



Annual Report
of the
Independent Monitoring Board
at

HMP The Mount

for reporting Year
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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE

The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and immigration removal centre (IRC) to be monitored by an Independent Monitoring Board (IMB), appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- a. satisfy itself as to the state of the prison premises, the administration of the prison and the treatment of the prisoners
- b. inquire into, and report upon, any matter into which the Secretary of State asks it to inquire
- c. inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has
- d. 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.

Diversity statement

The Board at The Mount monitors that diversity encompasses and promotes greater interaction and understanding between people of different backgrounds, including race, religion, gender, sexuality, marital status, disability and age, and actively promotes equality of opportunity.

The Board recognises that diversity and equality is also about respecting and responding to needs and differences that cut across social and cultural categories, such as mental health, literacy and drug addiction.

Engaging diversity and equality should enable all individuals to express their values, perspectives and beliefs without disrespecting or discriminating against others.

1. Ordinarily, this report would have started with a critique of the prison's performance during the past year but this seems inappropriate in the face of the challenges facing us all during the Covid-19 epidemic, especially as the prison staff were dealing with the peak of the epidemic at the time this report was being written. Instead, we start this report with four general observations.
2. First, the prison staff go into work every day trying to make a difference: to keep prisoners safe and decent; to give prisoners chances to rehabilitate themselves through programmes, education and work; and to improve how the prison functions. They do not always succeed. The prison staff and leadership team do not need the Board (or Her Majesty's Inspectorate of Prisons (HMIP)) to tell them that the prison is not yet operating at the high standards they strive to achieve; they know this.
3. Second, the root cause of all the prison's problems lies in chronic under-funding.
4. The problems started in the 'austerity era', when prison staff numbers were reduced through a so-called benchmarking exercise, and experienced staff took early retirement in droves. Prison staff numbers have since been increased but the salary is such that (at any rate close to London) the staff recruited have, by and large, been young and lacking in life experience; they are learning and performing their jobs much better now than they were a year ago but the learning has been slower than it should have been, simply because there were too few experienced officers from whom they could learn.
5. Staffing apart, we could double the length of this report by including examples of where under-funding has had an impact on the performance of the prison. We will give just three:
 - For the last four years, month after month, week after week, the Board has raised concerns about the condition of the showers in many of the wings: they are decrepit, hard to clean, have insufficient supplies of hot water and run at a low pressure. We have been continually assured that the prison has applied for funding for a refurbishment but the showers have not yet found their way onto the approved capital programme. We have now been told that funds will be available in 2020/21 to refurbish the showers in two wings, and we very much hope that this work actually goes ahead. We shudder to think what the prisons must be like where conditions are so bad that refurbishment work is being funded.
 - One of the instructors employed to teach the prisoners skills that could help them earn an honest living outside prison left the establishment. He was able to earn more money driving buses. He was not replaced for several months. The pay is insufficient to attract good instructors who are able to deliver certification.
 - The heating serving two wings, holding 240 prisoners, broke. It took several weeks for it to be repaired. The boiler was finally repaired on 22 December 2019 but the heating was not restarted until 5 January 2020 because the person who would

reprogram the system was on leave. This is emblematic of the service given to the prison by the resource-starved Government Facility Services Limited (GFSL).

6. Third, illegal drugs continue to be readily available and much used within the prison. Over the past year, the prison has significantly improved the professionalism of its security team and strengthened its defences against contraband, but still drugs get into the prison. Likewise, the Forward Trust works diligently to help prisoners go sober but still there is significant demand for drugs. The prison drug trade fuels criminality, debt and bullying, and gets in the way of rehabilitation.
7. Finally, this report was drafted against the background of the Covid-19 epidemic. We were fearful that the impact would be very serious. Prisons are closed environments, like cruise ships, but they are more crowded and less sanitary than cruise ships, and have people coming in and out every day, potentially carrying the virus with them. It is much to everybody's credit that the virus has been kept at bay, albeit at the cost of running a restricted regime with the men confined to their cells for extended periods and next to no rehabilitative activities. Let us hope that when the epidemic subsides, we will have a better appreciation of the difficult and demanding jobs that prison staff and other key workers do.
8. Sadly, we have to report two deaths in custody during the reporting period. One was from an unintentional drug overdose and the second from natural causes. Our condolences are passed to all those affected.

Main judgements

Are prisoners treated fairly?

In general, the prisoners are treated fairly. The Board received just three applications relating to equality issues during the reporting period, and our findings (see section 5) demonstrate that in areas such as adjudications, treatment is fair.

Are prisoners treated humanely?

Although every effort is made by prison staff and governors, this is not the case owing to the failing infrastructure of the prison. Prisoners are not able to have hot, fully functioning showers; food trolleys are not being replaced, which means that food is served cold; washing machines break down and take a long time to be repaired or replaced; cell repairs are very slow in being carried out; and heating does not work. There has been a concerted drive on decency issues within the establishment, and this has raised the standards considerably, but a lack of investment prevents the prison from being what staff and prisoners alike would want and expect.

Are prisoners prepared well for their release?

There are a large number of courses and opportunities available to prepare prisoners for their release and, indeed, to ensure that they get interviews and jobs on release. Unfortunately, there are not enough of these opportunities, leading to frustration among those prisoners genuinely wishing to use their sentence constructively.

Main areas for development

TO THE MINISTER

The Prison Service has had its budgets reduced over the years, leading to shortages of staff, equipment and supplies, and of work opportunities for prisoners. This leads to complaints and frustration from the prisoners, causing prison staff unnecessary ongoing problems. Either major investment needs to be put into the service with some urgency or there needs to be a policy which prevents so many people being locked up.

TO THE PRISON SERVICE

Many of the prisoners in the establishment work hard towards achieving their category D status, correctly believing that this is an important stepping stone towards their release and rehabilitation. There is a chronic shortage of spaces in open establishments, which often means that a prisoner waits many months for a place to be offered, and then sometimes is forced to take a place which is a long way from their home, which does not allow for proper family reintegration. More category D places need to be found, so that a proper progress through a prison sentence can be achieved.

The Mount has 44 prisoners serving Indeterminate Sentences for Public Protection many of whom, if not all, have now been in prison for much longer than their tariffs. The Mount can offer these men very little to help them work towards release. They need to be in prisons where they can benefit from therapeutic communities or “progression regimes” such as that offered by HMP Warren Hill.

TO THE GOVERNOR

The availability of drugs continues to be a central issue in many of the problems facing the prison, including criminality, violence, bullying and reoffending on release. Getting on top of the drug problem is a whole-prison issue. The prison has a drug strategy and has recently appointed a custodial manager (CM) to lead its execution and development. However, as is recognised, reducing the demand for, and supply of, drugs will require action not just by the security team and the Forward Trust, but also by departments across the prison, including residential, healthcare, the offender management unit (OMU), psychology, education and activities, and the chaplaincy.

Many new and interesting initiatives are often started but not embedded, so fall by the wayside – for example, the key worker scheme. This issue needs to be addressed.

Improvements

1. Further workplaces need to be planned, to ensure realistic employment for all prisoners.
2. More courses to ensure pathways to rehabilitation and release need to be put in place.
3. Tackling drug supply and demand needs to be central to much of the prison's daily work.

We appreciate that these improvements would need further funding, staffing and investment which is currently not available and unlikely to be so in the near future, but, as stated in the question to the minister, there needs to be a shift in policy to ensure that the prisoners in this country are treated with decency and respect, and that there is proper investment in the prison system.

3 DESCRIPTION OF THE ESTABLISHMENT

1. HMP The Mount opened in 1987 as a young offender institution. Initially, there were five residential wings: the 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 at that time was the Annexe, which has 44 rooms with separate wash and toilet facilities, a lounge and free access to the kitchen.
2. The establishment 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, gym and healthcare units were also constructed at that time. The prison's current roll is at around 1,020 prisoners.
3. 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 3–4 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.
4. The residential unit population has been reconfigured once more, with the enhanced prisoners being moved to Fowler and Brister, and Narey being an enhanced facility for the over-50s. Brister also houses the induction unit. The Well Being wing (formerly known as Lakes wing) is still in operation for prisoners requiring continued support and the drug programmes. Ellis, Nash, Howard and Dixon are for standard prisoners. The Annexe remains as an enhanced-plus unit for prisoners moving towards category D status. Cooking facilities have been removed from all the units except Narey and the Annexe, but previously were available for enhanced prisoners. This leaves little difference between facilities for enhanced and standard prisoners, although efforts are being made to improve facilities for the enhanced units.
5. The residential unit population is constantly being reconfigured, and will be so again with the planned increase in the foreign national population. Currently, Narey seems to have lost its status as an enhanced facility for the over-50s and is being used to house difficult prisoners, in the hope that the atmosphere will support them for return to standard units – a risky strategy which is not popular with the current prisoners on the unit.

ACCOMMODATION BY WING

Wing	Regime	No. of prisoners at 29 Feb 2020	Operational capacity at 29 Feb 2020	No. of prisoners at 28 Feb 2019
Dixon wing	Enhanced	118	120	118
Howard wing	Enhanced	115	110	110
Well Being unit	Well Being/The Forward Trust	115	111	107
Ellis wing	Standard	111	117	116
Fowler wing	Standard	114	112	110
Brister wing	Induction	113	116	115
The Annexe	Enhanced	44	44	44
Narey wing	Over-50s/enhanced	48	48	48
Nash wing	Standard/ resettlement	229	250	209
Care and separation unit	Care and separation	13	18	13
TOTAL		1,020	1,046	990

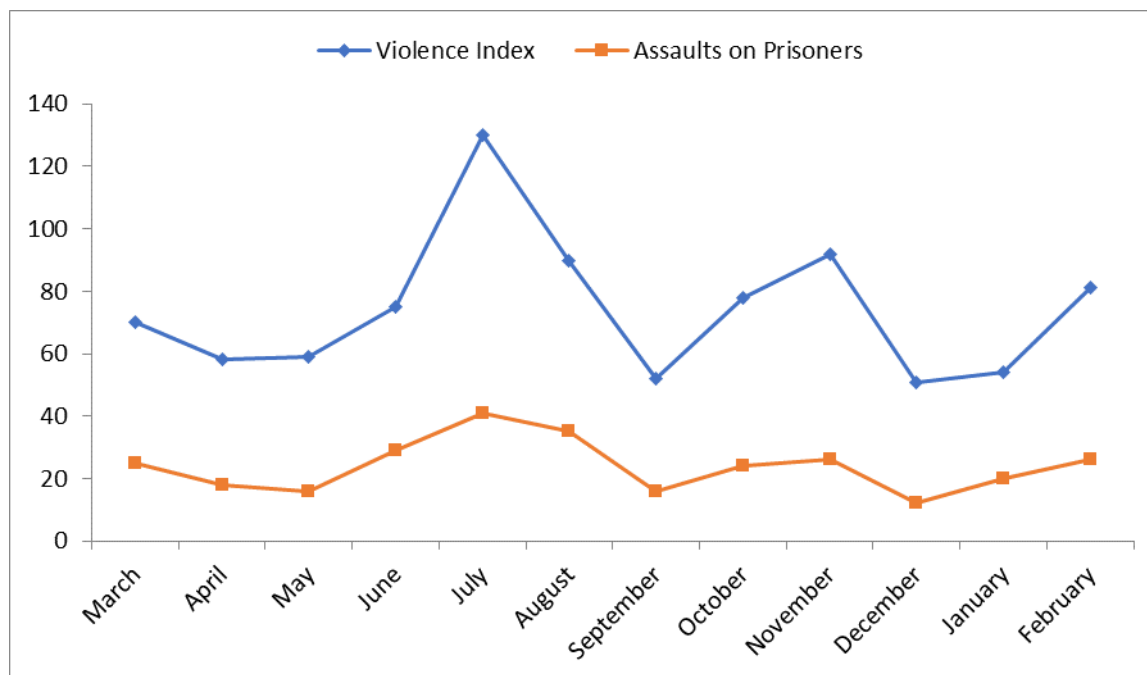
PRISONERS BY LENGTH OF SENTENCE

Length of sentence	Number of prisoners	
	February 2020	February 2019
Less than 12 months	3	11
12 months to 2 years	25	23
2-3 years	59	57
3-4 years	91	78
4-10 years	500	490
More than 10 years	186	202
Lifers	101	N/A
Indeterminately sentenced	44	124
Sentence-expired detainees	3	1
TOTAL	1,012	986

4 SAFETY

VIOLENCE

1. Ensuring a safe environment for prisoners and staff is the precondition for successful rehabilitation.
2. The establishment faces considerable challenges in that it has more prisoners belonging to organised crime gangs, mainly postcode gangs dealing drugs, than any other Eastern region prison; there were 158 such prisoners at the end of February 2020. More generally, 35% of the prison population were sentenced for violent offences, including robbery. Despite these handicaps, HMP The Mount consistently records lower levels of violence than would be expected, given the prisoners' 'Viper' (violence in prison estimator) scores.
3. Much of the credit for this is down to the assiduousness with which incidents of violence are tracked and analysed. The prison does not just analyse incidents that are reported, but also watches carefully for, and records, unreported incidents, such as when a prisoner appears with an unexplained black eye or cut lip. The analysis identifies hotspots for violence (the overwhelming majority of violent acts take place in cells and association areas on the wings) and the causes of violent incidents ('issues with staff': 33%; 'retaliation': 20%; 'bullying': 15%).
4. The chart below shows, for each month, the number of assaults on prisoners and the overall 'violence index' for the prison (this is produced by weighting each violent incident by its seriousness, with a push scoring 1 and an incident leading to a hospital admission scoring 5). As can be seen, the level of violence peaked in July 2019 and was then brought down, in large part by separating gang members and moving ring leaders to other prisons.
5. The number of assaults on staff ranged from a low of three in a month in March 2019 to a high of 16 in November 2019. There is no explanation for the variation from month to month.



TROUBLED PRISONERS

6. The number of ACCT (“Assessment, Care in Custody and Teamwork”) documents opened each month declined across the reporting year – 104 were opened in the first three months of the year but only 73 in the last three months. This decline seems to reflect growing experience and confidence on the part of staff, who now have a better understanding of when it is appropriate to open an ACCT. The Board reviews ACCT documentation every week, and at the start of the reporting year had some concerns that healthcare staff were not always being involved appropriately when an ACCT was opened, and that some ACCTs were not being effectively case managed. The Board is pleased to note that, by the end of the reporting year, all the ACCTs seemed to be being managed to a much higher standard.
7. The number of prisoners self-harming in any one month ranged from a low of eight to a high of 25. It is sad to see prisoners driven to hurting themselves to get relief from their problems. We cannot fault the support given to these prisoners by the officers and healthcare staff.

SECURITY

8. Security threats at The Mount are numerous.
9. **Perimeter security:** The prison is, in large part, surrounded by open fields, much of the prison is not covered by netting and many cells do not have security grilles; the result is that the prison is exposed to ‘throw-overs’ and drone incursions. Action has been taken to reduce the exposure: the most vulnerable areas have been identified and are covered more intensely (leading to the arrests of perpetrators); a drone jammer has been used successfully to capture three drones, with others being forced back; and the prisoners who

work outside have been strictly vetted. The effect is that while contraband still enters the prison in this way, the size and value of the throw-overs have been reduced.

10. **Mail:** A significant proportion of the drugs entering the prison is believed to come through the mail. A particular problem has been sheets of paper that have been soaked in dissolved 'spice' and then dried and written upon. For much of this reporting year, the prison's prime defence was intelligence about the prisoners likely to be trying to bring in drugs through the mail. We are pleased that the prison has now been given a Rapiscan itemiser with which to test suspicious mail, and that this, together with the increased availability of dogs, is leading to more finds in the incoming mail. The prison plans to start photocopying social mail as a further control.
11. **Visits:** The visits hall is another point of vulnerability. The establishment now has a dedicated operations group, so that it has been possible to give specialist behavioural detection training to the officers who supervise visits. The increased availability of dogs is also a deterrent.
12. **Corruption:** Inevitably, there is a risk of staff corruption – the prisoners seeking to import drugs can be masters of manipulation who have honed their skills running county lines. The prison is vigorous in seeking to combat corruption by developing intelligence, cooperating with the police, searching staff on entry, and training staff to deal with manipulation and conditioning.
13. All in all, the security team at The Mount has been vigorous and professional, and security is tighter now than in previous years. However, drugs are still widely available. Vigilance alone is not sufficient; action is also needed to reduce the demand for drugs.

USE OF FORCE

14. The prison's own monitoring of the use of force has improved noticeably over the past year. The paperwork recording the use of force has been brought and kept up to date. Moreover, every use of force is now reviewed using body-worn camera and other footage at a weekly meeting, to which Board members are invited.

ESCORTS

15. In general, escorts seem to work well but are dependent, of course, on the number of staff available to undertake them. Escorts have been arranged at short notice during the reporting year to take prisoners to the funerals of loved ones under special circumstances, and prison-to-prison escorts seem to work well. As can be seen in the data under healthcare (see section 8), hospital appointments are mostly met but there was an unexplained peak of these appointments being missed during November and December 2019.

RECEPTION

16. There have been plans for a much-needed rebuild of the reception area, to allow proper space for medical and other interviews for new receptions, but this has not taken place. The reception staff work hard and efficiently to ensure that the experience for new arrivals is as good as possible but the area is sorely in need of refurbishment.
17. There is an appointment system for prisoners to collect possessions from their property. This works well for the most part but there is a very short window for this process, which means that it is sometimes cancelled owing to incoming or outgoing prisoners, which leads to frustration.
18. The major problem comes with the movement of property, with prisoners arriving without their property from other establishments. This is a problem which seems to get worse rather than better, with some prisons being less responsive to requests to send on property than others. It is not unusual for prisoners to have to wait several months for their property to arrive and, in the case of it never arriving, waiting an equally long time for compensation.

INDUCTION

19. Incoming prisoners are housed on Brister residential unit, where they should have a prisoner-led induction process, followed by an educational assessment and interview with the Forward Trust to establish suitable pathways for employment, resettlement and rehabilitation.
20. This does not always happen, with prisoners being put into jobs before they have had induction or assessment, and others having only part of the induction process, with variable information being offered.
21. Those who do get to the assessment and interview process have the frustration of facing long waiting lists for the courses to which they have been signposted. For example, on a recent interview session in February 2020, an example of the waiting list was as follows:

Peer mentoring	43
Barbering	106
Money management	59

22. However, it is hoped that once all the vocational courses come on line in the workshops, this position will be eased, but it will be a while before the problem of sufficient workplaces is resolved.

DRUG WITHDRAWAL PROGRAMMES

23. It has been another very difficult year for the Forward Trust and the Well Being unit. Despite the intention of housing all the prisoners seeking to free themselves from

substance abuse on one spur, this has never been realised.. Furthermore, the general environment on the Well Being unit is not always conducive to clean living.

24. The result is that the Well Being unit seemed to lose its way and sense of purpose early last year. It now seems to be moving forward again but much needs to be done to create an environment that lives up to the Well Being wing name. There is a need for a space in the prison where men can be helped to free themselves from substance abuse and to address other problems.
25. There is very good communication between the Forward Trust and the Well Being unit staff, which helps enormously.
26. The programmes are running daily, with primary and initial phases. There are 8–14 prisoners in the groups, with 3–4 peer supporters. The peer supporters come from the group of, supposedly, 10 health and wellbeing champions, who also run a number of workshops, such as mental health awareness, drug and alcohol awareness, communications, and recovery thinking, to name a few. These prisoners are important role models and seem to be doing a good job but currently there are only five – half the desired number.
27. There has been a dearth of graduates from programmes over the last year, for reasons that are unexplained. On the current programmes, there are several mature residents who should graduate in the next two months.
28. There are a number of one-to-one sessions run by the alcohol and drug practitioners, who also spend time with referrals; these involve motivational skills, recovery and care plans, signposting, and objectives and targets, to name a few.
29. Other workshops, such as Stepping Stones, usually run once per month; there have previously been difficulties in finding a venue for these but now the chapel and a room in the gym are available.
30. To sum up, the prisoners are beginning to be engaged in more purposeful activity, and the numbers involved in the substance dependence treatment programmes (SDTP) are gradually increasing. However, more input is still needed from other agencies.

AGE

1. The largest proportion of prisoners in the establishment fall into the 30–39 year age band (34%), with a distribution from 21–24 years (15%) to 60+ years (3%). However, there are more than 100 prisoners aged 50 and over, and also more than 100 with a disability. Narey, the wing for older prisoners, is the most accessible wing in the estate for those with mobility issues.

Age range	Number of prisoners	Percentage of prisoners
21–24	151	15%
25–29	231	23%
30–39	342	34%
40–49	171	17%
50–59	80	8%
60+	31	3%
Total	1,006	100%

ETHNICITY

2. In December 2019, 35% of the prisoners reported themselves as white British, 28% black, 13% white other, 12% Asian and 6% mixed ethnicity.

Ethnic description	Number of prisoners	Percentage of prison population
White British	352	35%
Black	282	28%
White, any other background	131	13%
Asian	121	12%
Mixed	60	6%
Gypsy or Irish Traveller	30	3%
Chinese or other	30	3%
Total	1,006	100%

RELIGION

3. In terms of religion, 45% of prisoners registered as Christian, and 32% as Muslim, with a small number of Buddhist, Hindu, Jewish and Sikh adherents and 15% declaring themselves of no religion. The chaplaincy holds regular services for these faiths and also supports other, more cultural, celebrations such as Black History Month.

SEXUAL ORIENTATION

4. No prisoners declared themselves as being other than heterosexual.

FOREIGN NATIONALS

5. There were 168 foreign nationals in the prison. This group is supported in the establishment with twice-monthly forums, although currently there is no permanent Home Office Immigration Enforcement official in the establishment.

INCENTIVE AND EARNINGS FRAMEWORK

6. Data collected in the second half of 2019 showed no discrimination in terms of ethnicity or religion across prisoners on the basic, standard or enhanced regimes. A new framework is being put in place in 2020, to try to ensure that it is being implemented equitably, and appropriately, across the establishment.

ADJUDICATIONS

7. Adjudications charged: the breakdown of these reflects, almost exactly, the make-up of the prison population, in terms of ethnicity and religion, being 41% for white prisoners and 30% for black prisoners charged, compared with 35% and 27% of prisoners. No other ethnic group was disproportionately represented.
8. Adjudications proven: As with those charged, the mix of prisoners in this group was almost identical to the mix of prisoners in the prison population.

COMPLAINTS

9. The proportion of complaints from the white cohort of prisoners was slightly higher than that in the prison population, and the proportion from those in the black group was slightly lower. The total number of complaints in the current reporting period was 3,363, compared with 2,584 in 2019, demonstrating a significant increase.

DISCRIMINATION INCIDENT REPORT FORMS (DIRFs)

10. The number of DIRFs submitted rose from 80 in 2018/19 to 90 in 2019/20. It is difficult to determine the reason for this increase but it is in line with the increase in general prison complaints.

EQUALITY OVERVIEW

11. In the first half of 2019, few resources were available for equality, and the equality officer had little opportunity, because of cross-deployment due to staffing issues in the prison, to concentrate on their role.
12. A new equality administrative support position was created at the beginning of 2020, which should allow more focus to be centred on the equality programme, and the first diversity and equality action team meeting was held on 23 January 2020.
13. A number of prisoner equality support forums have been held recently, and a schedule for forums for all equality strands has been set up for 2020. To focus more attention in this area, senior leadership team members have been detailed an equality strand each to champion, and they have also been made responsible for a monthly equality celebration.

FAMILY RELATIONSHIPS AND VISITS

14. The visitors centre has undergone a total refresh of its interior and a deep clean of the toilet facilities. The television has been replaced and the plan is to update the hard drive system, to display information about the prison, its workshops, general information and success stories, similar to that seen in doctors' surgeries.
15. A visitors' comments book has been introduced and is viewed on a regular basis by the head of operations, with feedback left for visitors to view. In addition to this, once a month the head of operations will spend some time in the visitors centre to speak to visitors if they wish to raise any concerns.
16. There are regular family visits, family days and family links courses. A yearly planner is available to all prisoners and visitors, so that they are aware of the dates of the events in advance.
17. All operations staff should have an awareness of child safeguarding issues and understand the measures to be taken. As such, all staff who work in the operations group are being required to complete online safeguarding training.
18. In addition to this, the operational support grade group has been provided with a general information booklet regarding safeguarding and the actions they should take if they have any concerns.

1. The Care and Separation Unit (CSU) has had a busy year, with a run of prisoners stating that they are under threat and moving to the unit after various incidents. Despite a continuing change in the team managing the unit, the prison officers deal with some very difficult and, at times, abusive prisoners in a very patient and professional manner. The prisoners located in the CSU hardly ever have any complaints about their treatment, and monitoring takes place to ensure that they get regular exercise, showers, telephone calls and meals. The Board member on rota is informed when prisoners are located in the CSU and if any prisoners are located in special accommodation, and also when they are returned to normal accommodation.
2. Increasingly, prisoners with mental health illness are located in the CSU as there are no facilities for them on the residential wings. Indeed in the past year two men were held in the CSU for extended periods after being sectioned while places were being sought in secure mental health establishments. Despite the fact that officers on the unit are not trained in mental health care, these individuals are managed with considerable care and are closely monitored. There can be considerable delays in getting a psychiatrist appointment, and none are available at nights or weekends. With the increase in the number of prisoners with a mental health illness, a psychiatrist on call should be available.
3. Prisoners who are located in the CSU for good order or discipline, or for their own protection, have a regular review every seven or 14 days. The reviews are carried out by a governor, with a Board member and healthcare representative present. While the reviews are carried out in a caring manner, with different governors doing the reviews there can be a lack of continuity and consistency of approach. The introduction of an officer dealing with administration and paperwork should improve the situation. The use of an officer to do an administration role which could be done by a non-operational clerical assistant, thereby releasing the officer should be considered, given the shortage in operational officers.
4. For prisoners who are located in the CSU with mental health problems and those located there other than for punishment, consideration should be given to installing television points, to prevent boredom and help with mental health issues.
5. Delays in repairing cells that have been damaged is a continuing problem and reduces the accommodation available, and also has a knock-on effect on residential wings as prisoners who should be located in the CSU (for GOOD (Good Order Or Discipline)) have to be managed on the wings. This is an ongoing problem. In addition, some refurbishment of the block is required and draughty windows need replacing as, along with the poor heating, they make the cells very cold in the winter.

7 ACCOMMODATION (INCLUDING COMMUNICATION)

1. The prison has had problems with a rat infestation because of the rubbish that prisoners throw through their cell windows and generally in the grounds. The rats seem to be under control and the rubbish situation is better but not yet totally resolved.
2. The accommodation on the wings is generally clean and has improved with the appointment of a decency CM and a decency lead in June 2019. The handyman scheme has also improved the units. However, the units are not as they should be, considering the number of wing cleaners employed. Cleaning cupboards need to be organised, to ensure that cleaners have what they need to do the job, and staff need to ensure that the work is being done. Wing worker numbers and cleaning qualifications are being reviewed. Standards on the wings are still inconsistent.
3. In November 2019, a painting programme started, with a handyman to coordinate the work. The plan is to paint every cell. This is proving successful but there is difficulty with paint acquisition from GFSL
4. The Board is continually reporting broken showers and poor water pressure. Often in the afternoons, the prisoners who have been working cannot get a hot shower. Repairs are taking far too long to be carried out. After many complaints from the Board, the old and dirty baths have been removed but, to date, no remedial work has been carried out to make good the areas.
5. Flooring is in the process of being replaced in areas where it is worn or dangerous.
6. GFSL consistently fails to supply clothing. A new system of supplying each unit with enough kit for them to be self-sufficient is being introduced. Laundry is not always easy as washing machines and dryers are often broken.
7. Heating has been another problem, with some wings being without heat in the coldest months. This is unacceptable and, again, is taking too long to rectify.
8. In May 2019, a health and safety fire audit was carried out. As a result, the residential cooking facilities were permanently closed because of the poor ventilation, inadequate cleanliness and dangerous electrical wiring, with the exception of two wings, the Annexe and Narey, which complied with the regulations.
9. In-cell telephones have now been installed in all wings and are proving popular, although there is no marked decrease in the number of illegal mobile phones on the residential units.
10. Another positive move is the opening of 'the Hub', a coffee shop for some prisoners, their support workers and staff. Prisoner baristas are being trained.

11. Throughout the reporting year, there have been issues with broken in-cell equipment and the lack of decency screens and toilet seats. GFSL does not react quickly enough to the requests for repairs.

KITCHEN

12. The kitchens continue to work well and provide meals for over 1,000 prisoners. With a wide variety of religions within the prison, they cope well with the special dietary requirements and religious festivals. However, too often there is broken kitchen equipment which causes problems with providing the meals.
13. There are complaints from some prisoners about portion sizes and the standard of food but, on the whole, the meals are adequate. The prisoners get one hot meal a day. There is an issue with the lunchtime and evening meals being served rather early but, without a change of regime, this will not alter.
14. The kitchen staff should be complimented on their work.

CANTEEN

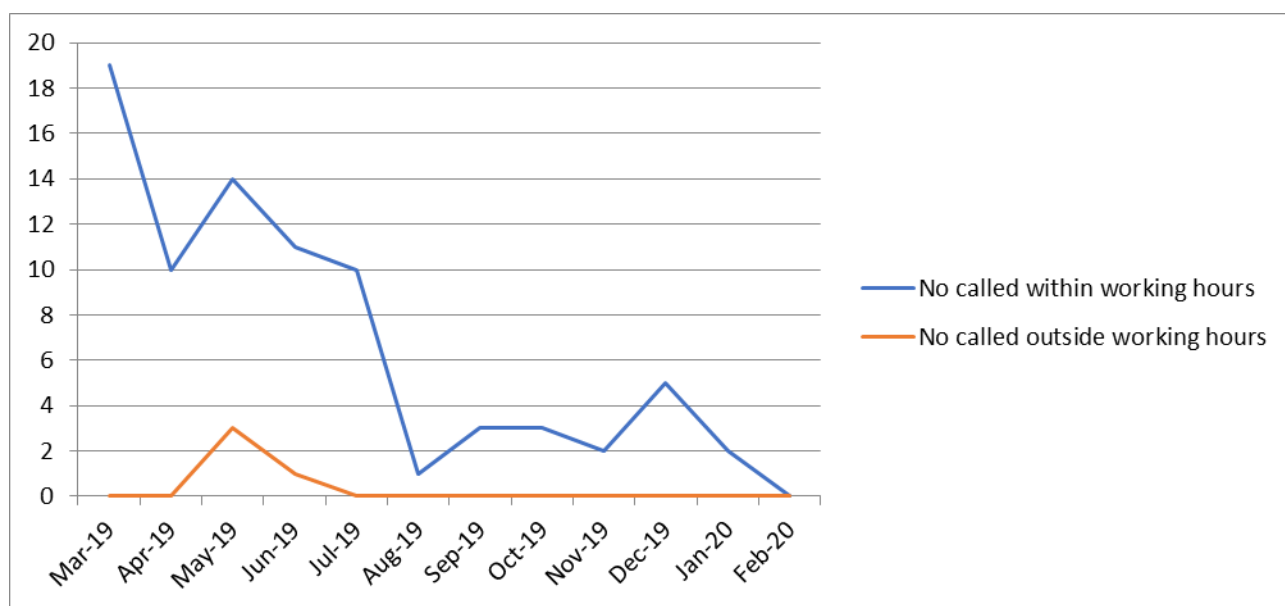
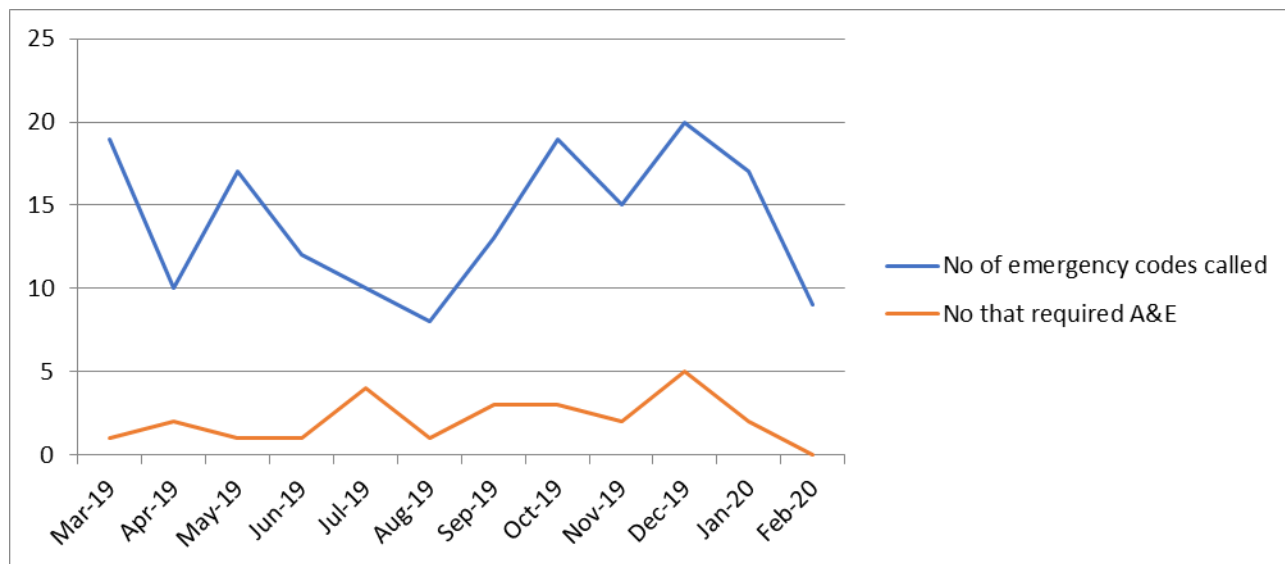
15. On the whole, the prisoners receive their canteen with only the occasional missing items. They also have the opportunity to meet with DHL and members of the prison staff to suggest alternative items.

GENERAL

1. Hertfordshire Community NHS Trust (HCNHST) provides a range of healthcare services, including physical and mental care, dentistry, sexual health support, smoking cessation support, and physiotherapy, chiropody, general practitioner and psychiatrist visits. The trust works in partnership with the Forward Trust as well as the Hertfordshire Partnership Foundation Trust and Lloyds Pharmacy Services.
2. During the course of the reporting year, HCNHST gave notice that it would not be tendering to renew its contract, which was due to expire on 1 April 2020. No satisfactory tenders were received, resulting in a second tendering process, for which the outcome was due on or before 1 April 2020. If there is an acceptable tender this time round the new provider will start on 1 October 2020. In the meantime, HCNHST has agreed to continue on a caretaker basis. These tendering processes had an effect on staffing, with contingency plans put in place to retain as many staff as possible, supplemented by agency staff, to enable a proper service to continue, which has been the case. No information is currently available if there has been a successful bid.
3. As of 1 April 2020, HCNHST will no longer be the healthcare provider for dentistry within the establishment. This has been taken over by Community Dental Services. It will be completely separate from the main healthcare and they will have their own clinical lead. We await further information as to who that will be and how often the service will run.
4. The Forward Trust has entered into a new contract with NHS England from 1 April 2020 and from that date will take over the responsibilities of Improving Access to Psychological Therapies. The current team have been operating in the prison since 1 April 2018 and all but one of their staff have left recently, citing concerns about how the service will be provided in the future
5. All of these changes have caused a degree of disruption but, nonetheless, as generally will be shown below, healthcare service provision has continued satisfactorily.
6. The Well Being wing, established in the previous year to assist prisoners who are on substance support programmes to end their addiction, is supposed to provide a safer environment for prisoners with mental health problems. The unit has suffered some operational setbacks and is currently undergoing a needs analysis to determine a better way forward.
7. Beyond the staffing issues caused by the tendering process, illegal drugs, in particular 'spice', continue to be the most pressing problem for healthcare staff. The spice cocktail continues to change, so the effects of it vary tremendously, challenging healthcare staff almost on a daily basis. As is set out above under security (see section 4), the prison strives to impede the flow of drugs into the establishment and has made significant improvements over the past year, but drugs continue to be widely available and used.

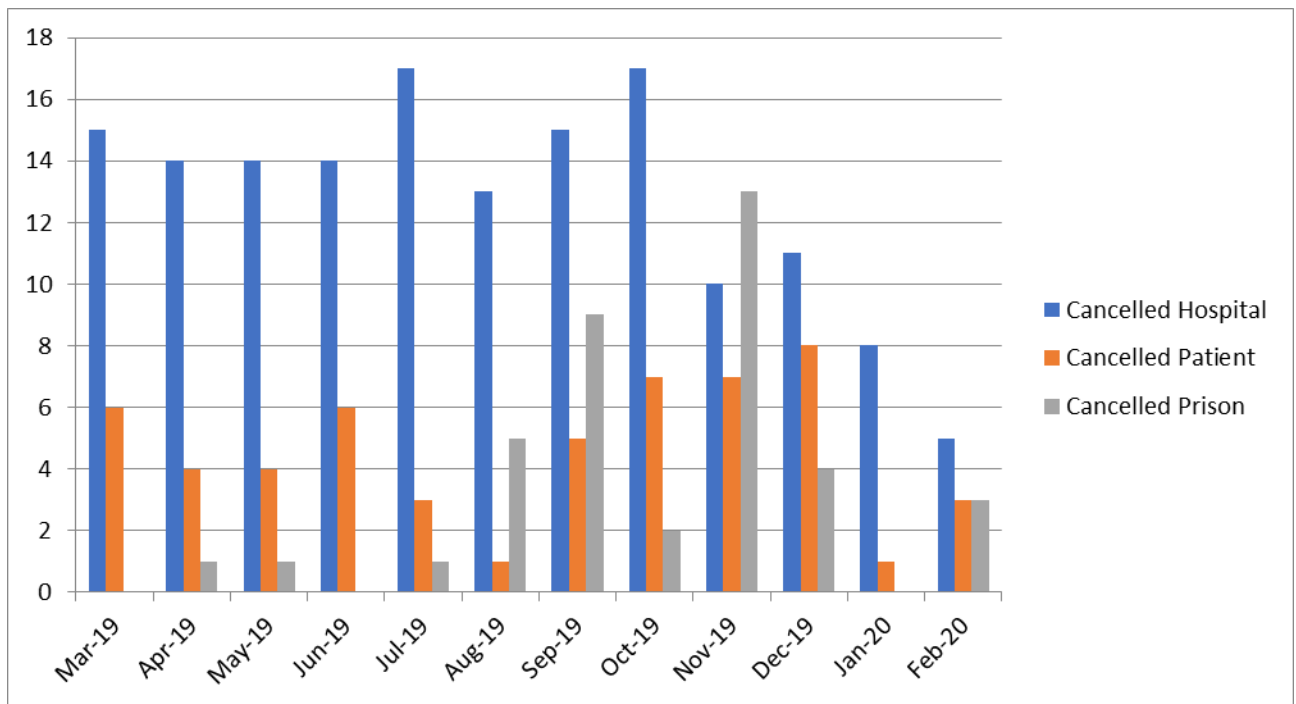
EMERGENCIES

8. The chart below gives the total number of emergency codes called for drug use, assaults resident on resident and natural causes. A second chart shows the number of incidents that result in an accident and emergency (A&E) visit, both inside and outside working hours. These figures compare favourably to those in the previous year.



HOSPITAL APPOINTMENTS

9. The chart below shows the number of appointments cancelled between the hospital, patient and prison. This is similar to that in the previous year, although cancellations by the prison in September and November were higher due, in part, to prison staffing issues.



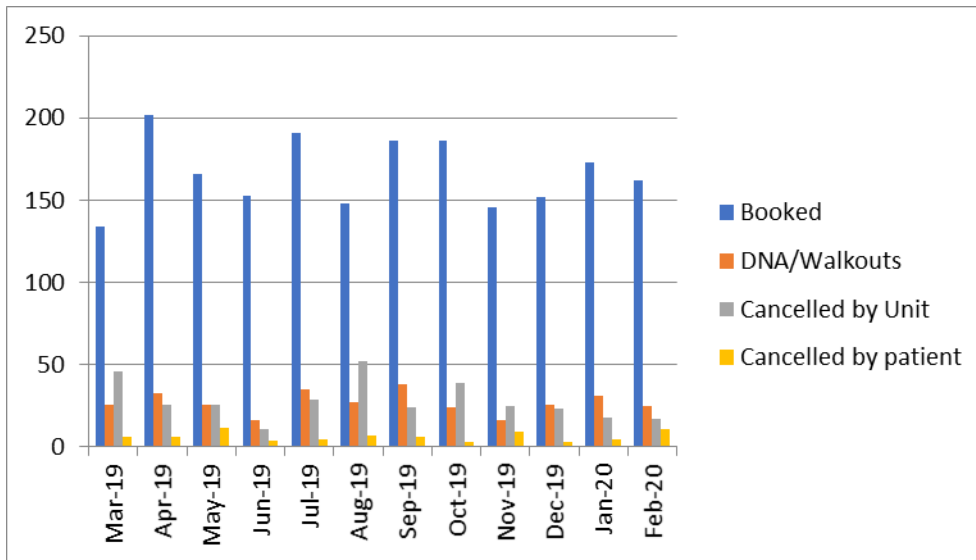
IN-REACH

10. There has been an increase in the number of mental health in-reach referrals, from 179 in 2018/19 to 219 in 2019/20, and there were five prisoners sectioned under the Mental Health Act in 2019/20. The use of spice and other psychoactive substances, other drugs and alcohol continues to have a bearing on the increase in mental health conditions. As there are no inpatient bed facilities in the prison, prisoners with serious mental health conditions are located in the CSU for safety reasons, often for too long, pending an available bed in an appropriate outside mental health facility. While in the CSU, the prisoners are seen daily by a nurse, three times weekly by a general practitioner and frequently by the mental health team, as well as receiving any necessary medication on a twice-daily basis.

11. Partly as a result of the tendering process referred to above, currently all the nurses in this unit are agency staff.

DENTISTRY

12. The chart below shows the numbers of appointments booked, cancelled by the unit, cancelled by the patient and no shows. Generally, these are much the same as in the previous year but a triage process has been introduced to pre-determine the nature of the treatment required, and this has created efficiencies.



HEALTH AND WELLBEING CHAMPIONS

13. These are a group of peer supporters (currently five but more are needed) who help prisoners make lifestyle choices and changes to improve their health and wellbeing. They commute between wings, to provide health and wellbeing advice, guidance, brief interventions and support to individual prisoners.

COMPARING HEALTHCARE PROVISION WITH THAT IN THE COMMUNITY

14. Appointments and emergencies are dealt with promptly and the standard of care is at least as good as that available outside the prison. Although there are a few complaints about the service, they are acted upon quickly.

GENERAL

1. The education department consists of a main education block, where the bulk of core courses are run, including music and art. The library is linked to the main education department, offering easy access to learners. There is also a skills centre, where the barbering course, business ventures, information technology skills, and education induction and assessment operate.

CONTRACT

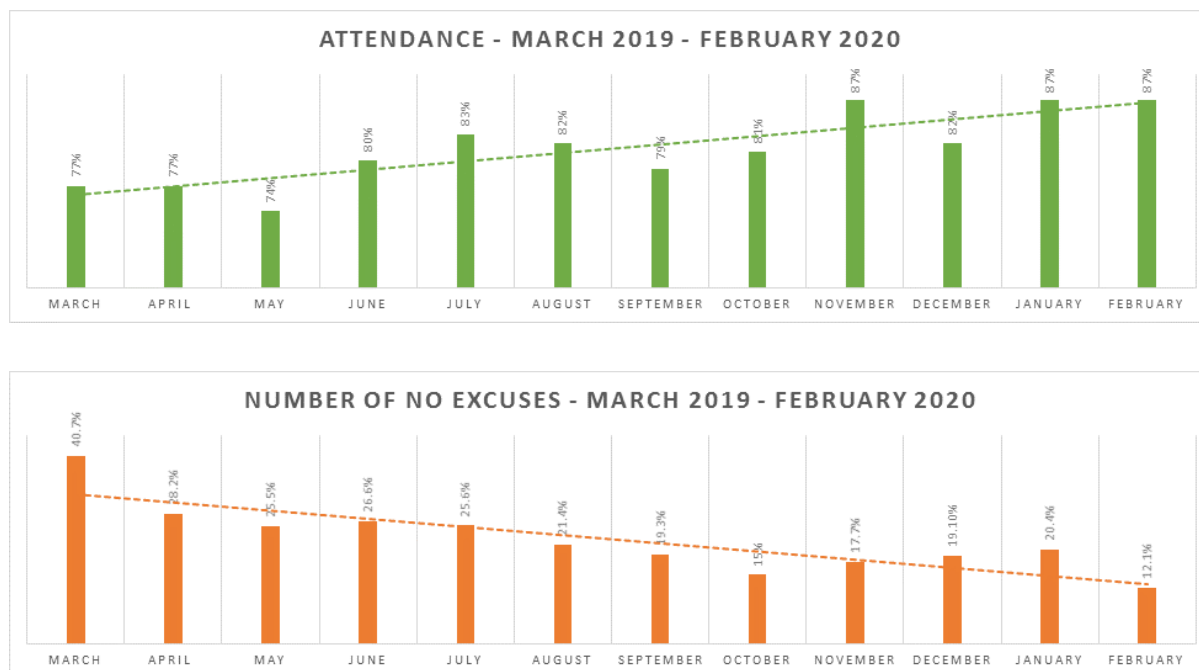
2. The contract provider is People Plus, which has been an enthusiastic and committed provider of education and related courses.
3. People Plus also operates the bricklaying, plastering, multi-skills and motor mechanics courses in the workshop complex. There have been problems with the operation of these courses, with issues with ventilation in the bricklaying/plastering workshops, the transfer and set-up of equipment in the relevant workshops and the employment of tutors. By the end of the reporting period, most of these problems had been sorted out.

REGIME

4. A significant improvement in the allocation process has been achieved during the reporting period, led by a committed governor, ably assisted by her managerial team within the prison and the education manager from People Plus, ensuring that suitable prisoners are allocated to appropriate classes.
5. Prisoners who attend courses have advised in informal conversations that they respect and learn from the tutors in education courses, and we observe that they generally behave well during the classes and appreciate the importance of applying themselves to the subject.

ATTENDANCE

6. A significant improvement in attendance and 'no excuses' has occurred within education courses, as can be seen from the below graphs. This improvement is due to changes in the allocation process, as well as stricter monitoring on the residential units to identify and follow up on non-attendance.



GENERAL CURRICULUM

7. The department offers the core programmes of English, mathematics and information and communications technology, as well as a wide range of personal and social development courses. In addition, there are courses in business ventures, barbering, money management, career planning, health and safety at work, as well as art and music.
8. The department also offers basic skills and English as a foreign language classes, and those with skills needs are encouraged to attend. There is learning support available in the workshops for those undertaking qualifications.
9. The department also offers regular courses which give opportunities on release:
 - Construction Skills Certification Scheme courses are offered throughout the year.
 - Reliable Contractors ran a course during the reporting year, which was attended by 11 prisoners, all of whom will be offered interviews on release. This course will run regularly.
 - The music department ran an eight-week course called 'Music through the bars' with a grime artist, with a performance at the end. The aim of this course was to encourage those interested in a career in music to look at opportunities other than performance. The artist gave contact details for the prisoners to pursue on release for support.
 - The Family Links course now runs throughout the year, which allows for four courses, ending with a family day.
 - Synergy Drama provides occasional acting opportunities, where the prisoners produce and perform the script to an audience of approximately 50 prisoners and staff. This is a challenging and rewarding experience for participating prisoners.
10. In recent months, Way Out TV has been introduced, which is available on all in-cell televisions, and it is hoped that, once established, this will prove to be a useful aid to prisoners in their educational progress. It also has a strapline which provides education and prison information.

INDUCTION

11. All prisoners should have an educational assessment as part of their induction course. Unfortunately, although a higher proportion of prisoners have these assessments than in previous years, some prisoners still slip through the net..

LIBRARY

12. The library has an extremely pleasant and inspiring environment, and efforts are made to make access as good as possible. A number of relevant activities are coordinated by library staff.

- a. **OPEN UNIVERSITY** – The library staff coordinate the Open University courses, for which there are currently 35 prisoners enrolled. At the beginning of February 2020, there were 47 prisoners enrolled but in the last month 12 were transferred or released. In addition to this, there are 12 distance learners, with another eight applications in progress.

This creates a huge administrative burden on the library staff, who need updated computers for the learners as well as access to the virtual campus in education. There is currently a bid for this equipment, which hopefully will allow the work to be completed speedily.

- b. **SHANNON TRUST** – There are currently 20 learners and six mentors for this project for non-/early readers, with another three mentors due to be trained. There is a problem with access for mentors to see their learners on the residential units as they do not have red bands.
- c. **STORYBOOK DADS** – This project dropped off considerably during the reporting year owing to the restricted regime but has been picking up, and eight CDs were sent out in February 2020.
- d. **READING AHEAD** (formerly the Six-Book Challenge) is very popular, with 39 completers in January and February 2020.
- e. **CREATIVE WRITING** – this project has several regular members. One of the library staff raised money to have the group's writing professionally bound, with the launch due to take place in March 2020.
- f. **BOOK GROUPS** – there are two book groups, with six to eight regular members.

SPORTS

13. There are currently six qualified PE staff, one less than last year, and three unqualified PE staff; nine qualified staff are needed, ideally, to run all the programmes efficiently. It has, again, been a frustrating year for the PE department, mainly because of regime changes, including prisoners being locked up for longer periods, and a shortage of staff. In the middle of the reporting year, the regime reverted to normal and, the gym activity numbers increased.
14. However, at the time of writing, during the weekends, each residential unit has only one morning or one afternoon session in the gym, and only if enough staff are available. The number attending is low, on account of the wing closures and prisoners having less time to do their normal routine activities, such as washing, showering and making telephone calls.

- a. **RUGBY** – Saracens rugby club are coming to the prison for eight weeks to run a rugby programme, as of Monday 17 February 2020. The enhanced prisoners who have been selected have been having rugby sessions with the prison staff on Tuesday and Thursday afternoons; while they are working with members of the Saracens staff on Mondays and Wednesdays, with theory sessions in the mornings and training in the afternoons.

This is an amazing opportunity for prisoners to gain qualifications, and even get a job on release. The players now have a smart new rugby kit and are continuing to play many matches. They remain very popular with their opponents and there are several letters from appreciative visiting teams.

- b. **FOOTBALL** – Tottenham Hotspur Football Club is now keen to run a similar course for football at the establishment. Several members of their staff and the national PE adviser have already visited the prison and discussions are ongoing.
- c. **THE FIVE-KILOMETRE RUN** – The establishment is still waiting to be involved in the Park Run Project, which takes place all over the country on Saturday mornings at 9am. This would be for enhanced prisoners with security clearance, but £6,000 is still needed to pay for marking out the course, timing bands and logos. This would be a very positive experience for the prisoners participating, if funding could be sought.
- b. **COURSES** – First-aid courses have been taking place during the reporting year, both for staff and prisoners. The level 2 gym instructor course has recently finished and the circuit instructor course will be starting shortly.
- d. **FAMILY INVOLVEMENT** – On several family days, prisoners have been observed by Board members playing badminton, short tennis and other games with their children, which is a wonderful sight.
15. In conclusion, sport finally seems to be moving forward at the establishment and there are several new initiatives happening or being proposed. The prison PE staff are working hard and now appear more enthusiastic than previously, particularly about the Saracens programme.

WORKSHOPS

1. Although there are a number of workplaces across the establishment – for example, in wing cleaning, server work and peer support work – the bulk of the workplaces are either in the workshop complex or in education classes.
2. The structural situation in the workshop complex has improved considerably since last year's rather negative report on this area. This is a huge complex, in which the space seems to be ill-used, but most of the workshops are now in use and all of them should be in use within the next month or so.
3. The rats seem to have been confined, and the DHL workshop has moved back into operation.
4. The structure has been repaired and there are no longer holes in the roof of the workshops.
5. The heating seems to be better, although is not fully reliable.
6. There is a proactive governor, an excellent workshop manager and an active team working on resettlement, which has worked hard to engage with the local community and education providers to offer a range of job opportunities and qualifications. There is still a way to go but opportunities for prisoners are improving. However, there are still some considerable problems, which will be outlined below.

WORKSHOP PROVISION

7. The current workshop complex provision is as follows:

Shop 1 – Double glazing – this provides very little work and there are problems with employing tutors. There are no qualifications on offer at present.

Shop 2 and 1a – DHL – this is fully operational and now starting to offer warehousing qualifications, delivered by People Plus.

Shop 3 – Bicycle refurbishment – this involves refurbishing bicycles for Sue Ryder charity shops. This is an active and busy workshop but no qualifications or job opportunities are on offer.

Shop 3a – Woodwork – this makes wood products for Rough Stuff, mainly for restaurants, and also makes plants troughs for Govia Thameslink Railway (GTR). The Rough Stuff contract offers no qualifications or work on release. The prisoners do some wonderful work, which could be photographed for individual portfolios, giving them some credit for their work. GTR offers the opportunity for interviews and work on release.

Shop 4 – Bricklaying and plastering – this workshop has been out of action for most of the reporting year owing to ventilation problems; however, it started up for plastering towards the end of 2019. The instructors are employed by People Plus, and qualifications

are on offer. The bricklaying provision has not been on offer because there has been no instructor, but one has now been engaged and is awaiting security clearance.

Shop 5 – Multiskills – this is a People Plus provision, but there have been delays in setting it up and there is no instructor. An instructor was due to start a few weeks after the end of the reporting period. Qualifications will be on offer through People Plus.

Shop 6 – Handyman project – this project occupies a huge workshop, which seems to be empty most of the time, with the prisoners on this project employed around the prison.

Shop 7 – Motor mechanics – the set-up of this workshop was delayed for over a year while waiting for equipment to be moved and set up again. It has been working since the beginning of the year and will be offering qualifications through People Plus.

Shop 8 – Waste management – this workshop is active and busy, and doing a good job in keeping the prison environment clean. Its work would be greatly helped if officers and prisoners on the residential units would adhere to instructions relating to the use of bins and waste bags. This would also save the prison considerable monies on waste disposal.

Shop 9 – Culture leads and Innovations – This workshop has had mixed usage. The culture leads do research projects for the prison as requested, and recently have started to produce the prison magazine, which has been dormant for some years. Soon the Innovations will go and a local company will deliver the Cytech qualification for bicycle repair.

Shop 10 – Redemption Roasters – this company offers barista qualifications and the opportunity for job interviews on release. This was not fully set up at the end of the reporting period.

FARMS AND GARDENS

8. There have been staffing problems in this area, which hopefully have been resolved so that they can work at full capacity.
9. Currently, portfolio accreditation is delivered, which is time consuming and not recognised externally. The prison should be delivering recognised awards (for example, City and Guilds) as this area has good work prospects on release.
10. Certification needs to be offered for the use of the tractors, so that prisoners can gain experience as well as supporting the current workforce.
11. This year, a full range of vegetables and flowers will be produced, and the team should have credit for ensuring that the prison environment always looks cared for and attractive.

COMMUNITY HUB

12. This provides a pleasant oasis in the workshop complex, where groups can meet and prisoners can go for coffee and cake. It provides barista qualifications and work experience for the prisoners employed there.

GENERAL

13. While considerable steps have been taken to ensure that worthwhile and productive workshops are in place, there is still a major shortage of workplaces throughout the prison, with currently 252 prisoners (one quarter of the prison's population) officially job seeking. There are complaints and frustrations from prisoners that the lack of work affects their resettlement.
14. Improvements have been made in the allocation of work but there are considerable delays with the security department providing risk assessments for work places, and there are no appropriate work opportunities for prisoners on the basic regime, those who are disabled or high-risk prisoners.
15. There are few opportunities for the large number of foreign nationals who are due to arrive, for whom certification would not necessarily be relevant and who would wish to earn money to send home.
16. While major steps have been taken to ensure that prisoners are sent off the wings to the workplace to improve attendance, there is a major problem with instructor recruitment, cover for sickness and other absence, leading to under-employment of prisoners in the workshops. A snapshot of the workshops in February 2020 revealed that, out of a potential of 246 workplaces, only 119 prisoners who had been allocated work were actually in their workplaces.
17. People Plus has improved its job offer in order to employ tutors, and this is reflected in two new tutors starting shortly. The Prison Service needs to do the same, so as to engage competent and qualified instructors to deliver worthwhile qualifications to the prisoners.

11 RESETTLEMENT PREPARATION

1. The year began with St Giles Trust staff delivering individual resettlement release plans; reviews; and education, training and employment. They saw all prisoners in their last 12 weeks on the wings and explained how engaging with them could help prisoners with their resettlement. The Trust was also working with prisoners who had a home detention curfew (HDC) release date due in the following 12 weeks.
2. St Mungo's was assisting with finding accommodation, applying for identification and opening bank accounts.
3. These services were replaced by new enhanced through-the-gate provision, run by Sodexo. By August 2019, this was being delivered well, with tracker data being recorded and providing outcomes in both accommodation and employment. However, recording data post-release is still of concern.
4. Following the announcement of changes to community rehabilitation company (CRC) provision, long-term planning and the accuracy of data from follow-up work in the community have become a concern, which had still not been resolved by the end of the reporting year.
5. While there is otherwise a degree of uncertainty over what the enhanced through-the-gate model will look like after the reorganisation of CRCs, assurance has been given that much of the resettlement package will continue to be provided by contract, and that it is more the responsible officer function that will be returning to the NPS.
6. In January 2020, a new employment service, run by the Forward Trust information, advice and guidance was introduced. They see prisoners at different stages of their sentence:
 - a. after induction
 - b. three months later, to review and check they are on the right course
 - c. at 12 weeks before the end of their sentence, to signpost to business partners for employment on release

They will also signpost to other departments to address sentence plans, and physical, mental and family needs, and refer those who need help with writing CVs to the Way Forward course.

7. Good work has been done throughout the reporting year with various employment partners, resulting in employment for some prisoners on release. Switchback is also starting work, developing mentoring for those in custody through to community and then supporting them on release.
8. The release of prisoners under HDC has been hampered by the lack of places in Bail Accommodation and Support Service accommodation for those without addresses.

9. The government has published a new release on temporary licence (ROTL) policy framework, which allows prison governors greater autonomy to release prisoners on licence. Unfortunately, currently there are no prisoners in the establishment on ROTL. However, assessments are ongoing with some prisoners.

TRANSFERS

10. Transfers between establishments have been problematic, in that all are dependent on the prisoner movement unit providing the go-ahead for transport. This has been especially difficult in the case of transfers to category D establishments, which resulted at one time in over 40 prisoners at The Mount having been given category D status but being unable to leave The Mount. There were also delays because of category D prisons being full, with choices limited to where space was available.
11. With this in mind, and following a review of the Annexe accommodation, category D prisoners will be prioritised for allocation to this wing, along with lifers considered by the parole board to be ready for open conditions, and also category D foreign nationals.

OFFENDER MANAGEMENT AND SENTENCE PLANNING

12. The OMU performed very well during the reporting year. At the most basic level, it met all the dates for reporting to the Parole Board and completing category D and HDC reviews. Beyond this, whenever prisoners who were unhappy about decisions (for example, because they had been turned down for category D) complained to the Board, we found that the OMU's decisions had been sound and supported by evidence.
13. More generally, prisoners by and large seem to understand what they have to achieve on their sentence plans. The exception here is that, of the 947 new prisoners received at The Mount during the reporting year, 249 (26%) arrived without an offender assessment system (OASys) report. OASys reports are the foundation of prisoners' sentence plans and are supposed to be completed at the category B prisons at which prisoners start their sentences; these category B prisons supposedly have the staff budget needed to compile these reports. The Mount has tried to complete the outstanding OASys reports, despite not being resourced to do so, but, despite this effort, at the end of the reporting year 128 prisoners (13%) did not have an OASys assessment.
14. There are long delays in transferring prisoners who have been recategorised to category D to an open prison because there are simply not enough spaces in the open estate. At the start of the reporting year, this was causing much frustration to these prisoners, who were expecting to be transferred within days of being recategorised. Now, the likely waiting time is explained to the prisoners when they are informed of their recategorisation but the long waits are still hard for them to bear. It would be good if ways could be found of giving prisoners ROTL from The Mount.

PRISONERS SERVING INDETERMINATE SENTENCES FOR PUBLIC PROTECTION (IPP)

15. There are 44 IPP prisoners at the establishment. The Mount can offer these prisoners very little; it offers no therapies, no programmes and no interventions that can help these prisoners move towards release. Essentially, these prisoners are being warehoused and all they can do to reduce their level of risk is to grow older, one day at a time.
16. This is not a criticism of The Mount per se but of the provision made for IPP prisoners across the prison system. These prisoners need to be moved to places where they can take part in therapeutic communities, live in psychologically informed planned environments or be guided by progression regimes, such as that offered at HMP Warren Hill.

C Section – The work of the IMB

1. There are currently 13 members of the Board, two of whom are nearing completion of their probationary period and one having resigned during the reporting year, prior to completing his probationary period.
2. The current work programme requires one member of the Board to be on rota duty every week, who undertakes the twice-weekly reviews in the CSU and submits a report to the governor at the end of their rota week. Additionally, two further members of the Board undertake a weekly session responding to any applications to the Board from prisoners.
3. All members are also required to attend the monthly Board meeting. The Board has a training session prior to each meeting, normally conducted by one of the internal agencies. At each meeting, the governor provides the Board with a comprehensive report, and attends the Board meeting to answer questions raised by members of the Board on any issue.
4. As a result of requests from the IMB Secretariat to reduce the number of visits to the establishment, in future applications will be carried out by one member as well as the member on rota duty and there will be no August Board meeting.
5. An annual team performance review exercise was held in December 2019.

BOARD STATISTICS	
Recommended complement of Board members	18
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	13
Total number of visits to the establishment	520
Total number of segregation reviews attended	285

D Section – Applications to the IMB

1. The number of applications to the Board has increased considerably for the current reporting period from the previous year. Applications initially reduced on the introduction of the key worker scheme (Offender Management in Custody) but this has failed to operate fully during the year, with the consequential rise in applications to the Board – applications which could, and should, be dealt with easily by prison officers on the wings.
2. Even these numbers do not fully represent the numbers of complaints received by the Board, as we receive many while ‘on the hoof’. This is probably because there are seldom application forms available on the residential units, due to them being stored either in the wing offices or with the prisoner information desk workers, and therefore not easily accessible to prisoners. This issue was reported in last year’s annual report and has not been addressed.

Code	Subject	Current reporting year 2019/20	Reporting year 2018/19
A	Accommodation, including laundry, clothing, ablutions	1	8
B	Discipline, including adjudications, IEP, sanctions	2	6
C	Equality	3	0
D	Purposeful activity, including education, work, training, library, regime, time out of cell	10	23
E 1	Letters, visits, telephones, public protection restrictions	4	8
E 2	Finance, including pay, private monies, spends	0	0
F	Food and kitchens	4	0
G	Health, including physical, mental, social care	14	7
H 1	Property within this establishment	43	38
H 2	Property during transfer or in another establishment or location	8	16
H 3	Canteen, facility list, catalogue(s)	4	4
I	Sentence management, including HDC, ROTL, parole,	27	46

	release dates, recategorisation		
J	Staff/prisoner concerns, including bullying	10	20
K	Transfers	6	7
	Miscellaneous	111	0
	Total number of IMB applications	247	183