directly. All prisoners are serving indeterminate sentences, of which currently 93% are life sentences and 7% imprisonment for public protection.
- 7.5.2 Gartree houses long-term prisoners for the bulk of their sentences with a view to progression of prisoners to category C and category D prisons in which they might spend the final period of their sentences prior to release. During

the year, 54 category C and 18 category D prisoners were progressed to category C and category D prisons.

- 7.5.3 During the past year, only one prisoner was released directly. All prisoners are released under Parole Board direction and are provided with appropriate accommodation prior to release, so no prisoners are released homeless. Release is overseen by the Parole Board/Probation Service, and all men receive a release plan, produced in conjunction with the community offender manager, which includes licence conditions. Following release, prisoners are monitored according to their individual risk management plan by the community offender manager, liaising with the external Probation Service.

## The work of the IMB

<b>BOARD STATISTICS</b>	<b>2020</b>	<b>2021</b> <b>Current</b> <b>Reporting</b> <b>year</b>
Recommended complement of Board members	15	<b>14</b>
Number of Board members at the start of the reporting period	5	<b>6</b>
Number of Board members at the end of the reporting period	6	<b>7</b>
Total number of visits to the establishment	175	<b>188</b>
Total number of segregation reviews attended	117	<b>79</b>

## Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	3	2
B	Discipline, including adjudications, IEP, sanctions	7	3
C	Equality	13	5
D	Purposeful activity, including education, work, training, library, regime, time out of cell	7	4
E1	Letters, visits, telephones, public protection restrictions	14	4
E2	Finance, including pay, private monies, spends		
F	Food and kitchens	4	3
G	Health, including physical, mental, social care	17	18
H1	Property within this establishment	44	19
H2	Property during transfer or in another establishment or location		
H3	Canteen, facility list, catalogue(s)		
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorization	12	7
J	Staff/prisoner concerns, including bullying	19	13
K	Transfers	10	2
L	Miscellaneous, including complaints system	33	13
M	Inappropriate	1	1
	<b>Total number of applications</b>	<b>184</b>	<b>94</b>

## Glossary of terms

ACCT	assessment, care in custody and teamwork
BWC	body-worn camera
CCTV	closed-circuit television
Covid	Covid-19 pandemic
CQC	Care Quality Commission
DBS	daily briefing sheet
DIC	death in custody
DIRF	discrimination incident reporting form
DST	dedicated search team
ESOL	English for speakers of other languages
FN	foreign national
GOOD	good order and/or discipline
HMIP	Her Majesty's Inspectorate of Prisons
HMPPS	Her Majesty's Prison and Probation Service
Hooch	Illicit/illegally brewed or distilled liquids
IPP	indeterminate sentence for public protection
LTHSE	long term high security estate
MOJ	Ministry of Justice
NHFT	Nottingham Health Foundation Trust
NHS	National Health Service
OASys	offender assessment system
OMiC	offender management in custody
OMU	offender management unit
PHE	Public Health England
PIPE	psychologically informed progression environment
POELT	prison officer entry level trainee
PPO	Prisons and Probation Ombudsman
SAPU	separation and progression unit
SMT	senior management team
UoF	use of force





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