



Annual Report of the Independent Monitoring Board at HMP/YOI Brinsford

**For reporting year
1 July 2021 – 30 June 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 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 Independent Monitoring Board (IMB) is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

HMP Brinsford is situated north of Wolverhampton, in the West Midlands. It holds both remand and sentenced young men, between 18 and 25 years of age, with a temporary increase to 29-year-olds, to support population pressures. The majority are young adults, with an increasing number of category C adult men. In 2021, Brinsford' changed from a category C prison to a resettlement prison. This meant a change in those residing at Brinsford from prisoners serving prison sentences up to four years to those with 16 months of the sentence left to serve.

Prisoners are housed in five two-storey residential blocks, with two wings on each block. Each wing has some single and some double cells. All cells have in-cell sanitation, but shower facilities are provided elsewhere on the wing hub (other than on residential block 5, which has in-cell showers).

The wing which was the first night centre two years ago has been used for other purposes to support the prison during the pandemic and recovery afterwards, including an isolation wing and an area for category D prisoners who were awaiting transfer. However, it is planned that it will be used to house those prisoners on release on temporary licence (ROTL).

Other residential blocks provide a variety of functions, including support for those prisoners who require extra help in the development and progression unit on residence 1. The care and separation unit (CSU) is a 16-bed unit in a separate block.

The contract for providing healthcare services is held by Practice Plus Group, formerly Care UK, which has provided a good service throughout the reporting period. GP services are provided on a contract basis and include an out-of-hours service. Some prisoners have serious mental and behavioural issues, requiring both psychiatric and psychological support, which is provided by the healthcare trust.

The establishment is fully operational and can accommodate 577 prisoners when all cells are to be used, however there is currently a reduced operational capacity of 539 to support the delivery of a major project to upgrade the cell call system. During the reporting period, the numbers in residence fluctuated considerably, for various reasons. Education and training facilities are provided by Novus.

3. Executive summary

3.1 Background to the report

This report presents the findings of the Board for the period 1 July 2021 to 30 June 2022. For the period prior to the Covid-19 restrictions, our evidence comes from observations made during visits, scrutiny of records and data, informal contact with prisoners and staff, and prisoner applications.

The Covid-19 outbreak had a major impact on the Board's ability to gather information last year, however for the majority of 2021-22 members have been able to consistently complete rota visits on a weekly basis. Members continued to participate in segregation reviews, and others retained contact with the prison via remote monitoring and telephone calls when unable to visit Brinsford in person. Inevitably, therefore, this report offers greater detail and supporting evidence than last year.

The education contract did not meet the needs of the prison for most of the time. While there was a slight improvement at the start of the reporting year, it has not continued over the course of the year. Following the pandemic, a mixed approach continued with some in-cell activities being available for those isolating. Novus has failed to ensure that all lessons are delivered, especially when vocational course teachers have been absent. The way the contract has been written makes it very hard to challenge. Throughout the reporting year, the IMB has raised concerns over the education and the contract being fit for purpose. Furthermore, the IMB does not feel that prisoners are motivated to attend, or that enough has been done to encourage better attendance.

Before the lockdown, the number of activity places was far too low, which meant that many prisoners were unemployed. Last year's annual report stated that, following the return to 'normal' regime this year, the Board would need to conduct a detailed review of access to education places and the number of courses available. Unfortunately, there are not enough activity places and attendance at education low. Furthermore, the IMB has noted that there was not enough 'purposeful' activity for prisoners to participate in, which could have been a factor in motivating prisoners to work.

However, as in previous annual reports, the Board has determined that the staff are running a safe prison and that, overall, prisoners are treated fairly. As noted in previous reports, there continue to be ongoing incidents of violence, self-harm and substance misuse. Last year, due to prisoners being on a more restricted regime because of Covid, these reduced. However, it should be noted that self-harm has not returned to the levels of pre-pandemic and the prison ensures that any prisoners who feel the need to self-harm are well supported with a more holistic approach.

Gang culture remains a problem that causes friction between prisoners and is often a cause of premeditated violence. Furthermore, cases of violence often increase when the prison receives high numbers of transfers from other prisons over a short space of time. As a preclusive intervention, there have been several occasions

where prisoners who are gang-affiliated have not been granted access to education to keep them apart from prisoners who are affiliated with opposing gangs.

The training and rehabilitation of prisoners were both good prior to March 2020 but were reduced during lockdown, picking up to an acceptable level later this year. Staff complete scheduled staff development once a month at 'community study' days. This is to encourage the whole prison to engage in learning and development, and appears to be well received by staff.

There remains a problem in relocating prisoners with mental health problems to more suitable treatment centres. Healthcare and prison staff do an excellent job, but it takes too long to find a bed elsewhere for those prisoners assessed as requiring one. This has not improved during the reporting period and the number of prisoners in custody with mental health issues is still too high.

3.2 Main judgements

How safe is the prison?

In the judgement of the Board, Brinsford remains a safe prison, and this is evidenced through the low levels of self-harm and overall violence compared to similar establishments. This is positive, particularly following the return to full regime after the challenges of lockdown. There remains a minority of prisoners who self-harm, but credit must go to staff who work hard with these individuals to improve the situation. The prison does not just rely on medication for these prisoners but has used a more holistic approach to supporting them. The overall level of self-harm has continued to be a priority, and good progress has been made to ensure that the levels do not return to those before lockdown. There are a few prisoners who still self-harm, even after the best efforts of staff, and we feel that they often need specialist support in another establishment.

Violent incidents have increased this year as the prison has returned to a full regime, with more mixing between wings and residential units; this has led to more violence. While the Board is not concerned about levels of prisoner-on prisoner violence, it is concerned by the increase of violence towards staff. Gang-related issues make it difficult to place prisoners in the safest location, and these become more evident when there is an increase in transfers in from the same prison over a short period.

How fairly and humanely are prisoners treated?

In the context of the continued concerns over Covid-19 outbreaks, the Board considers that prisoners have been treated as fairly and humanely as is possible, despite the severe constraints on their movement and access to social visits and activities. Due mainly to Covid this has been less frequent during the reporting period, but when outbreaks have occurred the prison has responded quickly to contain the number of prisoners affected. Prisoners have appreciated some additional benefits, such as extra telephone credit, in-cell phones and televisions, and understand that some of the restrictions are not always within the local management's control.

How well are prisoners' health and wellbeing needs met?

The Board believes that the healthcare needs of the prisoners are well met by Practice Plus Group. The challenges of the pandemic were handled well, and the number of infections was low. Those who were infected were isolated and levels of transmission were low. There was an effective system of bubbles and isolation of new entrants, which was well managed. During this reporting period, the prison has continued to manage any outbreaks well and more management has occurred within wings (e.g. prisoners being isolated in their own individual cells rather than being transferred to the old first night area). This has been less unsettling to the prisoner and less disruptive to staffing.

How well are prisoners progressed towards successful resettlement?

The deficiencies in rehabilitative work and preparations for release have both been commented on frequently in recent reports. Little has changed and details of these deficiencies can be found in the Board's reports in 2019-2021.

Face-to-face visiting has returned gradually, with visits being at full capacity by the end of the reporting year. Social video calls (previously delivered by Purple Visits) have continued and allowed prisoners to continue family contact when physical visits have not been possible.

3.3 Main areas for development

TO THE MINISTER

1. Prisoners held under Immigration Act powers are kept far too long before transfer to an immigration removal centre or their home country.
2. The amount of time taken to transfer the more vulnerable prisoners with mental health problems is another concern raised regularly. Officers within the inpatient health care are very supportive and compassionate to their patients, however they are not specialist-trained in mental health. Some inpatients have been based in the unit for months before being transferred to more specialist accommodation.

TO THE PRISON SERVICE

1. The education contract is still not fit for purpose. It has always proved very difficult to hold the provider to account, to ensure that the prison gets good education provision. As mentioned in last year's report, any new contracts need to be much tighter in what must be provided and how prisons can be compensated for services not provided. Not enough is done to motivate or support prisoners to attend regularly or consistently.
2. The management of prisoner property in the establishment and the transfer of property between establishments continue to cause many problems, including prisoner anger and claims for compensation. A new policy and procedure have been many years in the development stage and need to be implemented urgently.

3. The information technology (IT) at Brinsford is old and failing. While improvements were being discussed and due to be implemented in the 2022-23 reporting year, it needs to be noted that improvements are desperately needed. Hopefully the improvements and investments will improve many outcomes for staff and prisoners.
4. The overall condition of Brinsford is still very outdated and in a poor state. Previous improvements and decoration have been completed to a poor standard, with only short-term solutions. The prison has tried to engage some prisoners in painting (e.g. in the care and separation unit), however the work was not to the standard required. Brinsford still needs a great deal of investment to return it to an acceptable standard.
5. Activity places are limited and not meaningful. Now Brinsford is a resettlement prison it is even more important that every prisoner has the opportunity to work or have education.
6. There are still too many transfers between establishments. Brinsford has often been very accommodating and supportive in receiving transfers into the prison. Brinsford staff still feel that when a prisoner needs to be moved urgently, it seems to be very difficult to find a place elsewhere.
7. Bringing in some prisoners from other establishments makes the gang problem more difficult to manage, although it needs to be understood that these moves must be in the best interests of the prisoner concerned.

TO THE GOVERNOR

1. More places are needed in both education and work-based activities. More meaningful work would better prepare prisoners for work that they are likely to acquire when released. Quicker entry onto courses would make a big difference to short-sentence prisoners and would provide a better way forward.
2. The key worker scheme needs to be brought back to at least its pre-pandemic levels, and further improved. It was understandably reduced owing to staff shortages. Officers need support and, possibly, further training to get the scheme to work as it should, to support prisoners.

3.4 Progress since the last report

Several areas which were highlighted in the last few annual reports have continued to improve. These include:

- The number and level of prisoners self-harming has reduced but there is still a small number of repeat self-harmers who are proving difficult to help. The prison has tried a more holistic approach, which has helped with some individuals.
- The level of violence has reduced further, with some good programmes in place to support the perpetrators of violence, however the prison is still lacking a programme to specifically tackle gang affiliation and related violence.

Evidence sections 4 – 7

4. Safety

In general, Brinsford has a reasonable and improving record in this area. The senior leadership team continues to strive for higher standards.

Monthly safer custody meetings take place that are well attended, and any issues of concern are discussed. The IMB is invited to attend the meetings and does have opportunities to raise any issues of concern.

In-cell fires used to be a big problem but now they are very rare, and staff are well trained to deal with them if they occur. There were six fires recorded in the reporting year. There are still several false alarms, often caused by prisoners vaping.

There were concerns about how prisoners would react when restrictions were fully lifted but largely this has been managed well, with fewer issues than first expected.

4.1 Reception and induction

Prisoners are received at reception, where there is a body scanner, and are treated well. An induction leaflet has been produced (with translations into various languages) and induction proceeds immediately in reception or, if not possible, on residence 3, the specialist unit. In particular, education induction is carried out here and peer support has been introduced to help in this process. The Board has not received any complaints in this area, and prisoners questioned have expressed satisfaction.

4.2 Suicide, self-harm and deaths in custody

There have been no self-inflicted deaths in the reporting period. The Board is particularly pleased to report that there has been a steady reduction in the number of prisoners who self-harm in this reporting period. Many of the incidents have been caused by the same prisoners regularly self-harming, with one prisoner requiring quite a few visits to hospital. Inserting objects into the body seems to be an increasing trend. There is good work by prison and mental health staff to try to prevent this. All incidents of self-harm are well recorded and for this year they averaged around 28 per month. There was a peak around October 2021, and that has been reducing since then.

4.3 Violence and violence reduction, self-isolation

Incidents of violence between prisoners remained stable through the reporting period. This was because of more movement and interaction at the easing of restrictions imposed by the pandemic. There were 279 incidents of violence in the reporting period and 33 were assaults on staff.

Low-level frustrations were attributed as the main cause for acts of violence. The IMB has noted that gang culture is also a cause of some group violence. The prison

does make every effort to keep some groups apart where possible, but this is not always possible in areas of work and education. Furthermore, the prison is striving for inclusivity rather than exclusion through associations and affiliations.

The challenge, support and intervention plan (CSIP) programme has had an impact on those that need help, but not so much on the gang-related violence which is proving harder to correct. While young adults 'associated or affiliated with gangs' are often involved in violence, this does not appear to be the driver in Brinsford. It is usually low-level frustrations or debt of some kind.

There is support for victims of bullying and violence, and evidence of excellent support for very vulnerable prisoners.

Self-isolation

This has seen quite a considerable increase in the current reporting period, rising from 23 instances last year to 32 this year, most of these being attributed to problems during association.

Those who choose to isolate themselves from others are well cared for and well monitored. The increase is likely to be because of the increase in out of cell activities post lockdown.

4.4 Use of force

The use of force using pelargonic acid vanillylamide (PAVA) incapacitant spray has increased. Last year PAVA was drawn 10 times (though actually used nine times), while the figure for this reporting period was 28. The Board is satisfied that PAVA's use was justified and fair, that the quality of the related paperwork has improved since last year and to the expected standard. However, there is still a certain amount to be done in this field. It has been proved that PAVA can quickly de-escalate group violence and prevent injuries. Those affected by PAVA are checked by medical staff. The use of PAVA is lower than in comparator establishments and used in more serious violent situations involving multiple assailants. The IMB believes care must be taken that PAVA does not become the first line of defence.

The use of batons has decreased with 18 uses last year and only three reported this year.

4.5 Preventing illicit items

While drug use within Brinsford is still a concern, the number of cases has reduced in the last 12 months (when comparing pre-pandemic levels). Staff have worked hard in being vigilant and there have been several interceptions during visits. Staff act swiftly on any intelligence provided and this has assisted in a reduction of drugs getting into the prison.

The prison is making some progress in preventing drugs from entering the establishment, largely through better screening both at the gate and by photocopying every item of mail. However, the latter has had a certain disadvantage because prisoners are no longer able to receive coloured pictures from their children (and

sometimes the printing is badly done), which can lead to some disgruntlement. On the other hand, there has been a growing trend in the discovery of hooch (homemade alcoholic drink). The use of sniffer dogs and CCTV in visits has been largely successful, and several incidents of visitors being detected with illicit substances have shown that increased vigilance is having an impact.

5. Fair and humane treatment

5.1 Accommodation, clothing, and food

There are five residential units with most cells in need of refurbishment, as are many of the other areas. Issues are reported and dealt with, albeit often slowly. Some repairs relying on outside contractors, for example faulty or damaged phones, are very slow to be dealt with; five phones need to be 'in need of repair' before the British Telecom (BT) technician is called out. There are also concerns about the costs and timeliness of repairs or other work carried out by Amey.

Faulty windows are an issue across the prison. Some windows open and some do not, leading to varying levels of comfort or discomfort within the cell (especially during extremes of temperature). An audit of the windows throughout the prison was conducted in April 2022 and repairs are ongoing.

There were problems regarding heating across the prison. Boilers were replaced site-wide at major capital cost and investment in the prison. This should make for a more comfortable environment.

A rolling programme to upgrade cell lighting and cell bells was started. Residence 1 was almost completed at the time of writing this report.

A considerable amount of repainting of various areas was completed, largely by the prisoners, which understandably was variable in its quality. With easing of Covid restrictions Amey is scheduled to resume the training of prisoners, which should ensure a better standard of painting.

There is a planned refurbishment of stairwells and staff kitchens areas.

The appointment of a governor as head of residence and services has seen several timely and welcomed initiatives. New notice and information boards in each of the residential units provide key and helpful information for prisoners and duty staff.

An audit of cell furniture revealed that some prisoners had acquired chairs that were not always compliant with fire regulations, and these were subsequently removed. The shortage of compliant chairs for cells was soon rectified with a delivery of some 124 chairs (June 2022).

For health and safety reasons, prisoners are now restricted to one in-cell kettle for the purpose of boiling water, and second kettles used for cooking have been removed. As prisoners are no longer allowed to cook in their cells, 24 food items, e.g., cooking oil, potatoes, cabbage, have been removed from the canteen list.

All prisoners' cells have in-cell phones. These provide invaluable contact for prisoners with their families, especially during the period of Covid-19 restrictions. Social video calls were a welcomed development during the Covid lockdown and some prisoners have continued to use these rather than face-to-face visits, which were reinstated following the easing of restrictions. The continuation of this provision is particularly helpful for those visitors living at a distance.

The visitors' room was refurbished during the Covid pandemic and included the provision of sofas; this continues to be a welcoming environment. Since the easing of Covid restrictions, the room has been reconfigured to accommodate increased numbers of visitors, but the quality of the environment has been maintained. Visitors and prisoners are now also able to enjoy refreshments.

On Wednesday 27 June 2022, Brinsford held a family visits day, run by Barnardo's. This was the first opportunity to reinstate this event following the easing of Covid-19 restrictions. The event was a success, with plenty of food provided by the kitchens and toys available for the children. It was good to see fathers cuddling their newborn children. Barnardo's has lost the contract for this and, going forward, any such events will be run by Pact (Prison Advice and Care Trust).

Brinsford has paid into the national resource known as Wayout TV (see also 7.1). Each prison has local access to broadcast internal messages, breaking news and short films. There are two channels accessible to prisoners: education (Way2Learn, with several courses with workbooks provided by the prison) and a news, music, worship channel on which the prison can advertise and upload short films. Healthcare has made use of the second channel for health promotion.

The new laundry system which makes use of tagged, rather than named, laundry bags is now in place for all residential units. Each prisoner has a laundry bag which they fill and zip up. Clothing arriving in the laundry is therefore anonymous with only one prisoner bag at a time being washed and dried. Laundry is washed, dried, folded and returned the same day. This system has done much to reduce the number of lost items. A dosing system is used for washing powder and conditioner, which saves on waste and is safer for the prisoners as they are not able to access these materials. Twelve prisoners work in the laundry on a two-week rota.

When we visited, the kitchens appeared to be clean and tidy; the kitchen has a five-star rating from the Food Standards Agency, South Staffordshire dated June 2020 (frequency of inspections was impacted by Covid-19). Meals are an important part of the prisoner's day, and this has been particularly true during Covid-19 times, as the collection of food adds to time out of cells. All prisoners working in the kitchens work to level 2 food hygiene and prisoners on serveries work to level 1.

Only on the enhanced residential unit, residence 5, can prisoners eat communally. Faulty seating identified in the last report has been replaced.

There are five options to choose from at lunch and supper and a hot option is available at each mealtime; portion size appears adequate.

Cereals, tea and coffee brew packs and milk are available on each servery at lunchtime and at suppertime, where prisoners collect what they want for breakfast the following day. Breakfast items being issued the day before is not ideal as some prisoners will choose to eat them in the evening, which results in a lengthy stretch of time without the provision of food, other than from a prisoner's own canteen supplies, before lunch.

Lunch is sometimes served and completed before 12 noon. Further consideration needs to be given to the time between mealtimes.

Approximately 75% of food is prepared on site. At weekends this figure drops down to approximately 50%. Religious dietary requirements are met, such as the provision of halal food and the use of heated containers during the period of Ramadan.

The increased cost of food is an area of concern and in response to this the kitchens now make more items than they did previously, for example, pizzas, samosas, bhajis and some bread are now made on site.

5.2 Segregation

There are 16 cells in the care and separation unit (CSU), with four being anti-ligature cells located downstairs, while the CSU office is located upstairs. In addition, four cells have grilles for drainage located on the corridor side of the cell doors, should there be a risk of flooding by a prisoner: below these grilles there is debris, which is unhygienic and restricts the flow of water, and which need cleaning. The communal areas and cells are largely clean and free of graffiti; the latter is quickly removed when it appears. However, the cells need refurbishment.

Continued use is made, as appropriate, of a period of 'cooling off' in residential units, reducing the need for prisoners to be segregated, as opposed to those of a more serious nature requiring segregation in the CSU. No prisoner was detained in the CSU for more than 42 days at one time. During the period of this report, of those prisoners in the CSU the average percentage of White prisoners was 42% (221) and 58% (303) were Black, Asian or minority ethnic. This is a fair reflection of the prison population.

Some prisoners receive input from the education staff but for most the regime is 'basic' incentive level, and many prisoners choose not to access education. The education provision while in the CSU is poor and when prisoners have asked for education it is not always followed up. There is a good range of fiction and non-fiction literature available on the landing. Radios are readily available should a prisoner wish to have one. Each prisoner has 45 minutes a day exercise and a shower.

During this period of reporting, it has been observed that not all prisoners are always provided with an in-cell phone until they have had their segregation review or adjudication. This has been raised with the governing Governor who has addressed the issue.

The exercise yard is not particularly welcoming, though there is a covered area which provides some protection from the elements and the lower wall is painted white, which is an improvement on bare brickwork.

In June 2022, a meaningful and welcome activity in the form of tea packing was introduced. Prisoners in the CSU have made use of this provision, for which they are paid.

Relationships between staff and prisoners has been observed to be good or very good. Staff demonstrate a good level of knowledge of those assigned to their care. Reintegration planning appears to be good with most prisoners returning to residential units within five or six days.

There was continuity of staff on duty during the reporting period, which had a positive impact on the quality of care provided to prisoners.

5.3 Staff-prisoner relationships

Most of the staff the IMB have observed demonstrate a very good level of knowledge of the prisoners in their care. Staff and prisoner interactions observed are largely respectful of one another.

As the Covid pandemic eased, there were fewer staff absences and this further bolstered staff-prisoner relationships. In addition, prisoners benefited from more time out of cells.

Brinsford has the lowest staff attrition rates and staff hours lost through sickness in its comparator group.

Much is being done for staff wellbeing across the prison, including a 'care room' for time out for staff, 'couch to 5k' running challenge, provision of bikes for staff to hire during lunch breaks, 'champion women in the workplace' forums and wellbeing days for staff.

The key worker programme continues to be an area of concern. There was some progress in delivery, with an average of 42% of prisoners meeting their key worker in May 2022, but as the programme appeared to be gaining momentum it was soon hit by staffing issues owing to Covid-19. Overall, the programme has been intermittently affected by Covid-19 and so it has not worked well for much of this reporting period.

The key worker programme is of great importance to staff-prisoner relationships and pivotal to the continuity of pastoral support for the prisoners. The senior leadership team will prioritise this and there is a clear plan going forward.

5.4 Equality and diversity

There is a strategic equality policy with monthly equality meetings.

There is support for foreign nationals (71 in June 2022), such as education. However, those who have received their authority to detain notification (IS 91) for deportation continue to be treated as prisoners and unfortunately they do not benefit from the same levels of freedom as they would receive if they were in an immigration removal centre.

Sometimes the behaviour of foreign nationals is poor as they often hope for further custodial sentence to remain in UK. They are of greater risk of suicide and self-harm for the same reasons. They often have a greater incentive to 'work' as family often

cannot send money into prison for them, and they are often among Brinsford's poorest prisoners.

Additional support for foreign nationals at Brinsford include forums which have been held with both staff and prisoners. The consensus is that there is a positive experience through reception and induction, but there is a need to improve the international PIN (authorised telephone) numbers process. It was International Refugee Day in June and Midland Langar Seva Society visited Brinsford and met staff and prisoners. Foreign nationals are treated fairly and have access to social video calls.

Foreign nationals have access to literature: each month the library has a printout of foreign nationals and checks the shelves and if the library discovers a shortfall, they order suitable literature from the Stafford Prison Library Service.

Brinsford averages the submission of two to three discrimination incident reporting forms (DIRFs) each month which is on par with comparative prisons.

There were many national events and celebrations celebrated at Brinsford with awareness being raised through some colourful posters in key areas within the prison, including displays in the library. These included, for example, Stephen Lawrence Day, Gypsy, Roma and Traveller Month (June 2022) and LGBT+ Pride Month (June 2022).

Opportunities to celebrate religious festivals are embraced; for example, Eid was celebrated on 2 May 2022 when all prisoners were given a special meal regardless of their faith, and on Easter Day all prisoners were offered a hot cross bun and chocolate bar. Approximately 105 prisoners observed Ramadan during this reporting period.

Brinsford's disability lead is part-way through setting up a special education needs (SEN) champion on all residential units to champion SEN disability. This role helps to support prisoners and raise awareness of SEN. Rapid screening of prisoners on arrival is picking up more declared disabilities: 66% of prisoners have a SEN disability. Information is shared with staff as appropriate through C-Nomis.

5.5 Faith and pastoral support

Brinsford's multi-faith centre is run by the senior chaplain. She and her team are proactive in supporting prisoners and they make a significant contribution to the positive atmosphere in Brinsford. The chaplaincy delivers a range of religious instruction and behaviour classes and is actively integrated into the prison.

The team includes chaplains from Buddhist, Catholic, Free Church, Hindu, Jehovah's Witness, Jewish, Mormon, Muslim, Pagan, Rastafarian and Sikh traditions, and, when a prisoner requests support from another faith group, efforts are made to arrange this.

The multi-faith centre is a welcoming, calm and supportive environment. Notice boards are well-organised with a clear programme of worship advertised alongside

useful help information, such as bereavement support, Prayer Line (a seven days a week freeline for prayer requests, from 9am to 8pm) etc. The chaplaincy team journal is kept up to date and contains useful information about the prisoners regarding bereavement concerns, those on ACCTs etc.

As Covid-19 restrictions were eased, communal worship was reinstated, though from time to time was been disrupted owing to further instances of Covid-19 positive cases within the prison. Opportunities to celebrate special events, such as Eid, are embraced as far as this can be done in prison.

Worship has also been made available through the national resource, Wayout TV, which is accessible to all prisoners at Brinsford.

Prisoners are supported by the chaplaincy and other specialist staff, such as the disabilities nurse, during times of personal stress. For example, there is help when a prisoner needs bereavement support or support during access to an online funeral.

In line with their statutory duties, the chaplains have made daily visits to the segregation unit. They have provided faith-based learning materials and given one-to-one support, and have invited prisoners to attend services, if safety requirements are not compromised.

The chaplaincy team is a vital and integrated part of the pastoral provision of Brinsford. The team values the support of staff, in particular the senior leadership team (SLT). The senior chaplain is a member of the SLT, which demonstrates the value placed on this provision.

5.6 Incentives schemes

The incentives scheme is used to foster good behaviour and tackle poor behaviour. On entry, prisoners are placed on standard level. If they are transferred from another prison, they are retained on their status from the originating establishment. Prisoner induction includes information on incentives, privileges and expectations about the standard of behaviour. Individual officers can issue warnings and an immediate downgrade may be used for serious incidents.

New initiatives to foster positive behaviour include the library writing competition for Fathers' Day, with all those entering receiving a positive incentives scheme entry, and the introduction of evening activities, 6pm to 7.30pm, in residence 5, alternating between floors.

5.7 Complaints

Brinsford follows the complaints policy framework as reissued in November 2020 and which all staff were advised to read.

A senior manager has ownership of the quality assurance process for prisoner complaints. Every month a member of the IMB meets the governor with responsibility for overseeing complaints to scrutinise a random sample of these complaints. The

findings from this audit, together with recommendations, are reported and discussed at senior leadership team meetings.

There is a clear set of procedures for dealing with prisoners' complaints, which are made known to the prisoners during induction. Complaint forms are available throughout the establishment in areas frequently accessed by prisoners, such as association areas, and are clearly advertised. For those who might struggle to complete a written complaint, there is support from officers on the wing, but where this is a confidential COMP 2 complaint, which may be about staff behaviour, this is not ideal.

Prisoners who have difficulty with written communication may submit a complaint verbally with timeframes as per written complaints. Prisoners whose first language is not English may submit a complaint in their first language if they so wish. The prison's intranet has complaint forms in 19 languages which may be printed as required.

Arrangements are in place for complaints to be considered during weekends and on public holidays. Complaints are answered in line with the timeline requirements set out in the complaints policy framework, which is within five working days of the complaint being logged (or 10 working days if it is about a member of staff) and from Monday to Friday, but not bank holidays. Interim replies are given within that timeframe if it is not possible to give a full reply. The interim reply gives some indication of when a full reply may be expected. Most of the complaints received at Brinsford are related to property.

Complaints by significant themes

	April 2020 to March 2021	March 2021 to April 2022
Property	36.5%	35%
Residential	25%	21%
Offender management unit	9.5%	11%
Letters	4%	1.5%
Visits	4%	3.8%
Bullying	1%	0.8%
Food	0%	0.6%
Total complaints	412	720

An increase in the number of complaints during this period of reporting may largely be explained by the easing of lockdown restrictions resulting in more time out of cells and an increase in activities.

Complaints by location

	April 2020 to March 2021 (%)	March 2021 to April 2022 (%)
Res 1	29	22
Res 2	14	20
Res 3	22	23
Res 4	26	22
Res 5	9	8
CSU	/	1
External	/	4

Complaints by age range

	April 2020 to March 2021 (%)	March 2021 to April 2022 (%)
18- to 21-year-olds	75	79
22- to 29-year-olds	21	19
30- to 39-year-olds	0.7	0.4
40- to 49-year-olds	0.7	0.4
50- to 59-year-olds	1.6	1

- 89% of complaints were dealt with early or within five days (2020-2021: 81%)
- 45% of complaints were made by white British men (2020-2021: 43%)

5.8 Property

Most complaints at Brinsford were related to property, though slightly lower than the previous reporting year. Improvements in laundry arrangements may in part be responsible for the slightly lower percentage during this reporting period.

Common themes regarding property are:

- property not transferred with the person
- not knowing what has/is happening to property; has it arrived in the establishment/where is it?
- the time taken to issue people with their property from reception
- missing property

In response to complaints about property, the following points were observed:

- Issuing property in a timely manner has sometimes been delayed by the need for items to be searched by the dog team prior to issuing property. Staff absences owing to Covid-19 have added to delays.

6. Health and wellbeing

6.1 Healthcare: general

Practice Plus Group is responsible for healthcare provision of the prison. The outpatient department continues to provide a good service.

6.2 Physical healthcare

Nursing staff and officers dedicated to the healthcare department continue to offer and carry out some excellent care to prisoners. The area is well managed, and there has been a continued focus on reducing the number of patients being housed in the facility. There remains a reduction in the number of prisoners who have needed constant watch, which is a tribute to the staff who ensure that all prisoners are well supported and treated respectfully.

While the problem of non-attendance at appointments continues, the introduction of 'health champions' in 2019-20 (specially trained and trusted prisoners) recognised this as a concern. The champions continue to 'sell' the benefits of good health and chase up those who did not attend, working to eliminate this problem by making certain that appointment cards were delivered accurately (thereby cutting out the 'did not know' problem). Prisoners continue to raise concerns over the time taken for optical and dental appointments.

During the reporting year, Brinsford had several minor outbreaks where prisoners tested positive or required isolation for Covid-19. Most cases were dealt with quickly and efficiently, ensuring that they isolated on their wing instead of the old first night wing. Healthcare staff continued to monitor them and worked well with other prison staff to care for them. Staff continued with regular testing, and any with risk factors remained at home until they were safe. Overall, the prison managed the different stages of the pandemic and return to full regime very well, and healthcare staff were very satisfied with the arrangements.

6.3 Mental health

The Board has previously expressed concern regarding the number of prisoners with severe mental health issues held at Brinsford. Over the last 12 months, although the numbers have reduced, we are still concerned over the time taken to transfer some patients to more specialised care. While staff provide excellent care, and in some cases one-to-one support, the mental health team does not have the facilities, and is not equipped, to deal with those with severe mental health problems.

Those who choose to isolate themselves from others are well cared for and well monitored. These prisoners have been very well looked after in the development and progression unit on residence 1 and, when needed, in healthcare. Healthcare has done some excellent work in helping prisoners cope with their circumstances.

6.4 Social care

Social care is conducted adequately at the prison. Outside agencies, like Barnardo's, provide support and training to staff about care leavers and other similar issues, such as awareness of adverse childhood experiences.

6.5 Exercise, regime

As a result of the Covid-19 pandemic, prisoners had been locked in their cells for 23 hours a day for long periods over the previous year. As Covid-19 lockdown restrictions were lifted, time out of cell for those who were unemployed was one hour 15 minutes each day. Further outbreaks of Covid-19 within the prison have from time to time impacted on staff absences and had a knock-on effect on prisoners' time out of cells to access activities.

Over the course of the year, the core day has returned, allowing prisoners more time out of their cells. Outdoor exercise has returned to normal, along with the association time outside of cells.

The provision of in-cell telephones has meant that prisoners are better able to enjoy their time out of cell, rather than queueing to use a communal telephone.

6.6 Drug and alcohol rehabilitation

The drug support programmes are still limited, as is the post-release support. Much of the support is reliant on internal programmes, which have been restricted over the last 12 months due to the recovery from the pandemic and continued cases of Covid.

6.7 Soft skills

Over the course of the reporting year and returning to full regime, Brinsford has tried to increase the amount of soft skill development and wellbeing work. Last year due to the pandemic this was limited by restrictions put in place nationally. Brinsford has tried a more holistic approach with some prisoners, and mindfulness, mental health and wellbeing have been more of a focus. We are not aware of any meditation, yoga or creative skills delivered within Brinsford.

7. Progression and resettlement

Education, training and employment (ETE) is now managed by Novus, which was awarded the contract from the Ministry of Justice.

7.1 Education, library

Education

Towards the end of the last reporting period, there was a renewed focus on education, work and training. The Governor shared with the Board plans to revamp what the prisoner experiences at education, training and work throughout their time served at Brinsford. Given Brinsford's status as a resettlement prison, this is crucial, and has been keenly anticipated by the Board.

Unfortunately, the plans are yet to fully materialise. This has been in part due to Covid outbreaks and staff shortages; however, there have been times where no education classes or training have taken place, with no adequate reason as to why. The momentum seems to have been lost. This is regrettable as it does not take a lot for young prisoners to become despondent

Education provision in the care and separation unit is poor. Prisoners typically sleep or sit in their cell doing nothing, with occasions where prisoners are seen reading. There is no reason why in-cell education cannot continue while they are on the unit.

Education staff do not attend good order or discipline (GOOD) reviews. There have been occasions where a prisoner, asked by the governor or an IMB member present at the GOOD review about education, has expressed an interest in specific courses (see 7.2). This is recorded and it is stated it will be followed up, but if education staff were there at the time, it could be seen to be acted upon and given impetus.

A blended model of classroom and in-cell learning has been offered. This is mainly because there is not the capacity for all prisoners to attend in-person learning. However, there have been times when Board members have visited the education centre and every classroom is empty with no class running. Novus continues to hold the contract for education. Class cancellations have been due to a combination of Novus tutors being on annual leave or sickness absence, and the prison not having sufficient staff to provide education patrols. The prison pays for 44 weeks of education per year, meaning there are eight weeks of the year when no education is planned. This also accounts for some of the periods where there are no classes.

Of those classes that have been observed, English for speakers of other languages (ESOL) and music classes are the best conducted. This is reflected in the success of the courses. Of the 15 prisoners who have taken 17 ESOL courses (each ESOL element is a separate course), 14 courses have been completed successfully, with the remaining three being incomplete due to the prisoners being released or deported. The quality of teaching is good, and the teacher has control of the class with all prisoners engaged and seemingly happy to be there. English and maths classes are less consistent. Some classes are well conducted with all prisoners engaged and focused on their work; however, classes have been observed where

prisoners were not focused on learning, and instead sat on furniture or gathered in small groups chatting.

Since July 2021, 560 learners have undertaken 1,292 courses across 18 subject areas. Of those, 957 courses have been successfully completed, with 220 withdrawals and the remainder either awaiting results or still on courses. To Brinsford's credit, most courses offered are accredited and all marking is quality assured. Other prisons offer more courses, but some are only a few hours long, whereas Brinsford offers less selection, but with the benefit of qualifications that are accredited. This puts prisoners in a stronger position post-release, as accredited qualifications can be a stepping-stone to obtaining further qualifications in the community and are recognised by employers.

Teaching vacancies have impacted the offering of practical courses. The prison has a spacious and well-equipped hub for painting, decorating and carpentry, but a vacancy for a tutor has meant these courses have not run. Similarly, due to the tutor leaving, the window fitting course which ran during the last reporting period was discontinued in August 2021. Practical courses are popular amongst the young prisoners Brinsford holds and can equip them with the skills and qualifications to move towards employment or an apprenticeship upon release. Many express a preference for practical courses over English and maths. Unfilled vacancies have impacted the availability of courses, and so opportunities to develop prisoners are limited.

Aside from functional English courses, there are no programmes or support that develop prisoners' reading skills. The Shannon Trust reading scheme has operated at Brinsford in the past but became stagnant in 2020 due to a combination of the Covid-19 regime making it difficult for prisoners and mentors to meet, and prisoner mentors being released or transferred. Currently there are no mentors. A campaign ran to recruit new mentors, but this was unsuccessful. Part of the difficulty is that for a prisoner to become a mentor, they must have sufficient time left of their sentence to allow them to be trained and then mentor other prisoners.

Going forward, the Governor has placed activities (to include education) as a priority. This is the right thing to do, and the Board hopes to see proposals reach fruition.

Library

The library at Brinsford is part of the Staffordshire County Library services and is well-resourced. It is an inviting space, with a series of small tables to encourage small gatherings to sit together or, where preferred, solitary reading.

The library is inclusive and offers reading material to cater for all prisoners, regardless of language spoken. Library staff continue to monitor the nationalities present among the population at Brinsford and adapt library stock accordingly.

There are several Vietnamese prisoners at Brinsford. To ensure that they feel welcome at the library, library staff have created an introduction to the library, with details of how to access its services, written in Vietnamese, for those prisoners to read.

Each month, the library has a themed display, with corresponding books, to highlight and promote a particular topic. Themes covered during this reporting period have included mental health awareness, Black history, South Asian heritage, and autism awareness. June marked Gypsy, Roma and Traveller month and the library obtained 10 copies of the *Traveller Times*, which were distributed among prisoners. They were welcomed and read with interest.

Following their initial creation in March 2020, the library continues to provide distraction packs for prisoners to complete in cell. They are only available in English. While the packs do contain colouring, which is not language dependent and so can be completed by prisoners who are not fluent in English, it would be good to see provision that caters specifically for foreign national prisoners.

Due to the restricted regime in place during the pandemic, library staff implemented a system whereby prisoners could request books and activity packs (called 'outreach pieces') via an outreach form. During this reporting period, where regime has allowed, the library has generally been open to in-person visits, but the outreach system has been retained. While in-person visits have been more popular, outreach has been well utilised, and allowed prisoners who have been isolating, or not wanted to attend in person, to still access reading materials.

An additional benefit to the outreach system has been that prisoners have felt comfortable requesting texts that they may not otherwise have done when attending the library in person in the company of other prisoners. Library staff have used the varied requests to inform the choice of new stock that is ordered for the library. Since November, new titles have been added to the shelves that reflect the interests of the prisoners.

In-person visits to the library have been timetabled to allow each residential unit an opportunity to attend. Prisoners are dependent on wing staff to escort them to the library. While some staff are very supportive, others are not, and this is evidenced in the difference in figures for library attendance between residential units. More recently, there has been a keen effort to embed library attendance within the induction process for prisoners who are new to Brinsford. Again, this has been subject to officers taking prisoners, however figures have showed attendance for this cohort are improving.

Pre-pandemic, the library opened on evenings to allow those prisoners unable to attend during the core day (perhaps due to attending work or education) to have access. Evening opening did not happen at all during the previous reporting period. In September 2021, as the regime began to open up again, library staff offered to resume evening opening. It was not reinstated until March 2022. Evening attendance has been strong, with some months where it has exceeded attendance during the core day.

Throughout this year, the library has offered multiple initiatives aimed at developing reading and literacy. This is vital given that there are no stand-alone educational courses offered that focus solely on teaching reading skills.

The 'reading ahead challenge' requires prisoners to read six pieces of literature and then write a brief review. Forty-one prisoners signed up for this, with 10 returning completed reviews. This programme is aimed at emergent readers; however, all levels of reading ability are welcome. The 'books unlocked' programme launched again in May and caters for more advanced readers.

In December, the creative writing competition '10 x 10' ran in partnership with the Arts Council England. Prisoners wrote a 100-word story on the theme of the sea. Brinsford received seven entries and the standard of writing was high. Three entries were awarded bronze, silver and gold and had their entry printed on a foam board. They also received feedback from a published author who is a former prisoner.

Themed poetry competitions were held for Valentine's Day, Mother's Day and Father's Day. Subject to offender management unit (OMU) checks, poems were printed on decorated paper and posted out to loved ones. The Mother's Day competition proved most popular with 16 entries. Participants were rewarded with a positive incentives scheme entry and individual feedback. Creative writing combined with an element of family contact effectively engages prisoners.

The library has continued to play an important role in facilitating family contact through running Storybook Dads, SWAPs, Making It Up, and birthday and Christmas card-making. Of these, Storybook Dads remains the most popular with 66 recordings being made between July 2021 and June 2022.

7.2 Vocational training, work

When education is discussed at GOOD reviews (see 7.1), the courses prisoners ask about most frequently are forklift and construction skills certificate scheme (CSCS) training, which are passports to the construction industry and so would support the transition to employment upon release.

In May 2021, under the dynamic purchasing agreement, Brinsford purchased a two-year contract with Wayout TV. This service provides two channels, one of which is Way2Learn, which is dedicated to education delivery. Prisoners can access this service via their in-cell television, where teaching videos are shown for prisoners to watch and then complete the accompanying workbook. There are eight to 12 courses available, ranging from customer service to workplace digital skills. Courses are unaccredited; however, they are bite-sized and so ideal for prisoners with short sentences, which is something Brinsford has been lacking. Since its introduction over a year ago, there have still been no applications from prisoners to join. This has been raised by the Board with education staff. More needs to be done to raise awareness of Way2Learn for it to provide benefit to prisoners and be worth the money spent on it.

7.3 Offender management, progression

In the last year, all prisoners on their release have had somewhere to live, whether it be licensed and approved premises or their family home.

It seems a little disappointing that the prison only provides a minimal number of courses for prisoners. The Kaizen programme for prisoners convicted of violent or

sexual offences was introduced, but Brinsford found that they did not have enough prisoners who satisfy the criteria to be eligible for the course. The 12-week New Me Strengths, an adapted version of the Becoming New Me programme for prisoners with learning difficulties and challenges. It was introduced in May 2022. Seven prisoners began the course, however this reduced to three as some chose not to continue with the programme.

A significant number of prisoners at Brinsford are gang affiliated. As of June 2022, Brinsford had 146 known gang members coming from 73 gangs. Members from opposing gangs are separated because of outbreaks of violence. This limits access to education and activities. There is no programme offered at Brinsford to directly address gang affiliation, which is regrettable as the demographic of the population, and incidents of violence between opposing gangs, justify such an intervention. Although the Becoming New Me programme offered at Brinsford can support violent prisoners it is a group course, and gang-related offending is better addressed on a one-to-one basis. Currently, the rehabilitative needs of gang-affiliated prisoners are not being met.

The Identity Matters programme has been developed by HMPPS specifically for prisoners convicted of gang-related offences and is delivered on a one-to-one basis. It has not been offered at Brinsford as the eligibility requirements for the course are excessively stringent. Facilitating the Identity Matters programme at Brinsford would improve outcomes for gang-affiliated prisoners by providing an opportunity for them to reconsider their behaviour and decision-making in an environment that, by virtue of being one to one, is conducive to open and honest engagement. The programme's focus on gang-related offending can reduce the risk of reoffending and prepare for release.

Brinsford invites other agencies in to provide some work towards addressing reoffending, at a cost to the prison. Most prisoners have rehabilitation courses in the community after their release. We recognise that approximately one-third of prisoners are on remand and therefore are not eligible for offending behaviour programmes, and do not have to attend work or education.

7.4 Family contact

Towards the end of the last reporting period, in-cell telephones were installed in each cell at Brinsford. They have proved to be invaluable as they have allowed communication to remain open between prisoners and their family, without the time and access restrictions that come with using shared phones on the wing. During the pandemic, the prison allocated each prisoner an additional £5 credit per week for phone calls. This ended in February 2022 when the regime opened, and prisoners were out of cell more.

Issues with in-cell phones have been the subject of applications to this Board. Prisoners have understandably been frustrated when their phone does not work and has remained unfixed for several weeks. BT, the contractor for in-cell phones, will not attend the prison to carry out repairs until there are five or more phones out of use. This can leave prisoners with lengthy period without a phone.

Brinsford continues to offer a choice of in-person visits and social video calls, held online. In 2022, the provider for remote calls changed from Purple Visits to Prison Video Call. There have been problems with software glitches during calls. This is being investigated as other prisons use this provider for remote visits yet are not experiencing the difficulties that prisoners at Brinsford are. Social visits remain the most popular choice, and family members travel from as far as London to attend them. The maximum capacity for social visits is 25, yet this has never been filled.

The refurbished visiting area is bright and inviting. It has been wonderful to see prisoners with their families, often including young children and babies, during visits. In June, the prison held a family visit day. This was the first since the pandemic began. The event was supported by Barnardo's and the day was a success. The prison provided food, a range of toys and board games, face painting and glitter tattoos. The event offered families longer time together than they have in weekly social visits. This, and being able to move around the room and participate in the various activities, meant time spent together was of a better quality than in social visits. A camera in the room captured the happy memories. Forty-one visitors attended.

7.5 Resettlement planning

Early in the reporting period, we were told that each new prisoner entering Brinsford would be placed in a cohort which would define their journey through Brinsford. This has not been implemented yet; although the OMU has completed its part, activities are not ready to implement it. This is mainly due to a lack of work opportunities and difficulties in maintaining separation of non-associates.

There are seven cohorts, A to G, which are colour coded for clarity for the foreign national prisoners and those who have difficulty in reading, as follows:

- cohort A – red = remand
- cohort B – orange = fixed-term recall
- cohort C – yellow = short sentences
- cohort D – green = resettlement only
- cohort E – blue = post-trainer resettlement
- cohort F – purple = standard recall
- cohort G – pink = transfer to trainer

On release, prisoners have access to housing, although any payments are paid directly to the landlord or housing association. Prisoners also have access to benefits and a bank account. This is dealt with by the pre-release team and business hub. The team works hard to ensure prisoners are supported. Difficulties arise when

prisoners transfer to Brinsford from establishments where little or no resettlement work has been done and they are close to release, as this leaves little time for the necessary applications to be made to banks/Department for Work and Pensions (DWP).

Performance information indicates that most prisoners get accommodation in advance of release. A service provided by Nacro in the West Midlands ensures that all prisoners get accommodation; the baseline offer is at least 81 days in temporary provision while the service works on something more permanent. The occasional prisoner will be released with no fixed address (NFA), but will be allocated somewhere when they attend their probation appointment. There were no 'NFAs at Brinsford within the reporting year, so this seems to be working well. The commissioning of accommodation services is now done by the community offender manager via a system called commissioned rehabilitative services (CRS). Staff in prison do not have access to this.

The backlog of court hearings has had an impact on prisoners: Brinsford has had an increase in immediate releases due to time served in the last 12 months. There are very few services for remand prisoners (they are not in scope of OMU services at all), but there are plans for a bail information officer here soon and the pre-release team (previously community rehabilitation company, now the Probation Service) to add in some limited support.

The work of the IMB

The Board carries out its role in the following ways:

- Two members are on rota every week of the year and they visit all areas of the prison as often as they can during that week. A written rota report is then produced.
- Board members aim to attend every segregation review, which must take place within 72 hours of a prisoner being segregated, and any decisions taken that are not within the agreed framework will be challenged.
- There are eight boxes around the prison where prisoners can post a written application to see a Board member, who will then visit the prisoner and follow up any issues that arise from their enquiries. Board members always do their best to resolve the difficulty.
- Members attend meetings as observers and report back to the rest of the Board at monthly meetings.
- Board members have a good working relationship with the senior managers and can approach members of staff for information when required.
- Monthly Board meetings take place and are attended by the Governor or, in her absence, another governor, so that issues of concern can be discussed and information on future developments can be shared.
- The Board has a good mix of experienced members and some who are recently appointed. New members shadow the more experienced members until it is felt that they can complete the task on their own. Training is provided at meetings and can be given by experienced members or other prison staff.
- The Board endeavours to visit other prisons and other IMBs and attend quarterly regional meetings with other IMBs in the area.

Board statistics

Recommended complement of Board members	16
Number of Board members at the start of the reporting period	7
Number of Board members at the end of the reporting period	7
Total number of visits to the establishment	246
Total number of segregation reviews attended	145

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	1	4
B	Discipline, including adjudications, incentives scheme, sanctions	2	1
C	Equality	0	0
D	Purposeful activity, including education, work, training, library, regime, time out of cell	2	10
E1	Letters, visits, telephones, public protection restrictions	7	5
E2	Finance, including pay, private monies, spends	2	1
F	Food and kitchens	0	2
G	Health, including physical, mental, social care	6	6
H1	Property within this establishment	1	3
H2	Property during transfer or in another establishment or location	2	8
H3	Canteen, facility list, catalogue(s)	2	5
I	Sentence management, including home detention curfew, release on temporary licence, parole, release dates, recategorisation	8	4
J	Staff/prisoner concerns, including bullying	7	8
K	Transfers	0	4
L	Miscellaneous, including complaints system	0	1
	Total number of applications	40	62



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