



Annual Report of the Independent Monitoring Board at HMP The Mount

**For reporting year
1 March 2021 – 28 February 2022**

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Introductory sections 1 – 3

1. Statutory role of the IMB

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

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

- satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison and also to the prison's records.

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

2. Description of the establishment

HMP The Mount is built on one side of a disused airfield adjacent to the village of Bovington in Hertfordshire. It is just over a mile from a mainline railway station and is well served by bus routes. This makes it a very open and accessible site for walkers, dog-walkers and of course those who wish to propel packages over the fence, as well as drone activity.

HMP The Mount opened in 1987 as a young offenders' institution. Initially there were five residential wings: Annexe, Brister, Ellis, Fowler, and Lakes. Most of these wings have their cells configured in a four-spur design on two landings which creates difficulty in observing prisoner behaviour, the exception being the Annexe which has 44 rooms with separate wash and toilet facilities, a lounge and free access to the kitchen.

HMP The Mount was re-rolled as a category C adult male training prison in 1989. During the 1990s two more wings, Howard and Dixon, were built. These are of a two-landing galleried design that allows improved observation of prisoners. In 2007 a further wing, Narey, became operational, housing mainly older prisoners. The construction of Nash Wing was completed in 2015 with 94 double cells and 62 single cells. New kitchen, gymnasium and healthcare units were also constructed at that time. The prison's current roll is around 1017 prisoners.

In addition to its expansion, The Mount was re-rolled as a hybrid prison with the aim of providing training and rehabilitation for 75% of its population and a resettlement service for the remaining 25% during the final three to four months of their sentence. The resettlement service is intended for prisoners from Hertfordshire, Bedfordshire, Cambridgeshire and Northamptonshire. Recently this proportion has changed with currently 70% of the population being offered training and rehabilitation and 30% resettlement. This will change again shortly with an anticipated increase in foreign nationals.

During the Covid pandemic beginning March 2020 the configuration of the residential unit population changed to ensure groups remained in 'bubbles' of approximately 30 prisoners each, exercising, having association, showering, collecting food etc. within their group. For all prisoners except for the few in work there was only one hour per day out of cell and this continued to the end of the reporting period though at some times the restrictions were slightly eased. Nash, Howard and Dixon were reserved for those in work, being closest to the workshops. Brister has remained the induction wing and part of Narey has been used for the Covid-shielding and vulnerable prisoners.

The incentives scheme tier system was abandoned and all prisoners became standard and were issued with televisions. All prisoners had in-cell telephones to speak to their families or other agreed contacts and were given a £5 credit weekly for the period. This has now ceased.

Accommodation as at 28 February 2022

Operational Capacity	Population	Spaces available	No. of Cells out of action
1028	1017	0	8

Prisoners by length of sentence

Length of sentence	Number of prisoners	
	February 2021	February 2022
Less than 12 months	4	22
12 months to 2 years	30	41
2 - 3 years	86	105
3 - 4 years	78	116
4 - 10 years	427	386
More than 10 years	224	190
Lifers	118	106
Indeterminate sentences for public protection	38	32
Sentence expired foreign nationals	7	13
TOTAL	1,012	1,011

3. Executive summary

3.1 Background to the report

1. This was the second year of Covid. Our reporting year started at the beginning of March 2021 when the epidemic was affecting the whole country. During the year the prison went from a lockdown regime to a more relaxed regime during the summer months then back to a lockdown regime in line with the Government requirements for the rest of the country's population. At the end of the year there was the start of a more relaxed regime with some workplaces available. However, there continued to be very limited time out of cell for the majority of the prisoners.
2. Many feared that the virus would have a devastating impact on the prison with many deaths but to the credit of the Governor and staff this did not happen. With the introduction of regular testing of staff, managing the prisoners in small groups within their residential units and social distancing, any outbreaks were quickly isolated.
3. The instructions for lockdown were given by Gold Command in Head Office which has been nationally directing the position for prisons during the pandemic. Despite the effect of the virus on staffing levels, The Mount has always been able to provide prisoners with the maximum time out of cell permitted by these national restrictions. The Mount has been classified a number of times throughout the year as an outbreak site which has restricted the regime, particularly time out of cells and the movement of prisoners to education or work. The workshops, education and library were closed for nearly all the year leaving prisoners often locked down for 23 hours a day, which was damaging to their mental and physical health. There were some offending behaviour programmes but with limited numbers not all prisoners were unable to complete their sentence plans or have in-person social visits. For much of the year the prisoners have not had adequate time out of their cells for exercise, domestics and association with others.
4. During the year due to staffing levels the prisoners were being served with their only hot meal of the day as early as 11am. This caused a lot of frustration and complaints from the prisoners. At the end of the reporting period the hot meal was being served in the evening which has been welcomed by prisoners.
5. The virus has produced some gains. The introduction of Purple Visits (secure video calls), in-cell telephones and email-a-prisoner has helped prisoners to stay in touch with their families when face-to-face visits were not allowed. When face-to-face visits were resumed they were with reduced numbers and no physical contact.

6. Isolating spurs within the residential units helped the reduced staffing levels to manage the prisoners. It also reduced the levels of violence but it has had an effect on the prisoners' mental and general health. The lack of activities and exercise despite the introduction of in-cell work, books and education packs has taken its toll on prisoners' health generally.
7. Staffing levels have been a major concern during the year with prisoners being denied visits to the gym, library and limited access to showers and association time. During the year due to the national recruitment campaign a number of new starters arrived at the prison. Unfortunately, some did not stay very long as the role did not suit them and they left – some within days - a waste of money and time. Better vetting of applicants' suitability needs to be employed.
8. During the height of the pandemic the IMB did not want to bring the virus into the prison and so visited the prison much less frequently. However the Board continued to monitor the prison remotely during part of the year at the height of the pandemic. Zoom and Teams were used for IMB Board meetings which were also attended by the Governor. Prisoners' applications were dealt with by using the 0800 applications line and email-a-prisoner. Contact was maintained with the prison by dialling into meetings and rule 45 reviews. IMB visits to the prison resumed during the year but went back to remote monitoring when the second wave hit. A normal visit schedule is now in place and has been since December 2021.

3.2 Main judgements

How safe is the prison?

There have been fewer prisoner-on-prisoner and prisoner-on-staff assaults throughout the lockdown periods as movement of prisoners has been limited due to the separation of spurs within wings, which has limited prisoner association. Unfortunately, sometimes self-harm is used as a release from other problems and the frustrations of the lockdown which is distressing

How fairly and humanely are prisoners treated?

The measures required during lockdown which were directed nationally were not humane. In some wings the outside exercise areas are small and offer very little in terms of a comfortable environment. It seems that it is believed that all prisoners want is fitness equipment. Towards the end of the year the frustration with the regime was coming to the surface. The morale among staff and prisoners was low given the very difficult year.

How well are prisoners' health and wellbeing needs met?

The new healthcare provider is now providing a satisfactory service given the limitations caused by the regime. Weekends are now covered which is welcomed. The in-cell telephone has enabled prisoners to speak with healthcare about their health concerns. Face-to-face consultations are now taking place but with reduced numbers.

How well are prisoners progressed towards successful resettlement?

There has been little in the way of resettlement during the lockdown periods. During the year a 1-1 programme using the in-cell telephone was introduced for prisoners nearing release and towards the end of the year face-to-face appointments were resumed. However during the year, for the second year in a row, prisoners were being released without having completed the offending behaviour programmes included in their sentence plans.

3.3 Main areas for development

TO THE MINISTER

The Board is concerned at the lack of category D places. Prisoners are being assessed and approved but then face months waiting for a place. Some are released before being allocated a category D placement. Increasing the period that a prisoner can apply from two to three years with no extra places will increase the frustration of prisoners.

TO THE PRISON SERVICE

On staffing levels and new recruits, the Prison Service needs to better appraise applicants as to their suitability for the role. A lot of effort and money is wasted when trainees leave because they cannot cope with the environment. Numbers recruited should not be the only measure. The number that finish their training who are still employed 12 months later is the most important measure. The loss of experienced officers that the service has experienced over the years means that there are fewer opportunities for mentoring when new recruits are in role.

Some investment has been made to improve the showers but the remaining showers need refurbishing to bring them to an acceptable standard. The heating and hot water boilers need replacing with modern energy efficiency to provide better living conditions.

Education programmes need more investment so that more prisoners can access them, together with more investment in the workshops with meaningful employment that can lead to qualifications to improve employment opportunities on release.

There continue to be many problems with the transfer of property during prison-to-prison transfers. There is insufficient room in the transfer vehicles for all prisoners' property and arrangements for any that is left behind is patchy. Frequently prisoners' property gets lost completely leading to expensive and avoidable claims on the Prison Service. This matter needs to be dealt with.

TO THE GOVERNOR

Given the management of smaller groups of prisoners and not returning to pre-pandemic 'free flow' regime, the challenge will be to manage movement of prisoners so that prisoners are able to attend work and education every day, to make use of the library and gyms regularly and to have sufficient time out of cell. We have raised concerns that identifying set wings to house prisoners engaging in education or having a workshop place will limit prisoners' opportunities and necessitate prisoners moving wings to access new opportunities.

3.4 Progress since the last report

Throughout the year The Mount has continued to operate a restricted Covid-safe regime under Gold Command so little comparison to previous years is possible. We accept that the management of the prisoners in small groups has helped to control the virus within the prison but in doing so has had an effect on the general health and mental health of prisoners. Staff and prisoner morale has been low during the year: prisoners because of the restricted regime, lack of activities and extended lock down times and staff due to low staffing levels and the stress that places on them.

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

Monitoring of this area has been limited during the last year or so due to the Covid pandemic. All incoming prisoners should have been Covid-tested on departure from their previous establishment but this has not always been the case; hence this is the area of the greatest risk of virus transmission.

However, all prisoners should be received into reception before 4.30pm as the stated latest arrival time. If transport is expected to arrive after that time the prison must be informed in advance. Incoming prisoners have a healthcare assessment, property management, a cell sharing risk assessment which goes with them to their residential unit, and an X-ray body scan. If a prisoner is suspected of secreting an illicit item they are given a 24-hour amnesty in the CSU and then re-scanned. If this does not produce the item they are kept in the CSU until cleared by body scan.

There was a plan for the reception area to be updated; this has been put on hold, but there are plans for a hearing aid loop to be installed.

Prisoners go on to the induction unit where they should have first night support. This is an area where there should be significant improvement during the forthcoming reporting year; however considering the considerable problems with the Covid virus all staff have done well to date.

4.2 Suicide and self-harm, deaths in custody

Sadly two prisoners died whilst in custody at The Mount this year – both from apparently natural causes. Both were approaching the end of long sentences.

One died after a short final illness. The care extended by the prison was exemplary, with family enabled to visit him on the wing before he was given compassionate release on temporary licence (ROTL) and transferred to a hospice.

The other died unexpectedly.

The two prisoners were firm friends having served long sentences together in various prisons (indeed one credited the other with having helped him 'through a very dark place' shortly after he had been sentenced). Both spent their time supporting other prisoners as Listeners and in other ways. They are missed.

There have been no suicides during the reporting period.

There were 386 ACCTs opened during the reporting year compared to 275 in the previous year. Sadly there have been many complex cases during the year which

have contributed to the heightened number of self-harmers. It is hoped the number will reduce slightly as many of the prisoners involved have been transferred to other establishments better suited to their needs.

The table below shows the frequency of self-harm to a great extent occasioned by frustration arising from the lockdown restrictions. The mental healthcare team take an active role in addressing the underlying causes.

	Self-harm
Mar-21	19
Apr-21	16
May-21	23
Jun-21	48
Jul-21	26
Aug-21	34
Sep-21	25
Oct-21	29
Nov-21	39
Dec-21	52
Jan-22	32
Feb-22	16

4.3 Violence and violence reduction, self-isolation

The table below shows the number of prisoner-on-prisoner and prisoner-on-staff assaults. Due to varied lockdown measures, which included restricted movement, the numbers and severity of incidents were in line with the previous year; actually fewer for prisoner-on-prisoner.

	Staff assaults	Prisoner assaults
Mar-21	5	5
Apr-21	6	9
May-21	3	7
Jun-21	9	7
Jul-21	1	9
Aug-21	8	6
Sep-21	5	8
Oct-21	7	3
Nov-21	8	12
Dec-21	12	3
Jan-22	8	3
Feb-22	4	6

For prisoners with a history of violence, challenge, support and intervention plans (CSIPs) were in place, with different units within the prison such as safer custody, BELONG, the mental healthcare team and the programmes team working with the prisoners to improve outcomes. The number of prisoners on such plans averaged eight per month.

Approximately 10% of the population have gang alerts against their names. Where this is confirmed through intelligence, members of different gangs are placed on separate wings and in some cases (usually gang leaders) transferred to another prison. Because of the restricted regime, bullying and serious incidents have happily been lower than in normal years.

At 28 February 2022 there were seven self-isolators which is a relatively consistent monthly number. Safer custody work with wing staff to better understand issues and undertake regular wellbeing checks directly or with the assistance of the programmes team. The mental healthcare team take an active role to the extent necessary. The self-isolator policy has been updated. One prisoner has been isolating since May 2020 and wishes to remain that way until his release as he feels safer.

4.4 Use of force

Use of force is very carefully monitored in the prison with weekly meetings with the use of force coordinator and deputy Governor as well as other interested parties including the IMB.

Prison officers get a cold debrief of any incidents and feedback following each incident and the prisoner involved also gets a cold debrief including the opportunity to view the video footage of the event. Two officers are trained in the use of PAVA but this has never been used.

The incidents when it has been necessary to use force have dropped considerably since the lockdown, obviously due to the fact that prisoners are not unlocked for long periods but also because the residential units have limited integration. In 2019 there were 560 incidents, in 2020 there were 389 incidents and in 2021 there were 337 incidents.

Given below are the monthly use of force figures as well as the ethnicity comparison figures:

Use of force figures by month

Year	Incidents	Planned	Unplanned	PPE	Prisoner taken to ground	Use of the Baton	Special Accomodation	Full Relocation	Healthcare attendance	C&R Instructor attendance	Injury to Staff	Injury to Prisoner
Mar-21	31	9	26	7	15	0	2	0	7	5	6	4
Apr-21	28	3	25	2	10	0	1	1	2	2	3	2
May-21	22	5	17	0	7	1	1	1	2	1	0	0
Jun-21	36	6	30	4	8	1	0	0	11	1	2	1
Jul-21	22	4	18	1	4	3	0	0	1	0	0	0
Aug-21	27	4	23	2	7	0	1	0	0	0	1	0
Sep-21	27	2	25	1	9	0	0	0	0	1	3	0
Oct-21	23	5	18	2	7	1	2	1	0	0	2	0
Nov-21	32	6	26	3	11	1	0	0	2	0	3	1
Dec-21	39	9	30	6	12	2	2	3	3	3	3	1
Jan-22	28	5	23	1	4	1	0	1	9	6	2	1
Feb-22	25	3	22	1	7	0	0	0	11	3	1	2
Total	340	61	283	30	101	10	9	7	48	22	26	12

UOF by ethnicity

Ethnicity		%
A1 (Indian)	8	2.35%
A2 (Pakistani)	3	0.88%
A3 (Bangladeshi)	2	0.59%
A9 (Any other Asian background)	3	0.88%
B1 (Caribbean)	29	8.53%
B2 (African)	32	9.41%
B9 (Any other Black background)	8	2.35%
M1 (White and Black Caribbean)	15	4.41%
M2 (White and Black African)	1	0.29%
M3 (White and Asian)	2	0.59%
M9 (Any other mixed)	3	0.88%
O1 (Chinese)	0	0.00%
O2 (Arab)	1	0.29%
O9 (Any other ethnic group)	3	0.88%
W1 (British)	184	54.12%
W2 (Irish)	1	0.29%
W3 (Gypsy or Irish Traveller)	21	6.18%
W9 (Any other White background)	24	7.06%
NS (Not stated)	0	0.00%
Total	340	100.00%

Prison population - ethnicity

Ethnicity		%
A1 (Indian)	21	2.08%
A2 Pakistani	52	5.14%
A3 (Bangladeshi)	19	1.88%
A9 (Any other Asian background)	35	3.46%
B1 (Caribbean)	112	11.07%
B2 (African)	73	7.21%
B9 (Any other Black background)	34	3.36%
M1 (White and Black Caribbean)	40	3.95%
M2 (White and Black African)	8	0.79%
M3 (White and Asian)	6	0.59%
M9 (Any other mixed)	13	1.28%
O1 (Chinese)	14	1.38%
O2 (Arab)	7	0.69%
O9 (Any other ethnic group)	22	2.17%
W1 (British)	403	39.82%
W2 (Irish)	6	0.59%
W3 (Gypsy or Irish Traveller)	18	1.78%
W9 (Any other White background)	125	12.35%
NS (Not stated)	4	0.40%
Total	1,012	100.00%

4.5 Preventing illicit items

Considerable progress has been made during the Covid restrictions to prevent illicit items from entering the establishment, the most important being the airport-style set-up for searching all staff and visitors to the prison at all times of the day. The reduction in the occurrence of illicit items in the prison, mostly in terms of drugs and mobile phones, since this was introduced has sadly led to the conclusion that the majority of illicit items were brought in through the Gate.

In addition to this, all incoming letters are subject to drug dog scrutiny and Rapiscan drug detection screening - highlighting that a large number of letters that are purported to be legal correspondence are indeed not so. The other major area for access of illicit items are throw-overs. Netting and staff vigilance seem to have limited these as well. Targeted X-ray body scanning of new arrivals is also an important tool in the prevention of illicit items entering the prison, as are targeted and random cell searches.

There is a team of dogs with a variety of specialities who carry out passive searches on visitors and active searches for drugs and alcohol on the residential units and cells.

Overall the prevalence of illicit drugs has reduced, with fewer medical alerts, reduced violence and fewer prisoners in the CSU for drug debts. However there has been a considerable increase in illicit alcohol brewing leading to increased incidents of prisoners under the influence; 314 litres were found in December. This may be a result of the reduced amount of drugs available. There are still an unknown number of mobile phones.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

The prison, on the whole, remained clean and tidy and a coat of paint in most areas during the summer months made a real difference to the environment. Of particular note were the induction rooms that had murals painted on the wall, providing a welcome to new prisoners.

Restrictions on movements through the prison have been consolidated by permanent gates that divide the prison into 'zones'. Prisoners still remain locked up for much of the day. In recent months the small minority attending work and education has increased but attendance numbers are lower than available places. Given the continuing situation the prisoners have shown remarkable resilience.

Some issues with litter and discarded food remain, leading again to a proliferation of rats. Introduction of two feral cats in June, and more later, has improved the matter, though sightings of rats by prisoners, staff and IMB members continued. The prison grounds were enhanced by flowers and plants provided by farms and gardens, a stalwart effort as fewer prisoners than usual were assigned to work there.

The outbreak of Covid infections and accompanying isolations meant that fewer visits to wings were undertaken by the IMB than usual, so scrutiny of some aspects was intermittent, for example showers, though their cleanliness and quality was still reported by members to be less than optimum.

In July the prison offered an amnesty period for kit in order to clear cells. A bulk order for new kit was also made at that time.

One issue that caused particular consternation was the lack of a curtain screening for in-cell toilets. The prisoners sometimes have to make their own makeshift curtains. Delays in delivery were reportedly the cause but the impact on the individuals, and the expectation they can rightfully have for privacy requires higher priority.

The condition of the estate continued to improve with an overhaul of the hot water and heating system. This had been a continuing issue with prisoners as there had been occasions when the heating had not worked for a few days at a time during colder spells. Other works included adapting a wing kitchen to meet new regulations so that the prisoners could resume independent cooking. Prisoners were frustrated at the wait of several weeks for the final go ahead to be given.

A new catering manager took over in the early part of the year and prisoners continued to have five choices of main meal though availability of ingredients meant the menus did not vary greatly. Food, however, was still subject to many complaints by prisoners.

In the first part of the year the main hot meal was still provided in the middle of the day and was regularly delivered before eleven o'clock. This has been a continuing bone of contention as prisoners returning after activity can face cold or even no food. It was agreed to serve the hot meal in the evening on weekdays, though staff shortages meant this was not sustainable. A hybrid model of half the prison at a time having an evening hot meal, then alternating, now exists, with the plan to serve all hot meals at the end of the day when staffing matters settle.

Fresh food was observed to be of high quality e.g. salads with some excellent produce coming from farms and gardens seasonally. The special meals ordered from the external provider, Layla, were variable in quality and quantity. Some seemed small for an adult portion and were of indeterminate content. Similarly, the cold food provision was criticised by prisoners though IMB observations showed that in addition to a carbohydrate-based item, e.g. large baguettes or rice, a number of snacks including fruit were included.

Delivery problems – in one week 22 items were missing – prevailed over the year and lack of some spices, etc had impact on provision of flavoursome and preferred meals.

The kitchen made significant efforts to be innovative and inclusive with an Eid menu contributed to by prisoners on the wings which was widely praised by prisoners. Other laudable initiatives included doner kebabs and Joey Grey stew. In recognition of Black History Month a variety of African and Caribbean dishes were prepared.

5.2 Segregation

The weekly IMB rota reports over the period frequently mentioned that the CSU was housing very difficult prisoners – many with behavioural and mental health issues. This is not a suitable place for prisoners with serious mental problems, but the CSU was considered to be the safest place for them to be kept until they could be sectioned under the Mental Health Act, or a more suitable institution for them was found.

Over the period, two prisoners were transferred from CSU to a secure mental hospital.

Many of the prisoners in the CSU were on open ACCT documents and there were a few category B prisoners sent to The Mount in error who had to be placed in the CSU while they were awaiting a transfer out to an appropriate category B prison.

All of this put a strain on the officers but despite this, we have had substantial feedback that the prisoners appreciated the help and care shown by officers.

The level of occupancy was seldom at full capacity over the period and every effort was made to return the prisoners to normal location through integration plans.

As the regime was very restricted over the period, it resulted in fewer prisoners getting into debt and then wanting to go to the CSU for their own protection.

In the CSU there were 16 dirty protests dating from 23 February 2021 to 17 January 2022. Of these, 11 were carried out by the same prisoner.

Special accommodation was used 15 times with length of stay ranging from 15 minutes to 23 hours and 10 minutes. IMB members are informed when a prisoner is placed in special accommodation.

In the period from April to December 2021, the number of prisoners held in the CSU for over 42 days was 38.

Regarding the physical state of the unit, there were issues with hot water in the showers – and the overall state of one of the showers as well with draughty and ill-fitting windows.

A more long-term issue is the heating in the CSU, which has been a problem for some time. As the proper solution would entail substantial funding, this may continue to get temporary sticking plaster.

5.3 Staff-prisoner relationships, key workers

With limited opportunities to visit wings throughout the year due to Covid-19, it has not been easy to assess at first hand staff/prisoner relationships. However, limited observations suggest that there is, for the most part, a high level of professionalism and respect between most staff and prisoners.

Although not a measure of staff/prisoner relationships it is notable that the level of assaults on staff has reduced since last year but is still running at around eight assaults per month.

The key worker scheme is an important part of HM Prison and Probation Service's (HMPPS's) response to self-inflicted deaths, self-harm and violence in the prison. It is intended to improve safety by engaging with prisoners, building better relationships between prison officers and prisoners and helping prisoners settle into life in prison. Prison officers are allocated up to eight prisoners, on a one-on-one basis, for the officers to spend an average of 90 minutes per prisoner every other week for delivery of the key worker role. All prisoners at The Mount have been allocated a key worker. However, the level of key worker interactions throughout the year has remained consistently around the 50-60% level. This is a disappointing level given that the scheme is intended to improve safety and build better relationships between prison officers and prisoners.

The prison has lately changed the location of key workers so that they are on the same wings as their allocated prisoners and it was hoped that this would improve contact. However, in the first two months of 2022, around 300 prisoners did not have a recorded case note. In addition, some prisoners had not had a recorded key worker case note in the past twelve months.

It is worth noting that the prison has suffered significant problems in staffing levels and staff turnover in the last 12 months but, even so, these figures do not reflect well on the key worker operation.

5.4 Equality and diversity

With the appointment of a new manager for diversity and inclusion in June 2021, commitment to this area has been strengthened.

The remit of this post covers both prisoners and staff.

Some of the recent developments have been:

- Monthly diversity and inclusion meetings where record keeping and actions taken are closely monitored.
- Diversity and inclusion reps have been appointed to each wing.
- There is now an improved discrimination incident reporting form (DIRF) process, in an effort to ensure an unbiased approach. This includes speaking to the prisoner for a more detailed account of events and also seeking comments from the accused and any potential witnesses.

From April to December 2021, 137 DIRFs were submitted but after investigation, 23 had no grounds for being a DIRF and were dealt with appropriately. In December, for example, 13 DIRFs were submitted. Of these, five met the criteria. Over the entire period, four have warranted further investigation.

Personal emergency evacuation plans (PEEPs) are in place for those who are vulnerable due to age and/or disability and are regularly checked by the safety team. There were 19 such plans in effect at 28 February 2022. The number does vary from month to month. Those prisoners with learning difficulties are referred for a social care assessment unless they already have a diagnosis with wing staff managing their needs. Those with English language difficulties are assisted through a 24-hour phone service called the Big Word which provides translators.

5.5 Faith and pastoral support

Prisoners' largest registered faith group is Christian (all denominations) at approximately 40%, with 35% reporting as Muslim. 2021 saw the appointment of a new leader of the chaplaincy after the retirement of the previous long-serving

incumbent. The resumption of congregational services began with a daily Christian service for small groups of eight in July, a development widely welcomed. In November larger meetings were taking place. Services for other faiths started to be introduced at the same time. Meanwhile the chaplaincy team's pastoral role in providing care and support for individual prisoners continued as and when required, a service appreciated by the prisoners.

5.6 Incentives schemes

The incentives scheme provides a system of privileges, which is a key tool for incentivising prisoners to abide by the rules and engage in the prison regime and rehabilitation, including education, work and substance misuse recovery – whilst allowing privileges to be taken away from those who behave poorly or refuse to engage.

The scheme has three levels, basic, standard and enhanced.

With the outbreak of Covid-19 and the first national lockdown prisoners could be spending up to 23 hours each day in their cells. At this time a directive was received from HMPPS that a downgrade to basic should only be used in exceptional circumstances and all prisoners should be on standard or enhanced. This allowed all prisoners to have televisions and approved electronic game consoles if they possessed these. As the prison moves out of lockdown it may prove difficult to return to the original incentives scheme.

Excluding the two wings which have mainly category D or older prisoners, where almost all are enhanced, the split for the remainder of wings was 50/50 between enhanced and standard for the whole prison. The variation between wings was 66/34 enhanced to standard with the lowest 32/68. At the beginning of 2022 only one prisoner had been reduced to basic.

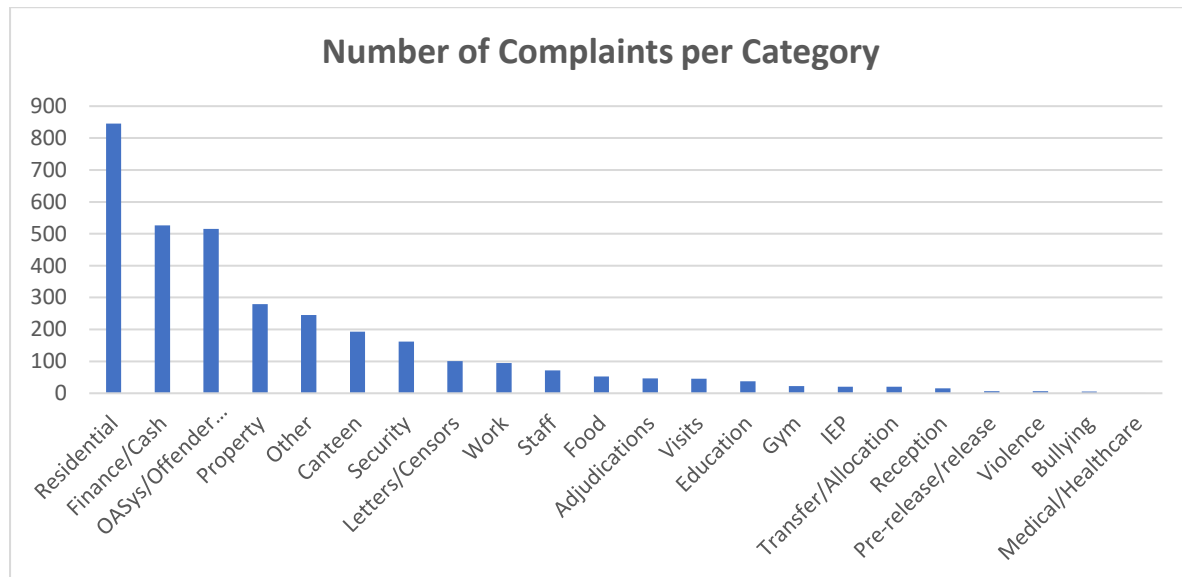
5.7 Complaints

Before making a complaint, prisoners are encouraged to see if it is possible for the problem to be resolved by first speaking to a key worker or an officer on the wing.

Complaint forms, for ordinary complaints (form COMP1), appeals (form COMP1A) and confidential access (form COMP2) are made available to all prisoners. They are located on each wing and collected each weekday from the secure mailbox.

Prisoners must receive a response to their complaint within five working days of the complaint being logged. The complaint should be answered by someone who is capable of providing an adequate and meaningful reply and is not the focus of the complaint. If a complaint is still not resolved after an appeal, the Prisons and Probation Ombudsman (PPO) can be asked to look into it by the prisoner.

In the reporting period there were 3,312 prisoner complaints, an almost identical number to the previous year. This year 3,214 were answered within five working days (97%). Of these the top five categories were residential/accommodation (26%), finance/cash (16%), OASys/offender management (16%), property (8%) and canteen (6%). The chart below shows all categories recorded.



. The number of IMB applications for the period – 410, a significant increase from the previous year – is perhaps an indication of the lack of satisfaction with the prison's formal complaints procedure.

The reporting of healthcare complaints shown on the chart does not reflect the actual number from prisoners. A separate independent complaint system is used by healthcare and these are not reported into the prison system. In the reporting period healthcare had 71 direct complaints.

5.8 Property

The Board is not aware of any changes to the handling of property associated with the emergency regime related to the Covid-19 pandemic.

Applications from prisoners indicate that the management of prisoners' property continues to be a cause for concern among prisoners and hence for the Board. A significant percentage of applications received by the Board during the reporting period related to property, almost identical to that of the previous reporting year. Of these, almost 90% of applications relate to property lost or delayed during transfer or held within another establishment.

Complaints from prisoners to previous prisons regarding missing property, in general, go unanswered and the Board is forced to ask the Chair to contact the Chair of the prisoner's previous prison to see if they can help expedite the missing property.

The Board raised a number of issues with the Governor relating to individual prisoners' difficulties in receiving property not contained within the three bags accepted. The impact on some prisoners, in terms of access to important and personal property, was clearly seen.

The Board was disappointed by the delay in resolving some instances of prisoners arriving without property. In some cases, prisoners have arrived with no property at all and it has taken more than two months to locate and return property to the prisoner. In quite a number of instances numerous requests to previous prisons to locate their property go unanswered.

The Board hopes that a new national policy regarding the management of transfers of prisoners' property is being developed and would welcome a system where all prisoners' property travels with them when transferred.

6. Health and wellbeing

6.1 Healthcare general

Healthcare services are being provided by Practice Plus Group (PPG) and this is working well. They have their own complaints system but prisoners can and do complain to the IMB. However relatively few complaints are received and these are mostly concerned with delays to hospital appointments and consequent treatment which reflect the situation for the general public during the Covid pandemic.

The healthcare services at The Mount will be inspected by HM Inspectorate of Prisons together with the Care Quality Commission shortly.

6.2 Physical healthcare

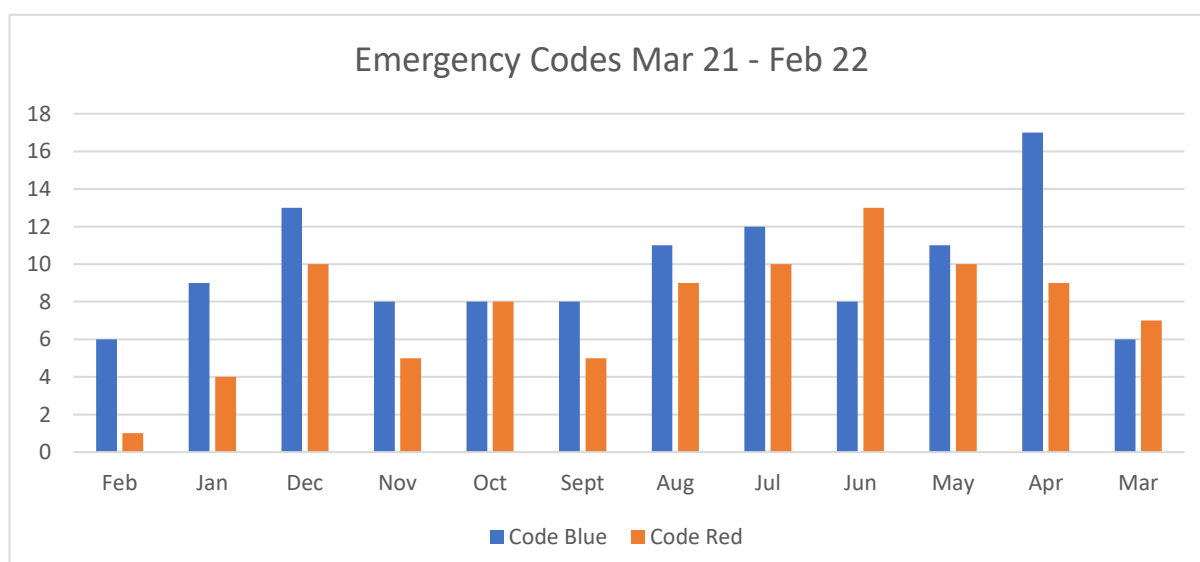
There have been a few Covid outbreaks which have been managed with strict individual cell isolation on the residential units.

Covid vaccinations:

Covid vaccinations have been offered in line with the timetable for the general public but take-up has not been high.

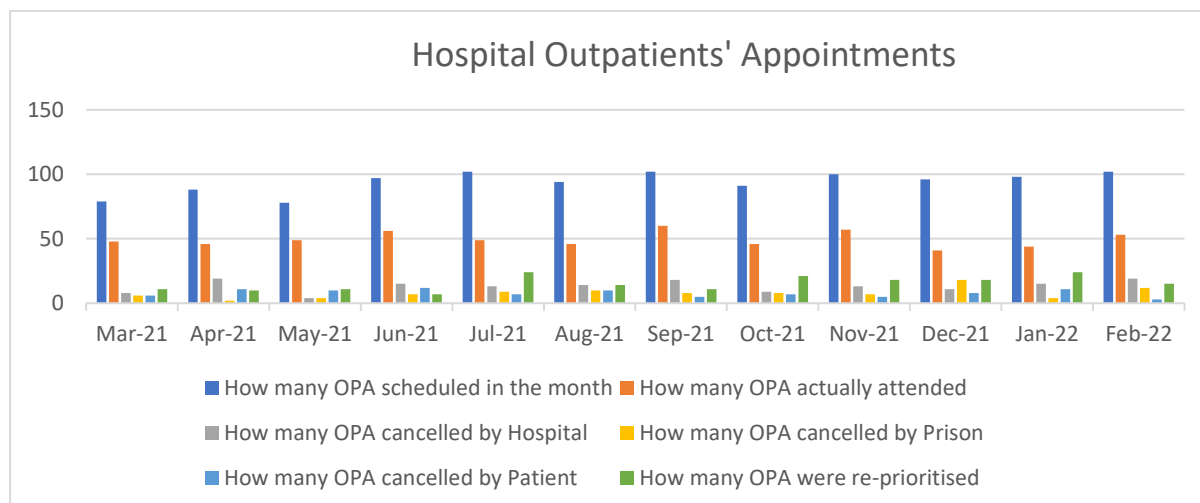
- 55.1% of the eligible population have had their first dose
- 91% of those eligible have had their second dose
- 77.4% of those eligible have had a booster

The following chart depicts the number of code reds (medical emergencies where there is blood) and code blues (medical emergencies where there is no blood) called over the period. Since the installation of more sophisticated searching techniques for both staff and visitors, there has been a significant reduction in the quantity of drugs available but 'hooch' is widely available, causing many prisoners to be found 'under the influence'. Many of the code reds are caused by a small number of regular self-harmers.



Hospital appointments:

Out-patients' appointments have gone ahead as much as possible as per the following chart. However access to healthcare generally has improved massively recently as the Covid restrictions ease.



Services:

Many of the general healthcare services which were suspended due to the Covid restrictions will be restarting as follows:

- Smoking cessation support will recommence in April 2022.
- A new podiatrist is due to start in April 2022.
- Optician access is improving.
- The physiotherapist has been running a good service and managing to see patients on the wings.

Dentistry

Dentistry is commissioned to Community Dental Services but healthcare work in collaboration with them.

Access to the service remains challenging due to Covid-19 restrictions which are compounded by the dentistry room not having an external window for ventilation.

The number of commissioned sessions are insufficient to overcome the backlog of patients requiring treatment. This will be raised with commissioners with the aim of increasing sessions for a short period to treat prisoners and reducing the waiting list.

6.3 Mental health

Due to the second year of the pandemic, with most prisoners in a restricted regime, there has been particular strain on their mental health, necessitating more psychosocial support to help them cope. The mental health team has now three

permanent staff and one regular agency staff member. The service has continued to be available seven days a week with good effect. During the pandemic restrictions, face-to-face consultations have been difficult but the mental health team continued to see those on urgent/crisis referrals. They also carried out telephone calls on welfare checks on non-urgent referrals and reviews were done to continue offering support during year 2021. The use of the in-cell telephone has been the alternative and allowed staff to keep in touch with clients. The number of referrals was 841; due to the change in provider there is no comparison to the previous year.

6.4 Social care

The Mount has links with the local authority if needs assessments are required. The prison has few facilities for disabled prisoners particularly in the older wings. Wheelchair access is not catered for at all in the older wings or in the showers.

Aids can be provided but there is no specialist support or special units at The Mount. Palliative care is very limited within healthcare and any end-of-life-care would have to be provided outside the prison.

As mentioned in 5.4, prisoners with learning difficulties are referred for a social care assessment unless they already have a diagnosis. Two prisoners were referred for care assessments to the Dacorum Borough Council safeguarding team during the reporting year. Their recommendations were taken to the weekly safety intervention meeting to ensure wing staff, and other areas, e.g. the mental health team, were made aware of and acted upon the recommendations.

6.5 Exercise, regime

Exercise time during the past two years has been severely restricted due to the enforced Covid regime. The gym has been closed for most of this period, often due to staff shortages, and for most of the reporting period prisoners have been restricted to one hour a day out of cell for exercise and domestics which has occasionally been extended depending on the overall national lockdown situation.

All residential units have their own small outdoor exercise areas, some with outdoor gym equipment.

However since the end of last year the establishment has started to cautiously open up for prisoners with limited access to education and workshops and it is hoped that this extension to a more normal regime will continue with haste. The enforced regime has had a severe impact on the mental health of many of the prisoners, which of course is reflected in the community.

Again it was another frustrating year for the PE department (as for the whole of the prison) due to Covid and the stringent regime changes which have been necessary.

This year there has been an even more severe shortage of PE staff than in previous years and they are currently down to three members. There is a massive recruitment drive and several PE staff from Highpoint are currently on short term contracts temporarily. This situation has inevitably led to longer periods for prisoners in their cells, so less time in the gym, and indeed for the most part there has only been one gym open in the prison for some time. Recently, however, as Covid seems to be declining, there has been some progress as the outdoor circuits have now stopped and the prisoners are getting back into the gym where they can do indoor circuits and weights. Those prisoners in work have a session in the gym once per week and those who do not work once every two weeks but these will hopefully increase once more PE staff join The Mount.

Finally, only one level 2 gym instructor course has run this year and this has just been completed.

It is hoped that next year, when restrictions are lifted, sport at The Mount will go from strength to strength.

6.6 Drug and alcohol rehabilitation

The Forward Trust (FT) has the contract to support prisoners who have a drug and/or alcohol problem. Their staff have continued to maintain a physical presence in all their services during Covid-19 but have had to minimise face-to-face contact with clients for the safety of both staff and service users for a significant part of the year. During Covid, when face-to-face contact was not possible, prisoners were telephone triaged in their cells.

Referrals to the FT support programmes for new prisoners can be made in several ways:

- A healthcare triage will determine if the prisoner needs support and details passed on to FT.
- At their induction health and wellbeing champions can refer individuals.
- Prisoners found under the influence will automatically be referred.
- Prison officers will refer prisoners.
- Prisoners can refer themselves.
- A positive result on a mandatory drug test will result in a referral.

The FT runs a number of different programmes to help prisoners with drug and alcohol-related problems. As an indication of the level of the problems in the prison, an average of 23% (228) of the prison population are working with the FT each month and 18% are involved in structured courses. The provision of drug rehabilitation, including methadone clinics, has been relatively successful but these activities have been impacted by Covid outbreaks on those wings, resulting in delays to some clinics and the provision of drug rehabilitation services.

The introduction of a specific wellbeing wing has been a priority for some considerable time. However, because of the pressure on prison places, this has not been possible. Indeed, even attempting to maintain one spur on the wing solely for prisoners working with the Forward Trust, has not been sustainable. To ensure the best possible outcome for prisoners attempting to reduce their dependence on drugs it is vital that a separate facility is provided.

6.7 Soft skills

During the Covid regime there has been a huge reduction in the range of 'soft skills' on offer to the prisoners. Normally there would be a number of prisoner-led support groups such as health and wellbeing reps, offender management unit (OMU) reps and Shannon Trust reading mentors, as well as education and Forward Trust programmes, but these have been unable to run with the limited time out of cell on offer during the restricted regimes.

There have been some relaxation programmes available on the Wayout TV network, the library staff have regularly updated the small libraries available on most of the residential units and the in-cell telephone system has allowed support staff to speak to individual prisoners. Under normal conditions family services are provided by the Prison Advice and Care Trust (Pact) who deliver support for families, maintaining family links and offering courses to develop parenting skills but these have been suspended temporarily.

The regime will be starting to get back to normal in March 2022 and the first group to be allowed general access is the Listeners who have had limited access during lockdown. A script-writing course planned in education in the near future will provide another step into normality.

The PAT therapy dogs have been visiting the establishment whenever possible throughout the Covid closures providing support to prisoners, visitors and staff on an individual and group basis and are greatly appreciated.

Saracens (the Premiership rugby club) have continued to run their courses. There was one in June 2021 and another in the summer which ended in September 2021.

The 16 prisoners involved in these sessions are being given a number of opportunities; there has been a first aid course and they have learnt about rugby's core values: respect, humility and how to conduct themselves amongst other disciplines. These are all vital for survival and success in the outside world.

Saracens have also been in giving the prisoners involved advice about how to write CVs and help with interview techniques and they now all have several links for jobs on the outside when they are released.

The Saracens Foundation has organised a match at the Saracens stadium on 29 April 2022 for prison officers against former prisoners and it is highly likely there is to be a TV documentary about rugby and prisons involving The Mount.

7. Progression and resettlement

During the year wing-based allocation to work and education has been introduced, splitting the establishment in half. Those housed in the top end are employed in workshops, programmes and essential work while the bottom end is centred round education, skills centre and farms and gardens.

When new prisoners enter The Mount they are housed in the induction section on Brister Wing where they have a general induction. They should then be seen first by education and then by the IAG staff. However, the large numbers entering recently has resulted in an inability to reach everyone, as they have been reallocated to other wings before interviews can take place. The initial interview is used to see what skills each prisoner may have, what they would like to follow while at The Mount and to convey to the prisoner what may be available. This information is passed to activities with the aim to match the prisoner to the available work. Once allocated to wings it is then very difficult to reach everyone as they become scattered throughout the establishment. The residential team are now working with the Reducing Reoffending Unit to ensure that those who have missed sessions are escorted at later dates. Confidentiality is key and this is impossible when trying to speak with prisoners through cell doors. Even using the in-cell telephony in place of face-to-face meetings is not always satisfactory, as many prisoners are in double cells

7.1 Education, library

The contract provider for the education department is People Plus. The department consists of a main block where most of the courses are run plus a small additional skills centre. There are also vocational courses running in the workshop complex in bricklaying and plastering, multiskills and motor mechanics.

Owing to Covid this has been another challenging year. Staff absences, isolating prisoners and the restricted regime have meant face-to-face learning was not available for much of the year. The department did what they could and continued with in-cell working packs and Way2Learn, where learners could watch a pre-recorded class on their in-cell televisions.

The education Quality Improvement Plan was hampered by Covid as no employers could be invited in for engagement events. Spot surveys were carried out at the end of every course and prisoners appeared to be interested and involved.

In March 2021 there were no face-to-face courses and all learning was run in-cell. 225 prisoners made use of in-cell packs. In May 2021 things began to open up and there were more classroom sessions available. For the next few months, the department was being opened and closed but in September there was a workable system in place and education was running well so long as there was the available

prison staff. There was then continued disruption for the rest of the year owing to the new Covid variant.

By February 2022 English and maths was up and running and outreach workers were going to the wings where the students did not have access to the department.

Under normal conditions the prison offers appropriate courses to meet the prisoners' needs. Prisoners are assessed on induction and they have a learning screener who works out a plan. Each prisoner has an individual learning plan so that they know what they need to reach their target.

When on a full regime the attendance on education courses is approximately 90%. This year the hours offered have been insufficient, but the education department has done an excellent job in providing as much as possible given the constraints they were under.

By the end of this reporting year 200 prisoners were engaged in education either face-to-face or using the in-cell packs.

The library has also had a difficult year. Open University students were particularly affected, with some of them abandoning their courses with huge financial costs. There have been periods of time when they could not get tutor support or have access to books or the computers. With the prison divided into two there was no library service for half the prison. The library did what it could to deliver books but some wings do not have bookshelves. More are needed.

There is a library service to the CSU every Friday. The library staff are working hard to provide a service to all.

7.2 Vocational training, work

At the beginning of the reporting period the prison was under lockdown, which resulted in only three essential workshops being open, plus the main kitchen:

- DHL – picking and packing canteen items
- Waste management – clearing rubbish from around the prison/recycling from wings.
- Face coverings – making masks for prisoners.

Shop 9 was also then added with six prisoners packing approximately 1,000 food/drinks packs a day for distribution to prisoners.

April saw a slight easing of restrictions as The Mount moved to Stage 3. More workshops could open but they still had all of the previous social distancing and Covid precautions in place, resulting in numbers involved remaining small and with limited movement.

Workshops continued to increase numbers gradually but in July The Mount was again declared an outbreak site which continued into August. This meant that numbers were again restricted.

Following clearance as an outbreak site the regime gradually improved and saw a continued increase in the numbers attending activities and workshops until December when numbers of Covid cases increased once again. Initially workshops did remain open but with reduced numbers. However, towards the end of the month they had to be closed (except for essential services).

Gradually the workshops have again opened up and numbers have been increasing, but still fall short of the desired numbers which would enable more prisoners to be able to work. This has been a recurring theme in previous annual reports, but during the last two years the prison has of course met challenges which could never have been foreseen.

It has been a very trying period, which has taxed the staff and prisoners alike, causing frustration in the inability to supply the requirements of a category C prison to the full.

There are excellent initiatives ongoing and it is hoped that the coming year will not see the enforced closures of the past two years which have been beyond the control of the prison but nevertheless resulted in very unsatisfactory numbers of prisoners being able to access meaningful employment and training. Good work to explore new avenues of employment are being carried out, and hopefully will come to fruition resulting in more dependable contracts with scope for further development.

7.3 Offender management, progression

The OMU is well-managed and staffed by caring, dedicated, hard-working professionals. Whenever IMB members have occasion to interact with the OMU the staff are fair, reasonable and knowledgeable about the prisoners for whom they are responsible.

That said, its operation was impacted by staffing shortages, as at the end of our reporting year there were only eight prison offender managers out of an authorised complement of 10 and only four out of an authorised complement of 8.5 probation officers. This has been aggravated by the restrictions imposed by the virus.

OASys

Before the virus struck, the prison had managed to clear its backlog of OASys reports but over the past two years a growing number of prisoners have arrived from category B local prisons, where OASys reports are supposed to be prepared, without this having been done so that a new backlog has been created. OASys reports are the foundation of sentence planning and hence any route to rehabilitation. The

backlog is now being cleared by taking advantage of in-cell telephones to use staff outside of the prison to conduct interviews remotely.

Category D

There is much concern amongst the prisoners over how long it takes for them to be transferred to open conditions once they have been recategorised as category D – indeed many prisoners wait for months for a transfer. Many prisoners believe that waiting times for transfer to category D are longer at The Mount than at other comparable prisons but places at HMP Hollesley Bay (the category D prison to which most prisoners would be transferred) are allocated to The Mount in line with the allocations for other prisons in the area. The category D transfer problem is outside the control of the prison but has been created by the Ministry of Justice (MoJ) when it extended eligibility for open conditions to prisoners in the last three years, rather than the last two years, of their sentences without increasing the number of category D places.

Programmes

The delivery of offending behaviour programmes was severely impacted by the virus. In our reporting year the prison offered just over 30 places on these programmes when in a normal year there would be well over 100. The shortfall in running courses has meant that many prisoners will finish their sentences without undertaking a recommended programme. This would give the MoJ the opportunity to assess the effectiveness of these programmes by tracking reoffending patterns of those who have and have not completed these programmes.

Eligibility for these programmes is now governed by rules set by the MoJ. Priority is determined by conditional release dates for prisoners on determinate sentences and by parole hearing dates for prisoners on indeterminate sentences.

Unfortunately the MoJ has chosen to base lifers' eligibility on the date of the parole hearing set for when they have served their tariff and not on their pre-tariff parole hearings. The pre-tariff hearing is an opportunity for the Parole Board to assess the prisoner's progress and possibly to recommend progress to open conditions. There are prisoners who have acknowledged their offences and shown contrition with impeccable custody records who are going to be unable to complete programmes before their pre-tariff hearings and who are therefore likely to be held in closed conditions for longer than would otherwise have been necessary and will even be held beyond their tariff dates. This is outside the control of the prison and seems unjust.

7.4 Family contact

At the beginning of the reporting period the prison was unable to offer social visits following Covid guidelines. However, shortly afterwards in April they were restarted but with restrictions regarding social distancing, number of tables allowed and screens.

By September the table numbers had increased to 16 and visits were going well. Further table numbers were added through October and November, bringing the total to 22.

Sadly as Covid infection numbers began to rise in December and January, in the New Year table numbers were reduced again to 18 to improve social distancing. Contact on visits continued subject to both visitors and prisoners providing a negative lateral flow test. Refreshments, which were being provided, had to be suspended in both the visits hall and the visitors' centre.

Tables had increased to 25 by the end of the reporting period, which will be the maximum going forward. Enhanced family days are also planned to commence in April.

During the year secure social video calls (delivered by the provider Purple Visits) continued successfully and have been popular. Prisoners have been given access to iPads to enable them to remotely attend family funerals.

7.5 Resettlement planning

ROTL (Release on Temporary Licence)

The prison has started to take its first steps towards enabling prisoners to work outside the prison on temporary licence; there have been three placements during the reporting period and there were two men going out to work every day at the end of our reporting year.

Further opportunities are currently being advertised with three different companies for approximately six more vacancies via ROTL, or permanent placements on release. After a difficult start much work has been done during the current year in readiness for more ROTL opportunities. The prison deserves credit for identifying a number of local employers willing to take prisoners on temporary release. For many prisoners ROTL could be an acceptable alternative to transferring to a category D prison so the prison's efforts to expand the number of ROTL places are to be applauded.

Resettlement planning

There has been a change during the year within the resettlement planning area in that the work carried out by Sodexo now falls under the Probation Service. Happily

the experienced staff member carried on in the position but now has the title of probation practitioner.

She now only works with low and medium risk prisoners, the high risk prisoners falling under probation officers' remit.

It has again been a challenging year due to the limitations resulting from Covid restrictions. The staff member has been working out of the visitors' centre, on instructions from her managers, and using their direct in-cell phone line, as there was not one available from their office. It can now be reported that they are back within the prison and BT have installed a phoneline. Even under these trying circumstances, contact has been made with all prisoners who are due for release at least once to see what their needs are. Use has also been made of email-a-prisoner to make an initial contact and/or appointment to discuss those needs further. Work is centred around prisoners' finance, benefits and debt.

Seetec is now the main provider of through the gate (TTG) services in respect of accommodation (previously delivered by St Mungo's).

The information, advice and guidance service is run by Forward Trust (IAG).

Resettlement staff have had a very difficult time during the last year. Added to the problems the prison as a whole has suffered due to Covid, the introduction of a new computer system, which does not automatically link to other systems, has resulted in more paperwork.

Prisoners should be seen 12 weeks before release to see what opportunities for employment may be available and to complete a CV. This is hampered by inability to get the prisoners to the office and numbers are limited to the computers available – five per room.

Excellent work is being done by the business and community engagement manager to source companies to work with the prison and find employment for prisoners on release. There have been some significant successes here with companies coming into the prison to carry out interviews.

The work of the IMB

The Board would like to express its appreciation to the Governor, prison officers and staff of The Mount who worked tirelessly and with courage to keep the prisoners in their charge safe during the Covid pandemic.

The current reporting year has been a difficult one for monitoring, with periods when the prison was a Covid outbreak site and the IMB members were advised not to visit the residential units and also the number of visits restricted by individual members' own health issues. However the Board's rota timetable has been maintained and whenever possible monitoring visits have been carried out in person or else by the rota member telephoning the establishment.

The segregation reviews have been attended either remotely by telephone speaker or in person but the recording has been patchy as only the in-person reviews have been recorded.

Three members of the Board have resigned – one to take on full-time work, one who moved house (and has joined another Board) and one who never started following appointment at the beginning of the Covid outbreak. A recruitment process was started at the end of 2021 and four new members have been appointed subject to clearance.

Board statistics:

Recommended complement of Board members	18
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	10
Total number of visits to the establishment	396
Total number of segregation reviews attended	Not fully recorded (see above)

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

There has been an enormous increase in applications during the reporting year compared to the previous year, mainly due to the accessibility of the 0800 telephone application system where often the applications were duplicated with written applications or there were prisoners making multiple applications on the same issue. However these have all been dealt with by members, mostly with written responses or where possible face-to-face contact.

Code	Subject	Previous reporting year	Current reporting year 1 March-28 Feb 2022	Telephone applications Year 1 March-28 Feb 2022
A	Accommodation, including laundry, clothing, ablutions	12	8	6
B	Discipline, including adjudications, IEP, sanctions	1	3	7
C	Equality	3	11	0
D	Purposeful activity, including education, work, training, library, regime, time out of cell	23	7	10
E1	Letters, visits, telephones, public protection restrictions	7	4	8
E2	Finance, including pay, private monies, spends	0	1	0
F	Food and kitchens	1	6	2
G	Health, including physical, mental, social care	30	32	23
H1	Property within this establishment	20	45	12
H2	Property during transfer or in another establishment or location	8	8	1
H3	Canteen, facility list, catalogue(s)	0	4	5
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	49	21	27
J	Staff/prisoner concerns, including bullying	25	5	18
K	Transfers	7	2	4
L	Miscellaneous, including complaints system	49	109	21
	Total number of applications	235	266	144



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