

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

**For reporting year
1 March 2023 to 29 February 2024**

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Introductory sections 1 – 3

1. Statutory role of the IMB

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

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

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

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

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

2. Description of the establishment

HMP/YOI Moorland is a category C male public sector training and resettlement prison (for those whose escape risk is considered to be low but who cannot be trusted in an open prison), holding adults and young offenders. It is a hub for foreign national prisoners, and four house blocks are dedicated to people convicted of sexual offences (PCoSOs). Parts of two house blocks are incentivised substance-free living units (ISFLUs), and part of another is an NHS-funded intermediate care unit for men discharged from hospital but not yet ready for normal location.

At the end of the reporting year, the operating capacity was 1,082¹, an increase of 24 since our last report. Of these, 612 (57%) were PCoSOs, 128 (12%) were foreign national prisoners, and 68 (6%) were young offenders, aged 18-21.

¹ The operating capacity is the maximum number of prisoners that can be held without serious risk to safety, security, good order and the proper running of the planned regime. Figures included in this report are local management information. They reflect the prison's position at the time of reporting, but may be subject to change following further validation and, therefore, may not always tally with Official Statistics later published by the Ministry of Justice.

3. Key points

3.1 Main findings

Safety

- The number of self-harm incidents (but not the number of prisoners involved) increased substantially, despite the adoption of measures to support prisoners who self-harm.
- There was a corresponding increase in the number of ACCTs opened and re-opened. (Assessment, Care in Custody and Teamwork documents are used to support prisoners who are at risk of self-harm and suicide.) Members observed an improvement in the quality of ACCT documentation.
- Prisoner-on-prisoner assaults decreased during the reporting year, but the number of prisoner assaults on staff rose by 11 (39%); however, only one was serious.
- There was evidence of more consistent use of body-worn video cameras (BWVCs) in unplanned use of force incidents, but bandwidth issues may be impacting on the use of such cameras.

Fair and humane treatment

- Prison accommodation continues to be clean, but the increasing use of small single cells as doubles due to pressure of numbers raises concerns about decency and humanity.
- The quality of food is acceptable, although prisoners continued to complain about small portions.
- The Board had particular concerns about staff and prisoner relations in one house block this year, but was pleased that the issues were actively addressed by the Governor and senior management team.
- The most vulnerable prisoners see a key worker every week.
- The quality of responses to discrimination incident reporting forms (DIRFs) and complaints is improving.
- Action is being taken to make the IEP (Incentives and Earned Privileges) system less punitive and more motivating.
- Lost property, both within and between establishments, continues to be a cause of great frustration for all concerned.

Health and wellbeing

- The overall care of prisoners' physical and mental health is equivalent to that which they could expect in the community.
- The number of missed healthcare appointments continues to be a problem.
- There has been a welcome focus in the reporting year on the needs of the many prisoners with learning disabilities and/or who are neurodiverse.
- The Board is not aware of any undue delays in transfers to specialist psychiatric units this year, but we remain concerned that the promised statutory limit of 28 days has still not been brought before Parliament.
- Prisoners continue to press for a less restrictive regime, with more time out of cell, which can be as little as two hours per day for those who do not access work or education.

Progression and resettlement

- The availability of work has not kept pace with the prison population, and many prisoners who would like to work full-time are restricted to half-time.
- The early release scheme has increased pressure on the offender management unit (OMU). This caused some temporary interruption of work with IPPs (prisoners given indeterminate sentences for public protection) who continue to be a concern for the Board.
- The resettlement hub has made good progress in contacting potential employers who can offer work opportunities on release.
- It would be good if the range of recognised education and training qualifications could be expanded further to enhance the prospects of successful rehabilitation and resettlement

3.2 Main areas for development

TO THE MINISTER

- The repeated increases in operating capacity over the year without new buildings have necessitated the conversion of more single cells to accommodate two prisoners. The Board is concerned about the impact this is having on dignity and wellbeing. How does the Minister plan to reduce prison overcrowding?
- Will the Government reconsider its refusal to implement the recommendations of the House of Commons Justice Committee to enable a resentencing exercise in relation to all IPP sentenced individuals?

TO THE PRISON SERVICE

- Can the training available to prison officers be reviewed to develop more specialised skills for the wide variety of different needs represented in the prison population?
- Can the commissioning of education and training be revised to enable prisoners to acquire a greater range of recognised qualifications to enhance their prospects of successful rehabilitation and resettlement?

TO THE GOVERNOR

- Can there be greater consistency in the arrangements for meetings to monitor the use of force and other important aspects of prison life, such as equalities and health?
- Can further progress be made towards a less restrictive regime, enabling more time out of cell, especially for those prisoners who do not go to work or education and for all prisoners at weekends?

3.3 Response to the last report

Issue raised	Response given	Progress
<p>To the Minister</p> <p>1. Can the Minister predict when the statutory limit of 28 days for transfers of prisoners needing secure psychiatric care (which was referred to in the previous Minister's response to our report in 2022) will be passed into law?</p> <p>2. Can the Minister please explain how the IPP action plan, published by the Ministry of Justice in April 2023, will address the issue of access to programmes recommended by the Parole Board but not available to the prisoner?</p>	<p>1. The Draft Mental Health Bill, published in June 2022, has recently been subject to pre-legislative scrutiny...At this point, I am not able to indicate when the statutory transfer time limit (28 days) to a mental health hospital will come into effect...</p> <p>2. Whilst the Parole Board may recommend certain programmes, such as Horizon, not all IPP prisoners are eligible or suitable for such programmes. Nationally, there are relatively few IPPs awaiting programmes and HM Prison and Probation Service (HMPPS) finds that a range of bespoke intervention activity, mental health support, offender personality disorder services and other rehabilitative work being [sic] more suitable.</p>	<p>1. While the Board is not aware of any undue delays in Moorland this year, the Draft Mental Health Bill, published in June 2022, has not yet been passed into law, so the statutory position remains unchanged.</p> <p>2. There is continuing concern that a small number of IPPs remain 'stuck' in a prison that admits it is unable to meet their needs.</p>
<p>To the Prison Service</p> <p>1. Can increased staffing be provided so that the important activity of key work can be delivered consistently and to a high standard for all prisoners?</p>	<p>1. The situation has now improved, with recruitment meeting the needs of HMP/YOI Moorland... On current projections, the establishments should be fully staffed with officers and OSGs (operational support grades) by the end of 2023.</p>	<p>1. The Board has been pleased to see an increase in key worker sessions, with priority being given to seeing the most vulnerable every week. Currently, 372 prisoners (34%) have an allocated keyworker.</p>

<p>2. The loss or delay of prisoners' property is still a big problem. How will you ensure that the situation will be improved by the new national framework?</p>	<p>2. HMPPS will monitor the impact of the new framework going forward and will continue to look at what further improvements can be made.</p> <p>Due to the population pressures, the Governor has reported an increase in transfers both in and out, which has contributed to an increase in reception processes and the rise in property-related issues.</p>	<p>2. The number of property-related applications (prisoners' written representations) received by the Board this year has increased by 8%, from 59 to 64.</p> <p>Property issues within the current establishment have remained constant, while the increase relates to transfers as predicted.</p>
<p>To the Governor</p> <p>1. What further action can be taken to improve prisoners' confidence in the systems for complaints and DIRFs?</p> <p>2. Can there be a review of how the incentives system might be adapted so that prisoners perceive it as less punitive and more motivating?</p>		<p>1. During the year, DIRF training was delivered in conjunction with the Zahid Mubarek Trust and new paperwork was introduced. The Board saw a positive impact from this, although there is further work to do.</p> <p>2. A new comprehensive policy was under development during the reporting year and has been published for 2024/2025, with the stated intention of applying the policy fairly and consistently in a procedurally just way.</p>

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

4.1.1 There were 1,554 receptions in the reporting year, which is more than 200 greater than in the previous year. All prisoners were processed in reception, where new arrivals are body-scanned prior to transfer to the induction wing.

4.1.2 Posters inform arrivals of the key processes and procedures within Moorland. Written information is also available in 17 languages, and all other languages are available via the LanguageLine conference call facility.

4.1.3 Board members have observed prisoners in reception and induction and saw a high level of professionalism and care from staff.

4.2 Suicide and self-harm, deaths in custody

4.2.1 A total of 352 ACCT documents were opened in the reporting year, compared with 292 last year. This continues an upward trend which is, naturally, of concern to the Board. In the latter six months of the reporting year, an estimated 25% of ACCTs were re-opened, illustrating the intractable nature of some prisoners' mental conditions. Board members review ACCT documents during their monitoring duties. In our last report, we commented on the mixed quality of ACCT documentation we saw. In the reporting year, it has been notable that safer custody now undertakes live ACCT checks on observations and conversation records. Additionally, opportunities are taken to underline the importance of the ACCT process in keeping prisoners safe, and our impression is that the quality of documentation has become more consistent. Special mention should be made of the thoroughness of the records of ACCT review meetings.

4.2.2 A total of 142 prisoners self-harmed during the reporting year compared with 134 last year. The number of incidents of self-harm was 528 compared with 337 last year. At this stage, it is difficult to say whether any trend is being established, but the substantial increase in the number of incidents in the reporting year is a concern for the Board. In all but 61 incidents, the triggers were stated to be internal to the prison. The prison has an active process to support prisoners who self-harm, including the following measures:

- People on ACCTs are discussed at a weekly safety intervention meeting (SIM).
- Psychology case reviews are used to enable case managers to collate a management plan.
- Prolific self-harmers whose ACCTs have been closed may continue to be monitored on an open challenge, support and intervention plan (CSIP).
- Distraction material can be accessed by all staff from a shared drive, with further materials available from the safer custody team.
- Some prisoners have in-cell laptops onto which activities, such as physical work-outs, educational courses and distractions, have been loaded. The prison reports that this last measure, in particular, has been successfully used to help reduce incidents of self-harm in prolific self-harmers.

- Safety and wellbeing mentors, who are trained in mental health first aid, are deployed on all house blocks.

4.2.3 Seventeen Listeners (prisoners trained to offer confidential emotional support to fellow prisoners) are now operating, with a further eight awaiting training once the Samaritans can confirm a date. Prisoners can also access the Samaritans' helpline through in-cell phones and, according to the PIN phone system, connections were made on 5,974 occasions during the reporting year. In a prison of about 1,080 prisoners, with its level of self-harm incidents and calls to the Samaritans, it might be useful, in the Board's view, to have more Listeners in place. While it is appreciated that a face-to-face session with a Listener will not be every prisoner's choice, it is not clear whether more potential Listeners would come forward for training if more encouragement were given.

4.2.4 There were three deaths in custody during the reporting year, one after transfer to hospital and two in the prison. All have been investigated by the Prisons & Probation Ombudsman (PPO) and none was believed to have been self-inflicted. Overall, the standard of clinical care received at Moorland was mostly equivalent to that which the prisoner could have expected in the community, though there were recommendations for action by the head of healthcare. In all cases, the Board has been impressed by the way in which the prison has handled these sad events and the care extended to staff, other prisoners and family members affected.

4.3 Violence and violence reduction, self-isolation

4.3.1 In the reporting year, there were 115 recorded incidents of prisoner violence, which is one more than in the previous year. However, 39 of those were assaults on staff, which is 39% up on the previous year. Fortunately, most resulted in no injury, and only one was serious. The rise was not reflected in any corresponding increase in the proportion of applications to the IMB about staff: these remained almost stable, compared with the previous year. However, some of the applications gave cause for concern, because there appeared to be a pattern of allegations from one house block in particular. These concerns were shared with the Governor, who was already working with the senior management team (SMT) to tackle the issues. Furthermore, the SMT has been aware of unhelpful dynamics in staff and prisoner relationships. Reports to the Board suggest that some officers may be interpreting younger prisoners' behaviour and communication as aggressive and do not yet have the experience to defuse the situation. However, the prison now offers a bespoke support package to staff to improve understanding of this age group, which includes tools which can be employed to reduce anti-social behaviour.

4.3.2 By contrast, there was a 12% reduction in the number of prisoner-on-prisoner assaults: 76, compared with 86 in the previous reporting year. Retaliation (given as a reason in 64 incidents) was far and away the largest category. Mediation has been used more often between prisoners, which may have contributed to this decrease. However, there has been concern, in particular about prisoner-on-prisoner assaults among the young adult (YA) population. A project was commissioned by the SMT from HMPPS Psychology Services to investigate the potential factors contributing to those assaults. The findings identified key factors, including staff and prisoner relations within this group, the way in which the incentives scheme was applied and what were described as 'meaningless' education and employment opportunities. A number of recommendations were made to improve the situation, including ways of

engaging YAs and training opportunities for staff. This issue remained of concern as the reporting year ended.

4.3.3 CSIPs (Challenge Support and Intervention Plans) are considered a key tool for reducing violence and, therefore, improving safety in prison. A total of 938 referrals were made on 833 prisoners, i.e. some were the subject of repeated referrals. The prisoner works on the relevant workbook with their CSIP manager, with the aim of reducing offending and the cycle of violent thought processes. The CSIP process is now embedded, and the strategy can be changed if a spike is seen in a particular category of referral in any month.

4.3.4 The Board was informed of eight serious incidents during the reporting year, including the three deaths in custody (see 4.2.4). There were two incidents at height (in which prisoners accessed the netting) and three planned removals. All were handled in a very calm and professional manner and no force was needed.

4.4 Use of force

4.4.1 HMP/YPI Moorland continues to record a low level of use of force for a prison of its size, compared with other similar establishments. During the reporting period, there were 223 use of force incidents recorded, compared with 190 in the previous year. The largest categories of incidents were for refusing a lawful order and for threatening behaviour. In the majority of recorded incidents, the level of force was the use of guiding holds.

4.4.2 Age and ethnicity continued to be noted for monitoring processes. Monitoring does not reveal any disproportionate use of force on any minority ethnic group.

4.4.3 PAVA (an incapacitant spray) was drawn on three occasions during the reporting year but used only twice. Batons were drawn by two members of staff during the same incident but not used. The special accommodation for violent prisoners was used five times during the year. Body belts were not used on any prisoners.

4.4.4 All incidents where force is used are reviewed by the Use of Force committee, to which IMB is invited and has attended where possible. However, during the reporting year, there has been a patchy pattern of meetings following the departure of the UoF co-ordinator. The role was divided amongst the UoF instructors, but we are assured that this is being reviewed to ensure continuity is reinstated. The meetings that have taken place have not always been well attended. This is unfortunate, because incidents captured on body-worn video cameras (BWVCs) and/or CCTV are painstakingly reviewed, with learning points identified and good practice commended. An assurance visit by an HMPPS specialist during the reporting year provided generally positive feedback.

4.4.5 The use of BWVCs from the start of unplanned UoF incidents has become more consistent and can provide a record of the build-up to the incident. It also provides reassurance that incidents are generally well-handled in accordance with good practice, using the minimum necessary force. We understand, however, that recent changes have impacted on bandwidth, which is not always sufficient, so officers sometimes have difficulty in drawing their cameras.

4.4.6 The Use of Force meetings also consider general trends and issues such as the availability of training. Thanks to the efforts of trainers, the proportion of officers with in-date control and restraint training had reached 91.7% by the end of the reporting year against a target of 80%. Separate training across the prison in personal protection techniques – SPEAR (spontaneous protection enabling accelerated response) – continued to be made available for non-operational staff, and 39% have now done this course, including members of the IMB.

4.4.7 De-escalation was promoted to prevent force having to be used and to maintain discipline. Despite this initiative, the number of planned removals to the segregation unit (known in some prisons as the care and separation unit or CSU) was 78 in the reporting year, compared with 65 during the previous year.

4.5 Preventing illicit items

4.5.1 Despite the enhanced security measures, there remain some ongoing issues with illicit substances in the prison.

4.5.2 The use of the body-scanner in reception has continued to be the first point of prevention for incoming prisoners and is also used where any suspicious activity is detected, e.g. prisoners apparently 'under the influence', illicit substances found or security intelligence.

4.5.3 There were 173 positive scans on new arrivals in the reporting year – a massive increase on 66 in the previous year. These prisoners are located in the segregation unit under the prison's secreted items policy, and remain there, subject to daily scans until they scan negative.

4.5.4 The prison does not know how many of these positive scans were a result of illicit substances, and we understand that in only a small number of cases does a prisoner hand over illicit items. Prisoners in this position may express outrage to the IMB that they have been falsely accused. The Board has previously been assured by the prison that quality assurance monitoring shows 97% accuracy. On this basis and on the precautionary principle, the Board considers it reasonable to segregate those who test positive. We will, however, continue to monitor this issue, as well as levels of confidence in the scanning process.

4.5.5 Due to the prevalence of 'Spice paper' (which has been impregnated with a chemical compound that mimics the effects of the active ingredient in cannabis), all incoming mail is photocopied (except legal correspondence, which can be tested without being opened if there are concerns). Newly arrived prisoners also have their clothing washed and returned to them, to ensure that no spice paper secreted in clothing is brought into the prison this way.

4.5.6 Mandatory drug testing of new arrivals is not in operation.

4.5.7 There have been fewer reports than in previous years of prisoners suspected of being under the influence of unknown substances, with only 13 being reported to the substance misuse service. This indicates that the drug strategy and the substance misuse service (SMS) are working together to reduce illicit substance use within the establishment. The trend has changed, with a demand for cannabis and diversion of medication as opposed to opiates and other substances. The increase in the use of diverted/concealed medications tends to indicate that there is a lower level of illicit substances available in the prison.

4.5.8 Individuals who are suspected of misusing medications that are prescribed to them are subjected to medication cell audits. They are also discussed at safer prescribing meetings in healthcare to identify the best treatment for the individual and the safety of not only themselves but the wider population.

4.5.9 Dogs trained in the detection of drugs are deployed before visitors are admitted, and any visitor identified by a dog is restricted to a closed visit (where the prisoner and visitor are prevented from having any form of physical contact to prevent passing any illicit items).

5. Fair and humane treatment

5.1 Accommodation, clothing, food

5.1.1 The Board sees inspection of all accommodation and functional parts of the prison on a three-monthly cycle as a priority. A short written report is made to the Governor, drawing attention to issues for praise or concern, to which she generally responds.

5.1.2 The prison is made up of eight house blocks: six are linked to the main corridor, one is in a separate building and another is formed from prefabricated 'bunkabed' units.

5.1.3 The re-roofing project continues and plans are in place to complete it, with work in hand for the visits hall, kitchen and gymnasium.

5.1.4 Funding is in place to convert house block 5A into an elective development area for young offenders and young adults.

5.1.5 The general standard of accommodation is good, and the house blocks are clean. However, there continue to be problems with pigeons gaining access and leaving droppings, despite the best efforts of the prison staff; this is partly due to prisoners continuing to feed them.

5.1.6 National pressure on the prison estate generally is reflected in the increase in the operating capacity without a parallel increase in the number of cells. This has necessitated more single cells being converted to doubles, with a toilet screened only by a curtain. The Board questions whether this is decent or humane.

5.1.7 Food quality is generally reported as good, but the Board continues to hear complaints regarding small portion sizes, especially as rising prices mean that fewer prisoners can afford to supplement their diet by buying from the canteen. However, only six applications regarding food were received in the reporting year, fewer than last year. There were 116 complaints about food, only five more than last year, but a lower percentage of the total.

5.1.8 The Board regularly inspects the comments book available in each house block but, as reported last year, this is all too often kept behind the servery where it is not easily accessible to prisoners. When comments are recorded, the catering staff do respond.

5.1.9 The national daily food allowance has increased to £2.70 per person per day, but it is still considered to be insufficient, bearing in mind the wide variety of medical and religious dietary needs that must be catered for. The prison continues to supplement the allowance from other budgets.

5.1.10 During the reporting year, the catering manager reported one incident of a foreign object being found in externally supplied food, which damaged a prisoner's tooth. The Board understands that the supplier admitted responsibility and the matter is closed.

5.2 Segregation

5.2.1 The segregation unit has an overall capacity of 28 cells, plus two cells designated as 'special accommodation'. The Board is notified of all transfers to the

unit. Whenever a Board member attends the prison for any reason, they visit all new admissions, and most are seen within 72 hours. In addition, a member visits everyone in the unit on a weekly basis, and staff are always very helpful in facilitating this. The use of special accommodation is notified promptly, and usually limited to a few hours, at most.

5.2.2 While some prisoners dispute the reason for their segregation (e.g. they deny that images detected by scanning at reception are, in fact, secreted items (see 4.5.4), issues about the regime itself are rare (e.g. requests for a radio, a distraction pack, or access to some property from their house block) and are usually rapidly rectified. Some prisoners are reluctant to move back to a normal location.

5.2.3 The Board monitors sample adjudications (disciplinary hearings held when a prisoner is alleged to have broken prison rules), usually once a fortnight, and we are satisfied that these are conducted in a fair and professional manner. Prisoners generally appear content with the outcome, even when this involves a number of days of cellular confinement.

5.2.4 Segregation reviews are scheduled twice a week, and Board members usually attend in person, though occasionally via the spider telephone. During the reporting year, members attended 85 sessions during which 181 individual reviews were observed: while the number of sessions was similar to last year, the number of reviews fell by 30%. The interpreter service is used when appropriate. Board members are satisfied that these reviews are properly conducted, and that the duration of segregation is kept as short as possible.

5.3 Staff and prisoner relationships, key workers

5.3.1 Generally, the relationships between prisoners and staff appear to be good. However, during the earlier part of the reporting year, a significant number of applications from certain house blocks raised concerns about named officers. With the consent of the senders, these were forwarded to the Governor and the Board was pleased to see improvements in the later part of the year. The total number of applications relating to staff and prisoner concerns fell from 47 last year to 33 this year, although, unfortunately, the number of assaults on staff rose by 39% (see 4.3.1).

5.3.2 The Board has been pleased to note the further development of the key worker programme during the reporting year. A total of 63 staff are now allocated to key work, engaging in weekly sessions with 372 of the most vulnerable prisoners. These include young prisoners aged 18-25, IPP prisoners, those with an ACCT or CSIP in place, and some recommended by their prison offender manager (POM).

5.4 Equality and diversity

5.4.1 Following comments in HM Inspector of Prisons (HMIP) most recent report and last year's IMB annual report, both of which identified a lack of confidence amongst prisoners in the DIRF process, significant training was carried out this year in conjunction with the Zahid Mubarak Trust and based on the ZMT/HMPPS guidance document.

5.4.2 A total of 114 DIRFs were received by the safer custody team in the reporting year, an increase of 104% over last year's total of 56 (See Annex A).

5.4.3 A Board member attended a DIRF scrutiny meeting and also reviewed a random sample of 12 DIRFs - approximately 10% - of which four were upheld, seven were not, and one was not investigated as the officer had left. There was no evidence of any appeals against the findings.

5.4.4 The incidents reported on most of the DIRF forms were clear, but often the forms were not dated so it was difficult to assess whether the response was within the required timescale. The evidence on the quality of the investigation varied, but those in the later part of the year (post training) showed improvement, with greater detail available about the enquiries undertaken and the response given to the prisoner. One of the investigation results specified that training was to be offered to all the house block staff by the Senior Officer. Nine (75% of the sample) had not been signed off, as required in the local quality control process, an issue that the Board had highlighted last year's report. The Board concluded that the training was having a positive impact but that there is still further work to be done.

5.4.5 There is a bi-monthly equalities action team (EAT) meeting, which reviews data and feedback from prisoner forums for each protected characteristic. A member of the Board attends when possible, and we are pleased to note the commitment of the Governor to ensuring action on any issues raised, although it has, at times, been difficult to ascertain when the meeting is to be held.

5.5 Faith and pastoral support

5.5.1 In the last 12 months, the chaplaincy has returned to a full level of services in the multi-faith centre. In addition to the full-time managing chaplain, staffing includes a full-time Roman Catholic priest, a 0.75 wte (whole time equivalent) Anglican priest, a 0.75 wte Muslim chaplain and a free-church chaplain. Support is also available for a range of other faith groups. Chaplains play a key role at times of special need and in mediating in prisoner-staff issues, particularly some DIRFs.

5.5.2 Some prisoners have raised concerns with the IMB that they have not always been unlocked in time to attend chapel. The chaplains have confirmed that some regular attenders have, on occasion, been unable to get to services. The Board has been assured that this issue is being addressed with the introduction of a new system of notifying the house blocks who should be unlocked for chapel. We will continue to monitor this issue over the coming year.

5.6 Incentives schemes

5.6.1 During the reporting year, HMP/YOI Moorland has developed a revised incentives and earned privileges (IEP) policy, which acknowledges the importance of incentivising positive and responsible behaviour, personal progression and constructive activity, whilst removing privileges from those who display poor behaviour and breach prison rules.

5.6.2 The policy includes examples of behaviour that will result in the policy being applied and, importantly, the paperwork and prison national offender management information system (p-NOMIS) entries that will be completed by staff and paper copies given to prisoners. It is intended to help individuals to understand what to do, rather than just what not to do. The incentives scheme will remain a mandatory topic on all equality and house block forums.

5.6.3 It was pleasing to note that, for the first time in 12 months, the March 2024 data shows that there were more positive IEP entries for prisoners than negative across the establishment as a whole.

5.7 Complaints

5.7.1 The total number of complaints received by the prison for the year April 2023 to March 2024 (the nearest available period to the IMB reporting year) was 2,999 compared with 2,577 in the previous year, an increase of 16%. The prison's capacity increased by 2.3% over the same period. The total included 266 complaints to the Governor under confidential access.

5.7.2 As before, the largest single category by far was complaints about property, (695, or 23%), which mirrors the pattern in IMB applications (see 5.8.1 and Annex A.)

5.7.3 The Board is pleased to report that the Governor has given much attention to the complaints system this year. A 10% sample is reviewed every month. Focused away-days with the SMT and training for staff in answering complaints have resulted in an improvement in the quality of responses we have seen. This year, the Board has received no applications about complaints, whereas there were 13 in 2022/23.

5.8 Property

5.8.1 The Board continues to receive a relatively high number of applications about prisoners' property which, in the reporting year, was almost 18% of the total number. They are almost equally divided between issues in Moorland and issues on transfer from another establishment. The intervention of the Board cannot always effect a resolution to the prisoner's satisfaction, but the appointment of a single point of contact (SPOC) governor for property has been of assistance. Additionally, the deputy governor is willing to take up with fellow deputies issues related to property transferred (or property that should have been transferred) from another prison.

6. Health and wellbeing

6.1 Healthcare general

6.1.1 General healthcare continues to be commissioned by the NHS and provided by Practice Plus Group. The dental contract is separately managed by NHS England. A Care Quality Commission (CQC) inspection took place in March 2023 at the same time as an HMIP and Ofsted inspection. The report was generally positive about the provision of healthcare, but noted the issues of long-term conditions and care planning for improvement. These had already been identified by the healthcare team and have subsequently been addressed with the appointment of specialist staff and training.

6.1.2 A healthcare meeting (prison health operation group) takes place every three months, which a Board member observes, when possible. The useful monthly healthcare forum with prisoner healthcare representatives from each house block continues.

6.1.3 There were a total of 45 healthcare applications to the IMB in the reporting year, compared with 53 in 2022/2023. There were significantly higher numbers from the PCoSO house blocks and HB7 (for the elderly) than other residential areas. There continued to be medication issues and, for a period, the lack of safes on HB6 caused some concern, but these have now been installed.

6.1.4 At the end of the reporting period the waiting times for routine appointments to see a GP, an optician or a dentist were reported to be less than one month, with longer waits of 2-3 months for physiotherapy and podiatry.

6.1.5 There continued to be a number of cancellations for outside hospital appointments, which can be due to hospital re-scheduling, prisoner refusals, lack of necessary pre-operative fasting and lack of staff escort. The numbers have been reducing during the year. The number of emergency escorts varies from month to month, though does appear to be on a downward trend, which may be due to staff training. The majority of these visits are due to chest pains and accidents, such as falls.

6.2 Physical healthcare

6.2.1 The Covid pandemic continued to impact on staff during the early part of the reporting year. Flu vaccines and Covid boosters for all eligible men have been offered, and other relevant vaccines are also available, although despite the 'grab a jab' days, there has been poor take-up.

6.2.2 A significant number of missed appointments caused frustration and waste of resources continues. The causes have been investigated and addressed (e.g. placing appointments on p-NOMIS to ensure staff know of appointments; issuing movement slips and using the wing healthcare reps). However, there remain some issues due to limited staffing, no access to p-NOMIS on one house block and an increase in the prison population, which have resulted in challenges in effectively and efficiently delivering necessary services. The healthcare team generally reports good working relationships with prison staff but failure to deliver prisoners to healthcare for appointments remains an issue.

6.2.3 Throughout the year there has been ongoing work to agree a 'Buddy' job description to ensure that appropriate services (e.g. collecting meals from the servery) are offered by the Buddies and all relevant prisoners are clear about the services that they can expect.

6.2.4 New arrivals in reception who test positive for secreted items in the body scanner (see 4.5.2) now receive a healthcare screening before transfer to the segregation unit. A clinical decision can then be made about the need for any medication as, in general, all medication is withheld until the prisoners tests negative.

6.3 Mental health

6.3.1 The Board regularly sees the input provided by the mental health team to prisoners in the segregation unit and those on ACCTs. There have been several cases in the reporting year when the mental health team, together with the prison staff, have made commendable exceptional efforts to ensure a safe discharge for mentally unwell prisoners.

6.3.2 The mental health team provides a range of evidence-based interventions to meet the diverse needs of the prison population, responding promptly to referrals, of which there are approximately 90 per month. The caseload has remained fairly stable, with 56 in March 2023 and 58 in February 2024. The mental health team offers trauma-informed interventions, both in a one-to-one and group formats, with an average wait of five to six months. This is not at odds with community waiting lists but, for some prisoners, is a frustrating time when their mental health can deteriorate.

6.3.3 The reporting year has seen the introduction of a focus on the needs of prisoners with learning disabilities and neurodiversity, which has been very welcome. The mental health lead reports that, despite the increasing numbers in prison, the referrals have not increased and the staff team has been stable for the past 12 months.

6.3.4 The Board is not aware of any undue delays this year in the transfer of prisoners needing psychiatric inpatient care. However, we remain concerned that the draft Mental Health Bill published in June 2022, with its promised statutory time limit of 28 days for such transfers, has not yet been brought before Parliament.

6.4 Social care

6.4.1 The intermediate care and resettlement service continues to be offered on part of HB7. It is funded by the NHS and provides nursing, occupational therapy and physiotherapy staff to support and accelerate a prisoner's recovery/rehabilitation and return to normal prison location. The unit was set up to serve Yorkshire and Humber and reduce the need for hospital stays and associated staff resources on bed-watches. Frustratingly, for most of the year there remained limited use of these beds due to lack of referrals and limitations inherent in the design of the unit. However, a soft re-launch is planned to extend the remit of the unit, including two beds for palliative and end-of-life care.

6.4.2 For all prisoners, social care assessments can be arranged, especially if needed as part of discharge and resettlement plan.

6.5 Time out of cell, regime

6.5.1 The Governor and senior team regularly review the regime and have sought to expand time out-of-cell as the year progressed. Gym sessions and courses have expanded and exercise equipment was installed in the exercise yards and indoors on some wings (including the segregation unit). Prisoners were very positive about this.

6.5.2 Staff availability was the biggest factor that impacted on regime provision. In the event of reduced staffing, all prisoners have a daily minimum of two hours out of cell, including a minimum of 60 minutes of outdoor exercise. In practice, this meant 22 hours in cell for those who do not access education or work and often for more prisoners at weekends. Prisoner applications and conversations with the IMB often relate to wanting more 'social' time out of cells, but this is lacking except on the incentivised substance free living units (ISFLU) .

6.5.3 From November 2023, the prison introduced 'Tier 2' activity to provide additional enrichment time for an hour a day, from Monday to Thursday, to a limited number of prisoners. Activities suggested by the prisoners themselves have included book clubs, table tennis, circuits, board games and weekly quizzes.

6.6 Drug and alcohol rehabilitation

6.6.1 The substance misuse service (SMS), provided by Practice Plus Group has seen 365 new referrals made, with 1,915 patients being seen over the reporting period and 3,409 appointments completed. In addition, 13 individuals were reported to SMS who were suspected to be under the influence of unknown substances. All were seen within 24 hours by the SMS duty worker to offer harm-reduction advice and the opportunity to engage with the service should they require this.

6.6.2 In March 2024, 63 individuals were prescribed opiate substitute treatment (OST) methadone, eight individuals prescribed buprenorphine (OST) sublingual tablets and 11 individuals prescribed buvidal (OST) injectable form of buprenorphine. A total of 252 13-week reviews were completed over the reporting period on those who were on clinical intervention for their substance use. A total of 283 patients were seen by the substance misuse General Practitioner. SMS staff have been trained to deliver the SMART Recovery Inside Out programme and to provide group work interventions.

6.6.3 The SMS team at HMP/YOI Moorland has been providing take-home naloxone to individuals on release from custody who are returning to shared accommodation, approved premises, as well as to high- risk individuals. Naloxone is an antidote that can reverse the effects of opiates on the receptors in the brain. This has now been made available without a prescription, making it easier to supply to individuals on release. HMP/YOI Moorland has managed to maintain between 90-100% uptake of naloxone on release from custody.

6.6.4 The SMS service continues to support the duty worker scheme, whereby they see those known to the service who are being released and check that everything necessary has been done. They always aim to arrange same day appointments (or, if not possible, then the next day) to ensure continuation of care with community agencies. Over the past year, there has been an increase in individuals presenting to community services within the first 21 days of release.

6.7 Soft skills

6.7.1 Peer support on the wings is provided by a number of identified prisoners, such as PID (prisoner information desk) workers, healthcare reps, equality reps, peer mentors, buddies and Listeners, for example.

6.7.2 Services are provided by PACT (Prison Advice and Care Trust) to foster family relationships.

6.7.3 Reading schemes are provided by the Shannon Trust.

6.7.4 Family days in the visits hall have been well attended and appreciated.

7. Progression and resettlement

7.1 Education, library

7.1.1 Education continues to be offered in a range of formats to mirror that which is available outside prison: private cell-based learning, classroom teaching or tutored work in cells.

7.1.2 There has been some disappointment in the department that a peer mentoring course at Level 2 has been curtailed by HMPPS, but issues have apparently arisen with PCoSOs.

7.1.3 While demand for ESOL courses (English for speakers of other languages) always varies over time; currently, it is being used mainly by Albanian prisoners.

7.1.4 There has been a pleasing level of achievement in the health and safety qualification, which is recognised outside the prison. Out of 234 enrolments for Health and Safety at Work Level 2, 229 (98%) were successful.

7.1.5 There have been generally positive comments from prisoners in Education 2 (PCoSOs) about the supportiveness of the staff and of other prisoners to one another, in their learning

7.1.6 The new qualification for digital skills in Education 2 will also lead to a national qualification from the National Open College Network.

7.1.7 The arts education section is well regarded in the department and recently enjoyed a visit from the Koestler foundation (for arts in criminal justice), which supports this type of input with prisoners.

7.1.8 The library continues to be popular with prisoners, with 674 members using it for borrowing DVDs as well as books. The number of books withdrawn is generally restricted, but some flexibility is exercised with prisoners who are known to be voracious readers and well known to the librarians.

7.1.9 The Storybook Dads project (where prisoners record stories on CD and DVD for their children) continues to be successful, with 21 recordings being made. The project is helped by a new room being made available for recording.

7.1.10 The Shannon Trust intervention with developing readers also continues, with three or four prisoners on each wing.

7.1.11 The Raising Readers scheme, where a prisoner chooses a book to be sent home to their child, continues.

7.1.12 The establishment of book groups is the newest development by the library staff. They have found the Res 2 prisoners most enthusiastic and competent at conducting the groups in a collegiate way. The Res 1 prisoners have proved more reluctant to read the same book as their group mates and so report back on what they have read rather than share opinions on the same book. The prisoners have

also written reviews of the books and the librarians may well collate these or put them up for display in the library.

7.1.13 During weeks when there are staff training days or other reasons for lockdown in the prison, the library staff try to be flexible with the timetable and try to make sure everyone still gets some of their library time.

7.1.14 The comments the IMB has received from prisoners about the library have been either about wishing they had longer periods of time in the library or about the continuing problem of officers not arriving to escort them from their workshop or cell for their library session. This latter problem has been confirmed by workshop instructors and the library staff.

7.2 Vocational training, work

7.2.1 We have been assisted in our work by the attendance at one of our Board training sessions by the prison employment lead. Their role is to set up an employment hub in the establishment, with the hope of it becoming a 'one stop shop' for prisoners approaching their release date.

7.2.2 Between four and 13 prisoners per month go straight into work on release. The percentage remaining in work after six weeks has varied from 20.5% to 36.6% over the reporting period. Employment six months after release varies from 23.5% to 42.8% on a month-by-month basis.

7.2.3 The employment hub also arranges employer-engagement events, with more than 15 organisations at various times having contributed to these by visiting the prison

7.2.4 There have been 24 applications (6.7%) to the IMB over the reporting period related to education/training/employment/time out of cell.

7.2.5 The anecdotal comments from prisoners about the employment provision in HMP/YOI Moorland are that:

- The number and range of work opportunities available in Moorland are surprisingly limited for a resettlement prison.
- The predominance of part-time working over full time is at a time when the cost of living both inside and outside of prison is pressurising. In the Braille workshop, in particular, some prisoners also find part-time working an impediment to their rate of learning.
- The relationship with staff in workshops is consistently supportive. It is especially appreciated when staff join in work to allow some prisoners to make their library visit, for example.
- The experience of a work environment is a relief from life on the house block.
- The limited assessments/evaluations and lack of certification that would be recognised outside the prison in some workshops is regretted by some prisoners.

- The success and expansion of the forklift truck training workshop is greatly valued by all who benefit from it, since their employment rate on release is impressive.
- The support that some prisoners in the gardens workshop has received from staff, in expanding the facilities and purposes of the workshop, has been much appreciated, especially as it has followed a period of some discontent about underused potential.
- There is hope on some workshops that new certification procedures may be introduced in order to assist in gaining employment on release.
- The training practices of the DHL workshop are particularly well regarded and provide a good model of preparation for work, both in the way they ensure the prisoners' strengths are harnessed and evaluation is constructive. Unfortunately some of the companies with which they have contracts are reluctant to employ PCoSOs, so it seems that some barriers to future employment exist.
- The 'Clinks' training scheme in the kitchens workshop continues to be well regarded by prisoners, and has been greatly helped by a more flexible arrangement between the prison and the charity about the time required to fulfil the qualifications.

7.3 Offender management, progression

7.3.1 We have been assisted in our view of the work of the offender management unit (OMU) by details provided by them of their staffing and priorities in the light of the increase in prisoner population in HMP/YOI Moorland.

7.3.2 The current backlog of OASYS (offender assessment system) assessments is 27 and staff overtime is being used to clear this. The situation is not helped by population pressures, including cases arriving at HMP/YOI Moorland from other prisons without assessments having been carried out.

7.3.3 There is currently a vacancy for one probation officer in the department but an embargo on appointments. Some prison officers are helping by carrying out some transactional tasks.

7.3.4 Preparation for parole board hearings is carried out by sharing a dossier with the prisoner, including the prison offender manager's view and visual prompts to assist the prisoner's understanding of the process.

7.3.5 The communication process can be supported by the newly appointed neurodiversity support manager where appropriate and the OMU hold 'surgeries' on house blocks twice each week.

7.3.6 Progression is also assisted by the provision of programmes, of which there are three in HMP/YOI Moorland:

- TSP (thinking skills programme): completed by 60 prisoners
- Horizon (for PCoSOs): completed by 39 prisoners
- Timewise (for those resorting to aggression when not coping with prison life): completed by 22 prisoners

7.3.7 A total of 9% of applications to the IMB were related to sentence issues, including home detention curfew (HDC), release on temporary licence (ROTL), parole, release dates and re-categorisation.

7.3.8 The OMU has actively engaged in self-evaluating the prison's response to the needs of prisoners on indeterminate sentences for public protection (IPPs) in relation to the 'Ideals' document published by the Ministry of Justice. Where there have been differences of view between the IMB members and OMU staff on this self-evaluation, the prison staff have been very willing to discuss how to meet the prisoners' needs in alternative ways, e.g. substituting group activities for 'forums'.

7.3.9 Recent Government policy on early releases has led to unusual workload pressure on the OMU, which has interrupted plans for work with IPPs, but an increase in officer staffing has enabled key working with vulnerable IPPs to progress. Their number has risen to the high 30s due to a general shift in the profile of the prison population.

7.3.10 There is continuing concern that a small number of IPP prisoners are described as 'stuck: Moorland is unable to meet their needs for a range of reasons, including that they are deemed unsuitable for the recommended courses, are on a long waiting list, or are unwilling to engage with the process. IPP prisoners who are hampered in their progression for any reason are routinely assessed by the psychology service and their situation reported to the national group, which has oversight of these prisoners.

7.3.11 As part of our efforts to focus on the needs of IPP prisoners, the Board arranged for Lord Blunkett to visit the prison. He promoted the original legislation and now campaigns on behalf of those still imprisoned under its provisions. He met with some IPP prisoners and then met the Yorkshire and Humberside IMB members for a working lunch. We heard about developments on the issue at Government level and agreed afterwards to create a spreadsheet for monitoring what the various prisons in the region were achieving for IPP prisoners.

7.4 Family contact

7.4.1 Family contact is maintained through in-cell telephone calls (only recently made possible on house block 8), social video calls, letters, email and social visits. Family days are also arranged, when prisoners and their partners and children can interact in a more relaxed manner and join in activities together.

7.4.2 Social visits are arranged through a telephone booking system and visitors are welcomed at the off-site visitors' centre. Staff at the visitors' centre not only book in visitors for their session (on Tuesday, Thursday, Saturday or Sunday) but also provide a valuable service in solving last-minute problems of registration, etc. The visits' hall is supervised by officers and the charity PACT provide play activities for children who seek out activity during their visit. PACT also arranges family forums and other problem-solving routes to assist in family's contact with the prison.

7.4.3 Res 1 and Res 2 prisoners are simultaneously present in the visits hall but separated by a narrow walkway. After some concern was expressed to the IMB

about possible risks to children, we were assured that a safeguarding policy is in operation.

7.4.4 Visitors can buy snacks and drinks in the visits hall for themselves and the prisoner. During our observations in the visits hall, the proceedings were generally seen to run smoothly, with appropriate table-top play activities available for the children.

7.4.5 Enquiry with the adults in the visitors' centre and the hall itself as to their experience of coming to HMP/YOI Moorland yielded a mixture of responses. For example:

- They find the drug searches entirely acceptable in the way that they are carried out.
- On entry, some find an apparent inconsistency between officers in the application of rules.
- Some find the booking line difficult to access and sometimes unavailable.
- Similarly, some find the frequency of phone line failure to the in-cell phones frustrating.
- The reliability of the connection on social video calls is not good.

These comments are similar to those arising in PACT's family forums.

7.4.6 A total of 9% of applications (32 of 359) to the IMB during the reporting period related to 'family/visits/mail/PIN phone'. This is comparable to last year's percentages.

7.5 Resettlement planning

7.5.1 As mentioned previously, we have been helped in our work by the prison employment lead familiarising us with the employment and resettlement processes.

7.5.2 While many of the procedures occur in the final 12 weeks before a prisoner's release, the view of the staff is that preparation for release begins on entry to the prison. The assessment carried out during induction shapes the education and training pathway for each individual.

7.5.3 The employment hub advertises jobs available in the area to which the prisoner is expecting to be released.

7.5.4 An important aspect of being ready for employment is to have ID and a bank account. A specialist clerk helps with this.

7.5.5 Organisations that support the process thereafter are: the Department for Work and Pensions (DWP), JobCentre Plus, Nacro, Igneous CFO3, Novus works, and The Growth Company.

7.5.6 The employment lead and their staff monitor employment levels six weeks and six months after release (see 7.2.2).

7.5.7 A complication in arranging accommodation on release is that the accommodation advisers, Nacro, are commissioned to support prisoners who are returning to live in South Yorkshire, whilst the majority of prisoners in HMP/YOI Moorland are returning to West and East Yorkshire. In these instances, the responsibility for referring to another agency rests with the community probation practitioner. This complication has certainly caused anxiety about homelessness to some prisoners we have met.

7.5.8 One prisoner who spoke of himself as having a higher degree from university was of the opinion that a good number of prisoners did not always grasp the essential elements of the resettlement system and thought that the help was available if a prisoner was aware how to access it.

The work of the IMB

Board statistics

Recommended complement of Board members	16
Number of Board members at the start of the reporting period	6
Number of Board members at the end of the reporting period	6
Total number of visits to the establishment	248

One new member joined during the year but subsequently transferred to another Board, and two have had health issues. The small number of active members has inevitably increased the workload for each individual.

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year	Percentage in current year
A	Accommodation, including laundry, clothing, ablutions	7	18	5.0%
B	Discipline, including adjudications, incentives scheme, sanctions	26	32	8.9%
C	Equality	26	32	8.9%
D	Purposeful activity, including education, work, training, time out of cell	16	24	6.7%
E1	Letters, visits, telephones, public protection, restrictions	32	32	8.9%
E2	Finance, including pay, private monies, spends	7	15	4.2%
F	Food and kitchens	10	6	1.7%
G	Health, including physical, mental, social care	53	45	12.5%
H1	Property within the establishment	29	29	8.1%
H2	Property during transfer or in another facility	30	35	9.7%
H3	Canteen, facility list, catalogues	8	10	2.8%
I	Sentence management, including HDC, ROTL, parole, release dates, re-categorisation	36	33	9.2%
J	Staff/prisoner concerns, including bullying	47	33	9.2%
K	Transfers	21	6	1.7%
L	Miscellaneous	24	9	2.5%
	Total number of applications	372	359	100%

Annex A: information tables

Recorded violence during the reporting year

	2022/23	2023/24	Change	% change
Prisoner-on prisoner assaults	86	76	- 10	- 12%
Prisoner-on staff assaults	28	39	+11	+ 39%
Total	114	115	+ 1	+ < 1%

Discrimination incident reporting forms (DIRFs) in this reporting year 2023/24

Category of DIRF	Submitted	Sampled	Upheld
Race	63	7	-
Religion	13	2	-
Disability	19	2	-
Age	6	-	-
Sexual orientation	5	1	-
Gender reassignment	1	-	-
Not specified	7	-	-
Total	114	12	4

Complaints: April 2023 to March 2024 (nearest available period to IMB reporting year)

Subject	Number	Percentage
Adjudications	35	1.2%
Bullying	27	0.9%
Canteen	63	2.1%
Confidential	266	8.9%
Education	55	1.8%
Finance/cash	326	10.9%
Food	116	3.9%
Gym	13	0.4%
Incentives scheme	113	3.8%
Letters/censors	161	5.4%
Medical/healthcare	16	0.5%
OASys/offender management	34	1.1%
Offending behaviour programmes	3	0.1%
Other	313	10.4%
Pre-release/release	46	1.5%
Recategorisation	30	1.0%
Reception	2	0.1%
Property	695	23.2%
Residential	276	9.2%
Security	8	0.3%
Segregation	2	0.1%
Staff	114	3.8%
Transfer/allocation	32	1.1%
Violence	0	0.0%
Visits	122	4.1%
Work	131	4.4%
Total	2999	100.2%



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