



Annual Report of the Independent Monitoring Board at HMP Erlestoke

**For reporting year
1 April 2023 to 31 March 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 IMB is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

HMP Erlestoke is a category C training and resettlement prison for adult and young adult male prisoners. It is the only prison in Wiltshire and is not far from Devizes.

The prison first opened in 1960, having been built in the grounds of the former Erlestoke Park House. There are nine residential wings, including a drug recovery wing (DRW), dedicated to reducing drug dependence in motivated individuals.

The operational capacity (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) was 496¹ at the end of March 2024. This number increased to 512 as of 1 April 2024 with the re-opening of Kennet wing. A further increase of 180 spaces is anticipated with the building of three new small secure house blocks, scheduled for completion in late 2025.

Just under 80% of the population are serving sentences of four years or more. A total of 20% of prisoners are classified as indeterminate sentenced prisoners (ISPs), serving life sentences and indeterminate sentences for public protection (IPP). Younger prisoners in the 18 to 24 age group make up 9% of the prison population.

Part of the prison's remit is to provide a national resource for offending behaviour programmes. It is one of four prisons delivering the progression regime (PR), the aim of which is to help ISP and IPP prisoners provide information and evidence to the Parole Board to support release.

¹ 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

A new Governing Governor was appointed in January 2024, outlining a clear vision that sets out priorities and standards to move the prison forward.

3.1 Main findings

Safety

- **Self-harm:** The increase in self-harm incidents, together with the inconsistency of carrying out proper welfare checks, is of significant concern to the Board.
- **Violence referrals:** The use of challenge, support and intervention plans (CSIPs) to support victims and help perpetrators manage anger requires review.
- **Illicit substances:** Ongoing issues with illicit substances persist in the prison, despite enhanced security measures.
- **Neurodiversity support manager:** The appointment of a neurodiversity support manager has proved beneficial for prisoners, as well as expanding knowledge and skills of staff.

Fair and humane treatment

- **Segregation:** The segregation unit, also known as the care and separation unit, or CSU, provided a fair and safe regime. However, the Board is concerned about the use of segregation for prisoners with complex and severe mental health needs.
- **Key working:** The Board has generally observed positive relationships between staff and prisoners. However, the key working system has not been delivered as planned.
- **Property:** Loss of property between prisons and within the prison continues to cause stress and anxiety for prisoners.
- **Gov Facility Services Limited (GFSL):** Performance delivery has had an impact on decent living conditions being maintained effectively.
- **Disabled prisoners:** The Board is concerned that disabled prisoners have faced discrimination in gaining work.

Health and wellbeing

- **Healthcare:** There has been a serious decline in healthcare attendance at first assessment, care in custody and teamwork (ACCT) reviews.
- **Regime:** Time out of cell for prisoners not in education or employment has not improved.
- **Drug and alcohol rehabilitation:** Additional resources in the DRW have started to have a beneficial impact.

Progression and resettlement

- **Availability of jobs:** The number of prisoners in vocational jobs has reduced to an unacceptably low level.
- **Staff shortages:** Delivery of vocational training has been impacted by the difficulty in recruiting instructors for some courses.

- **IPPs:** The lack of hope of release continues to have a severe and detrimental impact on prisoners' health and wellbeing.
- **Resettlement:** The employment hub has introduced a number of new initiatives to support and prepare prisoners for release.

3.2 Main areas for development

TO THE MINISTER

- **Mental health provision:** What long-term plan exists to establish more appropriate mental health provision within the secure estate?
- **IPP prisoners:** What assurances can be given to IPP prisoners, some 11% of Erlestoke's population, that a clear strategy exists for progression to release, given that resentencing has been rejected and the IPP Action Plan² has had limited effect?
- **New small secure house blocks:** What guarantees can be given that all ancillary facilities will match the needs of the increased prison population when the new small secure house blocks are occupied in 2025?

TO THE PRISON SERVICE

- **GFSL's performance:** How will GFSL's performance be addressed, given the impact this had had on decent living conditions for prisoners?
- **Property loss:** What additional measures are in place to address the continual loss of property between establishments, as the re-issued Prisoners' Property Policy Framework has not offered a solution to this matter?
- **Offending behaviour programmes:** Eligibility for programmes is not assessed until prisoners are transferred to Erlestoke; this causes problems for those not accepted on to a programme after relocation. What is the solution to this issue?

TO THE GOVERNOR

- **Safe environment:** What actions will be taken to ensure welfare checks are delivered consistently?
- **Illicit substances:** What steps will be taken to reduce the ingress and availability of illicit substances?
- **Key working:** How will effective key working be implemented to provide prisoners with the vital one to one support needed?
- **Purposeful activities:** What assurances can be given that meaningful activities and job opportunities will improve and be readily accessible?

TO THE GOVERNOR/OXLEAS NHS FOUNDATION TRUST

- **Healthcare attendance:** Just over 60% of first Assessment Care in Custody and Teamwork (ACCT) reviews do not have the benefit of healthcare input. This negates the multidisciplinary ethos behind the intended strategy of the ACCT process and which impacts on the safety of prisoners – how will this important issue be addressed?

² <https://committees.parliament.uk/publications/39321/documents/192968/default/>

3.3 Response to the last report

Issue raised in 2023	Response given	Progress
To the Minister What solutions can be offered to prisoners who are being denied moves to open prisons due to a more restrictive approach to parole?	Minister's response Not mandatory to complete specific programmes/spend a minimum time in open conditions before being considered for release. Each case considered on its own merits by Parole Board.	An improvement has been noted, with 64 prisoners having moved to open prisons in the last 12 months.
To the Minister What hope can be given to IPP prisoners now that the recommendation by the Justice Committee for re-sentencing has been rejected?	Minister's response IPP Action Plan being reviewed to focus on clear performance measures. Secretary of State for Justice giving the matter close personal attention.	With 57 IPP prisoners at Erlestoke seeing little hope of release, this remains a significant issue, despite over 50% of IPPs being engaged on the PR.
To the Minister What long-term strategy is in place to address the chronic shortage of suitable mental health provision?	Minister's response Enhanced support for practitioners to be provided. Lack of staff monitored weekly. Agency staff used.	This remains a major concern, with more complex prisoners requiring support.
To the Minister When will the non-pay budget be increased to allow the local Governor to set a realistic food budget, given that food prices have risen by more than 20% over the past three years?	Minister's response Daily allowance increased to £2.70, with Erlestoke receiving increase of £110,000. HM Prison and Probation Service (HMPPS) working with catering managers and sharing good practice.	A continuing issue, with the budget still not sufficient to provide three healthy meals each day, despite the commendable efforts of the catering team.
To the Prison Service How will the lack of a long-term maintenance plan and GFSL's performance be addressed?	HMPPS's response KPIs/Audits are in place. Extra staff drafted in, plus additional £318,000 spend. Long-term estate strategy being developed.	GFSL's performance has yet to improve.
To the Prison Service What reassurance can be given that the revised dates for occupation of the replacement wings will not be delayed yet again, impacting the delivery of the PR?	HMPPS's response Replacement wings to be handed over by October 2023.	Delays continued throughout the year, with final occupation of Avebury wing on 18 December 2023 and Kennet wing on 31 March 2024.

Issue raised in 2023	Response given	Progress
To the Prison Service What action is being taken to ensure that additional healthcare facilities and staff will be provided when the prison's occupational capacity increases?	HMPPS's response Commissioners working to ensure necessary funding to recruit additional staff. Additional space will be available from October 2023.	Concern remains regarding the lack of consultation with the healthcare provider over the planned occupational capacity increase.
To the Governor What additional long-term strategies can be put in place to substantially reduce access to illicit substances?	Governor's response Action noted.	Access to illicit substances remains a serious issue, requiring a more robust approach.
To the Governor What immediate actions will be taken to address the inadequate and potentially dangerously deficient constant watch cell?	Governor's response Action noted.	Minor amendments have been made and a rationale provided for not investing in the current cell. The planned new builds will have two bespoke cells.
To the Governor What steps will be taken to increase the number of meaningful job opportunities for prisoners?	Governor's response Action noted.	No obvious progress has been made.
To the Governor What plans are in place to increase time out of cell at weekends?	Governor's response Action noted.	No improvement has been seen.
To the Governor What action will be taken to improve first night accommodation?	Governor's response Action noted.	No improvements noted in the fabric of cells due to the population turnover.
To the Governor What steps will be taken to make the induction programme more concise?	Governor's response Action noted.	A revised programme was initiated in March, which has yet to be monitored.

Issue raised in 2023	Response given	Progress
To the Governor How will the lack of suitably adapted cells for the disabled people be addressed?	Governor's response Action noted.	Kennet and Avebury wings provided eight cells for disabled prisoners.
To the Governor/Oxleas NHS Foundation Trust How will you address the issue of over 40% of the first assessment, care in custody and teamwork (ACCT) reviews not having the benefit of input from the healthcare unit, which impacts the safety of prisoners?	Governor's/Oxleas Trust's response Action noted.	There has been a serious decline in healthcare attendance at first ACCT reviews, failing to deliver a multi-disciplinary approach.
To the Governor/Oxleas Trust What is the solution to improve the IT infrastructure so medical records can be assessed by healthcare staff across the estate to ensure prisoners are not put at risk?	Governor's/Oxleas Trust's response Action noted.	IT medical infrastructure has improved.
To the Governor/Oxleas Trust What plans are in place to recruit additional staff to the mental health team?	Governor's/Oxleas Trust's response Action noted.	Lack of mental health staff remains. At the year end, the team had two vacancies.

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

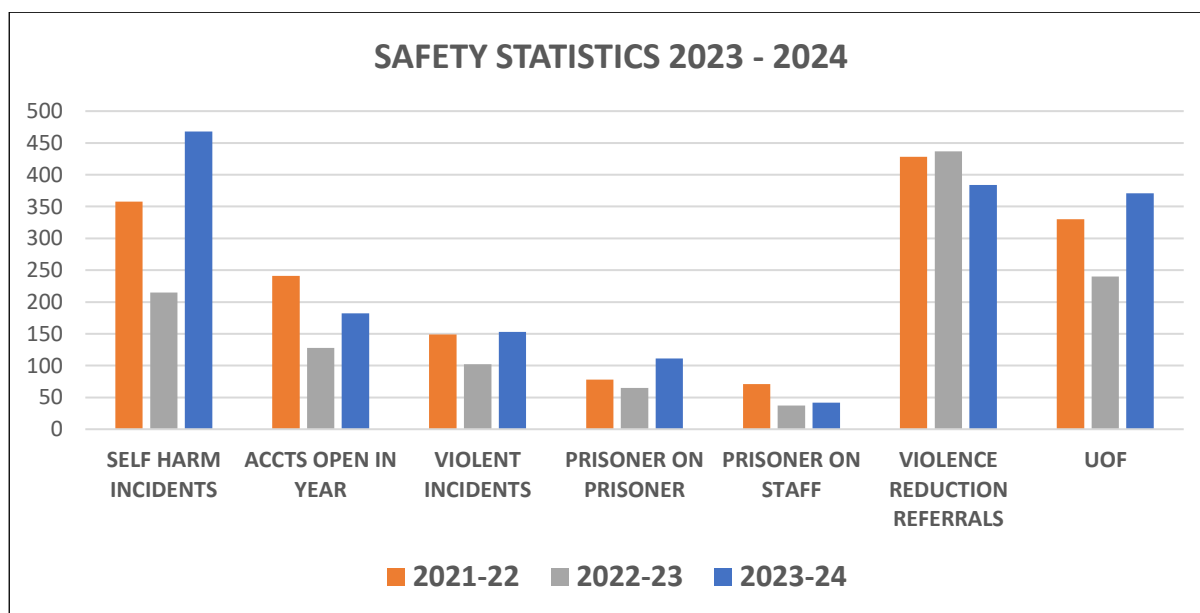
4.1.1 Reception facilities are cramped, leading to difficulties if more than a few prisoners arrive at the same time. However, after a very unsatisfactory period of delay, the room assigned for reception healthcare screening is at last fit for purpose: it now has proper IT facilities, enabling healthcare staff to access and scrutinise the electronic person escort record (PER) for each prisoner.

4.1.2 In March, a survey was conducted by the Board with nine newly arrived prisoners (see Annex B). The consensus was that they had been well treated during the reception process and that searches had been carried out in a respectful manner, even though three prisoners had not actually been searched. A third of the prisoners surveyed complained that property had either been lost or left behind during the transfer process.

4.1.3 The first night cells occupied by newly arrived prisoners are generally poorly maintained. Although the provision of an in-cell shower is a welcome facility, shower curtains and toilet cleaning equipment are often lacking, windows do not close and the walls are frequently covered in graffiti and in a poor decorative state. For the most part, prisoners who took part in the survey complained that their cells were dirty. However, all prisoners surveyed said they felt safe.

4.1.4 The induction programme is in need of improvement. Content that could be efficiently covered in just one week is spread over two, leaving prisoners bored and disgruntled during long periods of inactivity.

4.2 Suicide and self-harm, deaths in custody



4.2.1 Self-harm incidents increased from 215 in 2022-2023 to 468 in 2023-2024, involving 104 prisoners, an escalation of 118%. While national statistics also show an increase, it is the highest number of incidents recorded in the prison over the past six years.

4.2.2 Of the 104 individuals, 56 were prolific self-harmers and accounted for multiple incidents. A total of 11 individuals accounted for more than 10 incidents each, compared with three prisoners in each of the previous two years, which evidences the significant increase in more complex and vulnerable prisoners. The constant watch cell was in frequent use. Triggers for self-harm ranged from mental health issues to stressful events such as cell moves.

4.2.3 Welfare checks, during which staff must confirm the wellbeing of prisoners at unlock, have been observed as being carried out inconsistently across the prison and are, therefore, of real concern to the Board.

4.2.4 Active support was provided by 12 dedicated Listeners, a peer mentor scheme backed by the Samaritans.

4.2.5 The appointment of a neurodiversity support manager has provided much needed aid for prisoners, as well as helping staff identify and work with prisoners who are neurodiverse.

4.2.6 A total of 182 ACCTs were opened, which is a 42% increase on the previous year, when 128 were initiated. Just under half the ACCTs were due to prisoners having thoughts of self-harm or experiencing low mood, with staff being more pro-active and getting help for prisoners at the earliest opportunity. ACCT documentation varied in quality, with the Board noting that some conversations lacked meaningful detail and observations were not always recorded in a timely manner.

4.2.7 There were no deaths in custody during the reporting year.

4.3 Violence and violence reduction, self-isolation

4.3.1 Recorded violence increased this reporting year to 153 incidents compared with 102 last year, a 50% increase. Of the 153 incidents, 111 were prisoner on prisoner. Triggers for prisoner assaults were linked to debt and drugs, with non-compliance the highest reason for assaults on staff.

4.3.2 Young adults were disproportionately involved in acts of violence, with 34% of the offences committed by those aged between 18 and 24, although this group accounts for only 9% of the prisoner population. In response, a young adults' forum and other bespoke activities were introduced and well received.

4.3.3 Violence reduction referrals totalled 384, which is a decrease of 12% on last year's total of 437. A substantial number of the perpetrators and victims were not referred. Of the 384 referrals, only 41 challenge, support and intervention plans (CSIPs) were initiated. These plans support victims and help perpetrators manage anger; it is a process that is currently underused.

4.3.4 At the end of the reporting year, there were six self-isolators. An average of 11 prisoners per month opted to self-isolate, a quadruple increase on last year. The Board was satisfied that these prisoners had an adequate and safe regime. The main and concerning reason for self-isolation was debt, due to being under threat from others.

4.3.5 Weekly multi-disciplinary safety intervention meetings (SIMs) review integration plans to assess the best management for those with mental, emotional and behavioural needs. There continues to be understandable frustration in trying to implement plans

required to support these prisoners. This highlights the chronic and deplorable shortage of suitable external mental health provision, which is no further forward from previous years, despite commitments and promises from national bodies and organisations.

4.4 Use of force

4.4.1 Use of force (UoF) increased by over 50% from 240 occasions last year to 371 this year; 31% of the incidents involved the 18-24 age group. Most use of force was recorded as being deployed for non-compliance.

4.4.2 Batons were drawn on eight occasions and used twice. PAVA³, an incapacitant spray, was drawn six times and used twice. Activation of body worn video cameras saw a marked and welcome increase to 67% of the incidents, with de-escalation used more frequently.

4.4.3 The Board attends the monthly UoF meeting as an independent observer, where CCTV and body worn video camera footage is routinely reviewed. Overall, use of force incidents appear to be proportionate and controlled.

4.5 Preventing illicit items

4.5.1 The security department benefited from an increase in staff resource, led by a new Governor with previous experience of this function.

4.5.2 Perimeter security has been closely monitored due to the extensive perimeter fence and rural location of the prison. Additional procedures have been put in place to detect breaches, such as 'throwovers' (where people from outside the prison throw parcels containing illicit items over the walls, which are then picked up by prisoners), and to reduce the risk of possible distribution points during internal prisoner moves.

4.5.3 The enhanced gate security (EGS) has had a full year of operation, resulting in a much higher level of searches and scanning. Sniffer dog teams have been used effectively, searching in-coming packages and mail. Whereas previously, staff could enter the prison early prior to the search team and EGS staff being in place, the hours when staff can enter the prison have been changed to ensure everyone is searched on arrival.

4.5.4 Despite these measures, illicit drugs continue to be readily available on the wings. This was particularly evident in February, when several strains of Spice, or non-specific psychoactive substances, were identified. Illegally brewed alcohol, which previously peaked when illicit drug availability reduced, has been a constant throughout the year. Mobile phones have been widely available, with the prison detecting a significant number of prisoners having access to these devices. The Board notes that these devices are in demand because not only can they be used for illegal activity, but phone calls are cheaper than on the in-cell PIN (personal identification number) phones.

4.5.5 A programme of targeted cell searches, running at between 20 to 30 per month, took place, with a considerable number of finds, such as phones, SIM cards and USB sticks. Almost all searches follow intelligence, rather than the less effective random searches.

³ PAVA, or pelargonic acid vanillylamide, is a synthetic pepper spray.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

5.1.1 The long overdue replacement and refurbishment of Avebury and Kennet wings was finally completed on 18 December 2023 and 31 March 2024 respectively. Throughout the reporting year, the prison had to manage the constant influx of construction workers, materials and plant, which inevitably had an impact on the daily routine of the prison. When Kennet wing opened, Wren wing closed, in preparation for the siting of additional workshops that form part of the plans for three new small secure house blocks of 180 spaces.

5.1.2 GFSL was without a site manager for three quarters of the reporting year. Lack of management and direction for staff, coupled with the inability to recruit tradespeople, had a major impact on GFSL's performance. There were issues with oil and gas supplies, as well as delays in responding to vital maintenance jobs such as water leaks and sewage problems, all of which had an impact on decent living conditions being maintained. The site manager's post has now been filled. While it is early days to measure improvement, the backlog of works appears to be being addressed.

5.1.3 Cleanliness of both the estate and wings has improved, with more cleaners employed on the wings. This observation was reflected in the Living Conditions audit carried out by HMPPS in November.

5.1.4 In-cell phones were installed in April, with 24-hour access enabled in July. This facility has been much appreciated by prisoners, offering greater privacy when making calls; it has also contributed to a much smoother wing regime.

5.1.5 Food supplies were maintained during the reporting year. The Board commends the kitchen team for maintaining varied menus when not always receiving the goods ordered and for constantly looking at creative ways of stretching a very limited budget. Several prisoners have commented on small portion sizes, which have yet to improve despite the Ministry of Justice's belated increase in the daily food allowance to £2.70 per prisoner. This allowance remains woefully insufficient, given that food prices have increased more than 20% in the past three years.

5.2 Segregation

5.2.1 The care and separation unit, or CSU, has eight segregation cells, a constant watch cell and a special accommodation cell (in which items such as furniture, bedding and sanitation have been removed in the interests of safety).

5.2.2 During the reporting year, 224 prisoners were accommodated in the CSU, an increase of 27 on the previous year. A total of 48 of these were repeat admissions, an 85% increase from the previous year, and 11 were held for more than 42 days (after which the decision to segregate must be re-approved).

5.2.3 A total of 50 prisoners arrived in the CSU with an open ACCT and a further 27 had an ACCT opened while there. This represents a significant increase in both instances on the previous year. There were 152 incidents of self-harm, affecting 43 different prisoners, while they were accommodated in the CSU.

5.2.4 Overall, 34 prisoners were placed on constant watch during the reporting period, compared with 14 last year. One prisoner occupied the constant watch cell for six months, which resulted in other constant watches taking place elsewhere in the CSU or on the wings, or prisoners having to be transferred to another establishment. The Board remains concerned that there is insufficient suitable provision in the secure estate to effectively manage such complex prisoners.

5.2.5 The suitability of the constant watch cell has continued to be a source of discussion between the Board and the prison. Improvements have been made, with a mirror allowing some sight of a hidden corner of the cell and new Perspex on the door has benefited vision to some degree. However, overall visibility remains poor and the cell's location in the CSU is inappropriate. Two constant watch cells are planned for the new house blocks to be commissioned by the end of 2025.

5.2.6 Board observations indicate much greater levels of complexity among those prisoners coming to the CSU in terms of mental health issues and overall needs. While location in the CSU guarantees regular and beneficial visits from healthcare, Governors, the chaplaincy and the Board, it is disturbing that the CSU is being used to manage and care for such prisoners and the consequent strain it places on this unit.

5.2.7 The Board collated data on the CSU notifications from April to December. Of the 133 identified arrivals at the CSU, the Board was informed on two-thirds of the occasions. The prison has committed to improving notifications in the future.

5.3 Staff and prisoner relationships, key workers

5.3.1 The number of operational staff has increased during the year, mainly in response to the opening of Kennet and Avebury wings, and additional funding received for the DRW. These numbers include a significant intake of officer apprentices. Approximately 30% of band 3 officers have less than 12 months' experience and approximately 45% have less than two years' experience.

5.3.2 The delivery of key working has been of concern to the Board. The model of four 45-minute sessions per month for each prisoner has proved wholly unachievable, with the exception in the DRW, where substance misuse officers (SMOs) carry out this activity. Key working is not being allocated or is cancelled when staff are required for other duties. For example, in the last three months of the reporting year, 720 key working sessions were scheduled, with 578 taking place, a shortfall of 20%. A high proportion of prisoners, when asked, either do not know the name of their key worker or have not met them. The Board will be monitoring this closely over the next reporting year. Key working is, however, more effectively embedded on the DRW.

5.3.3 Relationships between prison staff and prisoners are generally observed to be positive. There have been some valuable initiatives over the reporting year, such as the young adult Olympics event, which saw more than 30 young adults competing against groups of staff, including Governors, officers and non-operational staff. Anecdotal evidence from prison officers suggests that this event has had a direct beneficial impact on staff and prisoner interactions on the wings.

5.4 Equality and diversity

5.4.1 Effective leadership has ensured that the improvements noted in the last two reporting years have been maintained. Monthly meetings have been enhanced as a result of a new and graphic form of presentation promoting focused discussion. There is good capture and analysis of statistical information, identifying departures from the expected in terms of protected characteristics (these include race, age, religion, disability, sex, gender reassignment, which it is unlawful to discriminate against) but a lack of in-depth analysis of the reasons behind such departures. The presence of the new Governing Governor at these meetings was a welcome sign of senior management support.

5.4.2 Of the 86 discrimination incident reporting forms (DIRFs) lodged during the reporting period, eight were upheld. There is now a timelier response to DIRFs and a welcome new process to validate the procedure. Since November last year, a scrutiny panel has been set up, which meets once every two months and involves case managers and prisoners.

5.4.3 Regular prisoner forums take place, including those covering young adults, older prisoners, race and ethnicity, the Gypsy, Roma and Traveller community, foreign national prisoners, religion and belief, disability, sexual orientation and gender. It was encouraging to note that after a slow start, forums involving young adults are now enthusiastically received, with constructive suggestions an outcome.

5.4.4 During the reporting year, special events have been held, including Mental Health Awareness Month, Gypsy, Roma and Traveller History Month, young adult Olympics, a PRIDE event and two Black History Month events.

5.4.5 Complaints have been made by disabled prisoners that they face discrimination when it comes to employment. The allocations department, which is responsible for assigning jobs, uses ability to perform all functions connected with the particular employment. As a result, a number of prisoners anxious to obtain employment are left without work.

5.5 Faith and pastoral support

5.5.1 The chaplaincy provides a broad range of services, activities and one-to-one support for prisoners on a daily basis. This is delivered by 12 chaplains, of which three are permanent and nine are part-time. The chapel offers a place of reflection and calm for everyone in the prison. A visit from the Archbishop of Canterbury in June was much appreciated by all involved.

5.5.2 The team has been very proactive, offering support to all prisoners when experiencing personal or family issues, including family bereavement and terminal illness. New prisoners continue to be seen within 24 hours of arrival and any prisoner over 70 and under 21 are seen monthly.

5.6 Incentives schemes

5.6.1 Under the Incentives Policy Framework, which allows Governors to incentivise good behaviour and address poor behaviour, 64% of prisoners were at enhanced level, 32% were at standard level and 4% at basic level at the end of the reporting year, which is broadly comparable with last year's figures.

5.7 Complaints

5.7.1 A total of 1,053 complaints were received, a slight increase on 1,005 recorded in the previous reporting year. On average, there were 58 unique complainants each month, representing around 12% of the prison population. Timeliness for response to complaints averaged 95% over the reporting year. In approximately one-fifth of complaints, the prisoner was spoken to, in person, about their grievance.

5.7.2 A total of 304 complaints were upheld, of which the overwhelming number (106), related to residential matters. Issues included a wide variety of grievances: poor furniture and conditions; a range of broken items; mattresses; heating; and, most regularly, complaints around the regime and in-cell telephony. Loss of property, especially during cell moves (generally a consequence of incomplete cell-clearance paperwork or a failure to secure property), was an ongoing trend throughout the reporting year. This led to prisoner frustration, time consuming investigations for staff and a high level of compensation claims.

5.8 Property

5.8.1 The number of applications to the Board regarding lost property, either on transfer between establishments or within the prison itself, has more than doubled since last year. Whilst it is acknowledged that there has been a greater turnover of prisoners, there appear to be two main issues.

5.8.2 When a prisoner moves cell, quite often the cell is not automatically locked and, therefore, items of property go missing. However, it is acknowledged that securing a shared cell can be more complex. The procedure needs to be reviewed and better controlled to avoid complaints that are difficult to defend and result in compensation being paid out by the prison. When new prisoners arrive from other establishments, very often their belongings do not travel with them. Subsequent claims have been protracted and are detrimental to prisoners' wellbeing, causing anxiety, particularly when personal belongings have been lost.

6. Health and wellbeing

6.1 Healthcare general

6.1.1 There has been a diminished presence of nursing staff on the wings due to:

- a shortage of nurses
- the healthcare model being delivered; it is not wing-based
- the introduction of the CMS digital application system
- primary care nurses no longer being required to attend wings to collect paper healthcare applications and, therefore, informal contact with prisoners not taking place.

For the most part, save for codes red and blue (medical emergencies), all those requiring treatment are required to appear in person at the healthcare building. This does not usually cause a problem. However, during the reporting year, there have been occasions when reluctance on the part of healthcare staff to attend a perceived emergency on a wing has led to resentment on the part of prisoners and officers alike. As a result, relationships between some officers and healthcare staff have been less than optimal. Occasionally, this resentment has included members of the senior management team. Negative attitudes towards healthcare staff has adversely affected the standing of healthcare with prisoners.

6.1.2 There has been a serious decline in healthcare attendance at first ACCT reviews. Figures are not available for April 2023, but in the 11 months to 31 March 2024 healthcare attended just under 40% of first ACCT reviews. Although in many cases, without 24-hour healthcare cover at the prison, first ACCT reviews occur out of hours, this was exactly the same position in 2022 and 2023, when the reviews attended were respectively 60% and 57%. Regrettably, staff from healthcare are not being invited to a number of first reviews. Further, there appear to be no attempts to delay reviews until healthcare staff are available, whilst still adhering to the requirement of a first review within 25 hours. Where the absence of healthcare is unavoidable or simply the result of an error, there does not appear to be a policy to set a second ACCT review immediately in order to secure the attendance of someone from the healthcare unit. As a result, in the majority of cases, the first ACCT review fails to deliver a multi-disciplinary approach.

6.1.3 The healthcare building remains less than fully fit for purpose, with inadequate facilities for clinics and consulting rooms. The roof of the building leaks and all attempts to carry out a permanent repair have failed. The floor covering of the building requires replacement in order to meet current healthcare standards.

6.1.4 Once again, the Board points to the intended expansion of the prison population, with no steps currently in hand to cope with increased healthcare demand.

6.1.5 After initial difficulties, the transition to Oxleas NHS Foundation Trust has been successfully completed.

6.2 Physical healthcare

6.2.1 Recruitment of healthcare staff has been a problem throughout the reporting year. The Board is aware of the national difficulty in finding healthcare staff. Erlestoke is presented with a further problem linked to its remoteness. With increases in motoring expenses, agency staff who previously were willing to travel from places such as Bristol

now find the journey uneconomic. Another problem lies with the long delays that prospective staff face through the vetting process. As a result, successful applicants to positions have left for other jobs whilst still waiting to be vetted. One nursing post remains to be filled. Medicines' management is also understaffed; the main pharmacy supply is based in Bristol and by and large medication has been ordered and delivered in a timely manner. On a more positive note, there is a full complement of administrative staff, with resulting improvements in efficiency.

6.2.2 The waiting time to see a GP for routine appointments has slipped from two weeks last year to six weeks in the current reporting year, but is still broadly equivalent to the experience in the community. The Board is not concerned about wait time for prisoners to be referred to physiotherapy, podiatry, audiology, and the optician.

6.2.3 For the most part, the prison has been able to supply escorts to enable prisoners to attend routine outpatient appointments. However, there have been an unacceptable number of times when outpatient appointments have been missed. Reasons include lack of transport, failure to charge the electric car, prisoner collected too late, failure to collect prisoner and prisoner misbehaviour.

6.2.4 Records for complaints were not available for April and May 2023. In the following 10 months, there were 120 complaints. A total of 41% related to medication, 22.5% to clinical care, 17.5% to appointments, 16% recorded as 'other' and just 3% to staff (four complaints). Complaints about medication frequently centre around analgesia, where proper healthcare concerns to avoid unnecessary potentially addictive drugs clash with a prisoner's perception of need.

6.2.5 Digital messaging is now available for communication to and from healthcare and prisoners, a considerable improvement on the previous paper-based system.

6.2.6 Presumably as a result of staff shortages, there have been no healthcare forums during the reporting year. There was a successful hepatitis C event, with 96% of the population being screened. Other healthcare promotions have been via digital signposting to various internet sources, available on a prisoner's laptop.

6.2.7 The Board has no concerns about initial dental appointments for prisoners. However, it takes about a year for follow-up appointments, a legacy of a period of eight months when dental work was largely suspended due to a failure in suction equipment.

6.3 Mental health

6.3.1 A second mental health nurse has now been recruited. However, during the reporting year, there has been only one mental health practitioner to attend to the needs of a prison population with a high proportion of individuals suffering from mental illness, which has created an impossible task. During this time, there has also been available a 0.45 full-time equivalent clinical psychologist. From January 2024, a full-time equivalent approved mental health practitioner and from March 2024 a full-time equivalent assistant psychologist were in post. With the lack of sufficient mental health provision in the community, the bar for achieving apparent equivalence in prison is set low. However, the need in prison is so much greater that more resource is required.

6.3.2 There has been some respite in that the GPs are now picking up low-level illnesses.

6.3.3 A psychiatrist visits the prison once a week, supplying additional mental health support along with the drug recovery team and the psychology department.

6.4 Social care

6.4.1 The buddy system, whereby prisoners provide help to disabled prisoners, excluding personal care, has continued, albeit currently with three prisoners employed to provide this service, a reduction of one from the previous year. With the prison population expanding, there is a need to recruit further volunteers.

6.4.2 Good relations with Wiltshire Council continue. The monthly social care meeting with Wiltshire Council now receives input from the healthcare department. There are currently 26 referrals for social care, seven of which are active.

6.4.3 The prison is now better equipped to deal with disabled prisoners. Previously, there were only two cells adapted to meet the needs of disabled prisoners. The replacement and refurbishment of two wings has provided an additional eight adapted cells.

6.5 Time out of cell, regime

6.5.1 Last year, the Board noted that prisoners had very little time out of their cells. This has not improved for those not in education or employment, who represent a quarter of the prison population. These prisoners have typically spent 22.5 hours in their cells from Mondays to Thursdays, with three 30-minute unlock periods, one for access to open air and two for food collection. There has been an additional association period of an hour on Friday afternoon.

6.5.2 The weekend regime allowed for one hour's unlock, with access to open air in the morning and two hours 15 minutes in the afternoon, which included a further hour's access to open air as well as association time and meal service.

6.5.3 A one-hour gym session has been offered during the week and a further one hour at the weekend. The prison's physical education timetable shows an optional additional 'PE Instructor's Choice' event on Friday, Saturday and Sunday afternoons, but these have rarely occurred due to staffing issues.

6.5.4 In early 2024, a focus on roll reconciliation procedures led to regular standfast periods and, on some occasions, the return of all prisoners to wings for a full lockdown. These events affected the provision of exercise facilities and the delivery of education. The procedures had settled by the end of the reporting year.

6.5.5 The multi-use games area (MUGA), for which the Friends of Erlestoke have raised £250,000, will now form part of the next development phase of the prison, when the new small secure house blocks are built.

6.6 Drug and alcohol rehabilitation

6.6.1 A drug recovery wing (DRW) offering 62 places has been in existence since 2021, one of seven across the prison estate. In September 2023, a visit by the national substance misuse group identified a number of changes required if the DRW was to continue to operate and in December, the prison was put on notice to improve its systems. Considerable changes were made and, after a further visit at the start of April 2024, approval was given for the DRW to be a permanent fixture.

6.6.2 Change, Grow, Live (CGL), a national health and social care charity that manages the delivery of drug recovery, introduced a new programme called Recovery and Change, mainly based on CBT (cognitive behavioural therapy) processes with workbooks. The team instructing on these courses should have four members but at present only two are employed. A member of the CGL team determines bespoke services to support those leaving prison. This includes help with community drugs teams and NHS Reconnect, a care after custody service.

6.6.3 Three substance misuse officers (SMOs) were employed in March. The roles involve acting as permanent supporters for prisoners, with assistance given in activities such as debt management, avoiding violence and managing money, all aimed at post-release activity. These appointments offer a major improvement. The Board looks forward to seeing the impact of these roles over the coming months.

6.6.4 The recent changes in the DRW have been welcomed by prisoners. They feel that the approach on the wing, the new SMO system and the increased amount of prisoner and SMO run activities have made a positive difference. This is attributed to the removal of prisoners not properly committed to the process and the introduction of a more rigorous assessment to ensure that places are only offered to those who are serious about recovering from drug misuse.

6.7 Soft skills

6.7.1 HMP Erlestoke partnered with Wessex Archaeology to undertake an archaeological project within the prison. Eight prisoners took part in a dig in September 2023 and benefitted greatly from the experience. As well as a range of pottery and glass from across the ages, the dig uncovered a large number of Mesolithic flints of archaeological significance. These resulted in articles in *The Sunday Times* and *British Archaeology* magazine.

6.7.2 The literary festival, Penned Up at Erlestoke, ran during May, with 17 speakers addressing prisoner audiences, attracting an average of 12 men per session. A further two events ran in December. Friends of Erlestoke ran origami sessions and a weekly art class. A Wiltshire School of Music initiative enabled prisoners to compose and record music. The Changing Tunes charity offered music sessions. The Koestler Awards for arts in criminal justice attracted 35 entries, two of which were exhibited.

6.7.3 In-cell laptops offer welcome access to health/wellbeing resources, films and TV series. The digital team uploads videos of prison events. In late 2023, there was a two-month delay in new prisoners being allocated laptops due to a national shortage.

7. Progression and resettlement

7.1 Education, library

7.1.1 The delivery of education was affected by staffing problems at management level. The position of college manager was vacant during the early part of the reporting year and the delivery was overseen from HMP Winchester. A new college manager was appointed in August 2023.

7.1.2 Achievements against target were disappointing in both English and Maths. There were only 72 enrolments on the Maths courses against a planned delivery of 106. In English, there were 83 enrolments on courses against a planned delivery of 102. Non-completion stood at 38% in Maths and 41% in English. However, there was an overall success rate of 77% in Maths and 81% in English amongst those completing their courses. Since the arrival of the new college manager, new screening processes have been introduced and it is hoped these will reduce withdrawals.

7.1.3 A member of staff was appointed in August 2023 to do outreach work with prisoners working towards entry-level 2 English, with 12 enrolments and nine achievements in the course of the reporting year. The Shannon Trust funded a role that has promoted reading and number skills amongst prisoners with very low literacy and numeracy. There are nine Shannon Trust mentors, plus a mentor co-ordinator, among the prison population. The prison also benefitted from a member of staff from Wiltshire Council's Multiply initiative, which aims to boost numeracy skills.

7.1.4 The education department also offered courses in money management, art, art enrichment and ceramics. Tutor shortages throughout the year for the essential digital skills qualifications meant that there were only 14 achievements against a target of 120.

7.1.5 A total of 14 prisoners were enrolled on distance learning courses with the Open University, including criminology, business studies, health and fitness, art history and psychology, while a further six were enrolled on courses offered by the Prison Education Trust. The prison continues to have its subscription with Way2Learn, enabling prisoners to self-study in their cells.

7.1.6 Eight prisoners participated in an Unlocking Criminology module, alongside students from Bath Spa University. There was a collaboration with Bristol University, in which four prisoners participated in elements of a STEM (science, technology, engineering and maths) foundation course.

7.1.7 The contract for the library sits with Wiltshire Council. The service operated for most of the reporting year without a librarian due to recruitment difficulties. However, the assistant librarian is to be commended for keeping the service open for prisoners with the help of relief staff. Two part-time librarians have now been appointed. Items issued were up 5.7% on the previous year and have almost returned to pre-pandemic levels.

7.1.8 DVDs make up 63.8% of items issued and the likely obsolescence of this format for new releases is a concern. Wiltshire Libraries no longer holds a stock of DVDs in other locations, so requests for non-prison stock cannot be made.

7.1.9 The prison published its reading strategy during the reporting year. One of the initiatives is for tutors to ensure that the weekly library slot is actively used to support

learning. The English tutor now holds a book discussion during the library slot. There is also a weekly book group.

7.1.10 Storybook Dads is an initiative where a prisoner is recorded reading a story for his child. The prison has benefitted from a Friends of Erlestoke volunteer, who has filmed 42 such sessions in the course of the reporting year, among the highest number recorded throughout the prison estate.

7.2 Vocational training, work

7.2.1 Accredited vocational training courses were delivered in warehousing skills, creative craft, education and training, cleaning principles, hospitality and food safety, carpentry and joinery and horticulture. Achievements are listed in Annex C. The forklift instructor left, so warehousing courses were not offered in the last part of the reporting year.

7.2.2 The Clink Charity delivered food safety training to prisoners working in the prison kitchen, totalling 60 across the year. Additionally, 23 prisoners achieved Level 1 or 2 qualifications in food preparation and cookery through this scheme. A Clink supervisor spends two days a week at the prison and works with employers to arrange interviews and opportunities for prisoners on release.

7.2.3 A new set of physical education instructor courses accredited by Active IQ was introduced during the year and PE staff have qualified as assessors. A total of 11 prisoners achieved the Gym Instructor Level 2 course.

7.2.4 Vocational work opportunities were offered in packaging retail goods, bike maintenance, recycling, farms and gardens, and textiles. The prison has contracts to pack retail goods for three commercial companies. At the end of the reporting year, due to a reduction in work offered by these companies, only 17 prisoners were employed in these roles in comparison with 46 in the previous year.

7.2.5 Despite efforts by management, no new relationships have been made with third parties. There was hope that sufficient business would be generated to enable a second bicycle workshop to be opened, but this has not happened. The issue of unemployment was raised in our previous annual report, but the number of people employed in vocational roles has reduced overall. In March 2024, two workshops lay empty.

7.2.6 The textile workshop has suffered from management issues and a frequent turnover of operatives, resulting in quality standards not being met in the early part of the reporting year. However, a new supervisor is now in place, who has undergone specialist training. In the final month of the year, a large order of completed curtains was fulfilled and the number of skilled operatives is slowly increasing. It is hoped that the workshop will soon be operating at full capacity.

7.2.7 The farms and gardens department offers 63 job roles, but these were rarely recruited to full capacity. It appears that workers do not usually last in these roles; then, due to the requirement for higher level vetting, it can take up to four weeks to refill a space. The Board recommends that a review of the allocations process is undertaken.

7.2.8 In addition to vocational employment, prisoners were engaged as orderlies (trusted prisoners who provide services that contribute to the running of the prison), mentors, cleaners, servery workers, laundry workers, wing painters, wing barbers and green

champions. New roles created in the reporting year include three neurodiversity representatives.

7.3 Offender management, progression

7.3.1 The offender management unit (OMU) has been under-resourced for much of the reporting year. Seven prison offender managers and 4.9 probation offender managers, against a full-time equivalent of five, were in post at year end. Prison offender managers cover an average of 12 prisoners a day, as well as having to prioritise their time to meet prisoners three times in the first 12 weeks of their arrival. Probation offender managers cover an average of 13 prisoners a day.

7.3.2 The backlog of offender management assessment plans (OAYSys) has remained low, with only 11 records outstanding at the end of March.

7.3.3 Staff are conscious that young offenders have different needs to those of adult prisoners and are concerned that these are not being sufficiently met due to limited resources and time available.

7.3.4 There has been an improvement on last year in moving category D prisoners to other establishments, with 64 prisoners having moved on during the last 12 months. Transport has continued to be unsatisfactory, especially for single moves, with prison-organised moves being considered for specific cases due to long delays with the transport contract.

7.3.5 Early releases arranged by the Ministry of Justice have resulted in some prisoners being given minimal notice of release. This has had a detrimental effect on those who have little or no time to make arrangements for reintegration into the community and has resulted in a high number of recalls.

7.3.6 The prison continues to be a national resource providing courses for prisoners. There are concerns that the current courses do not meet the needs of the prisoners in addressing their issues. New courses being designed by Intervention Services will not commence until autumn of 2025.

7.3.7 The same three courses have been delivered as in previous years: Thinking Skills Programme (TSP), Kaizen IPV (Inter Partner Violence) and Becoming New Me (BNM+). Kaizen has been difficult to run, with a number of staff resignations resulting in delays. The targets set at the outset have been notably missed as follows:

Course	Starts	Target starts	Completions	Target completions
TSP	43	60	31	54
Kaizen IPV	9	16 (8 remain on the course)	9 (including completed from previous year)	14 (0 from recent starts)
BNM+	8	8	4	7
Total	60	84	44	75

7.3.8 The programmes team was under-staffed for much of the reporting year, albeit back up to strength at year end, with its manager, a treatment manager and four facilitators having left during the year. It takes six to ten months for a vacancy to be filled.

7.3.9 Waiting lists have continued to cause frustration, stress and dissatisfaction among prisoners, especially those who have been transferred to Erlestoke specifically to attend courses. This is exacerbated by the clearly laid out list of priorities when courses and start dates are allocated, which can result in new prisoners arriving and jumping the queue. This is not well understood by the prisoners affected.

7.3.10 Personal needs assessments (PNAs) remain problematic, with the PNA turnaround being too slow. The system needs improving, including better and more timely communications with prisoners waiting for courses or the results from their PNAs. More fundamentally, the Board questions why PNAs cannot be completed before a prisoner is transferred. This would avoid prisoners facing the disruption of relocation and leaving behind family ties, as well as saving money for the prison service.

7.3.11 The number of prisoners on the Progression Regime (PR) has fluctuated due to release, transfers, de-selection and resignation; the average number has been 50 to 60 at any one time.

7.3.12 Positive changes have included the reintroduction of bi-monthly community meetings with guest speakers, the introduction of monthly PR committee meetings, and a monthly timetable of activities. Outcomes resulted in 14 prisoners being released (nine were imprisoned for public protection, or IPP), one being transferred to open conditions, two being recalled and 11 who did not succeed at parole board hearings.

7.3.13 While prisoners spoken to were critical of the delays in providing a full regime, it was acknowledged that there had been more consistency in the delivery of the regime. They felt they were locked up too early to allow sufficient community time but understood that this was due to lack of staff resource. One prisoner the Board spoke to thought the PR team was listening more than previously: *'They consider me a person, not a prisoner.'* Several commented that *'you get out of it what you are prepared to put in'*.

7.3.14 At the end of the reporting year, 149 prisoners were serving indeterminate sentences (without a set release date), of which 57 were IPP prisoners and the remaining 92 were serving life sentences. One prisoner with an original tariff of two years has been in prison for more than 14 years. Despite the changes made to reform the IPP licence⁴, the rejection of a plan to re-sentence such prisoners continues to significantly impact prisoners' health and wellbeing. IPP prisoners frequently express resignation and desperation at being trapped in prison with no end in sight.

7.4 Family contact

7.4.1 Social visits took place on four afternoons a week. The Board has received positive feedback from families in terms of booking and the arrivals process at the prison. However, there is a limit of three children per family for visits, which can cause difficulties

⁴ <https://committees.parliament.uk/committee/102/justice-committee/news/198785/moj-reforms-on-ipps-parole-and-the-independent-public-advocate-welcome-but-ipp-changes-do-not-go-far-enough-justice-committee-warns/>

for larger families. Friends of Erlestoke provides volunteer drivers to collect families from three local stations.

7.4.2 Six family days have been held during the reporting year, which have been opened up to all families, regardless of whether they have children or not. This has been particularly beneficial to those serving life sentences. These days are, however, heavily overbooked with, for example, 59 applications for 13 spaces at a recent family day.

7.4.3 Social video calls were available on four evenings a week, with prisoners being offered two calls per month. There are some IT related issues, but overall, the possibility of regular contact is appreciated.

7.5 Resettlement planning

7.5.1 During the reporting year

- 238 prisoners were released directly into the community
- 64 prisoners were transferred to category D establishments (open prisons)
- 108 prisoners were transferred to other category C prisons.

7.5.2 The employment hub prepares prisoners for release. Weekly pre-release board meetings are held to discuss prisoners at the 12-week pre-release point. They are chaired by the prison's employment lead and attendees include outside support agencies such as Catch 22 and Reconnect, as well as representatives from within the prison. A comprehensive review is carried out to provide a holistic approach to resettlement for prisoners pre- and post-release.

7.5.3 The information and guidance team continues to engage with prisoners to create individual learning plans (ILPs) and find the appropriate employment pathways, with ILPs having increased from 49% to 69% over the past year.

7.5.4 Employment pathways have been introduced to provide qualifications in areas of potential employment. The prison offers seven such pathways in: catering and hospitality; construction, waste management and trades; transport, logistics, manufacturing and warehousing; agriculture and horticulture; retail, digital and technology; health and adult social care; and finance and administration.

7.5.5 Resettlement fairs have provided opportunities for potential employers and outside agencies to meet with prisoners who are in the last 12 months of their sentences. Companies involved in logistics and the hospitality industry have visited the prison to work with prisoners on CV preparation. Both initiatives have been well received by the prisoners.

7.5.6 Accommodation following release continues to be a major challenge and barrier to successful resettlement. Of the prisoners released during the reporting year, around 92% were housed on their first night of release. However, this measurement cannot be relied on to provide an accurate picture of prisoners' longer-term post-release reality. In one disturbing incident, a prisoner did not have housing secured until 4pm on the day of release. The housing was not appropriate and, as a result, the individual was severely assaulted. Thankfully, the individual was referred to Reconnect, which was able to advocate for him and secure more suitable housing.

7.5.7 While a welcome move, the Government's early release scheme⁵, designed to relieve overcrowded prisons, is placing additional pressure on prisoners and outside agencies who need to have rapidly in place a robust support system to ensure effective rehabilitation. The Board will monitor the impact of this initiative over the coming year.

5

<https://assets.publishing.service.gov.uk/media/65df2116cf7eb1e5f4f57f86/The+Early+Removal+Scheme+ ERS .pdf>

8. The work of the IMB

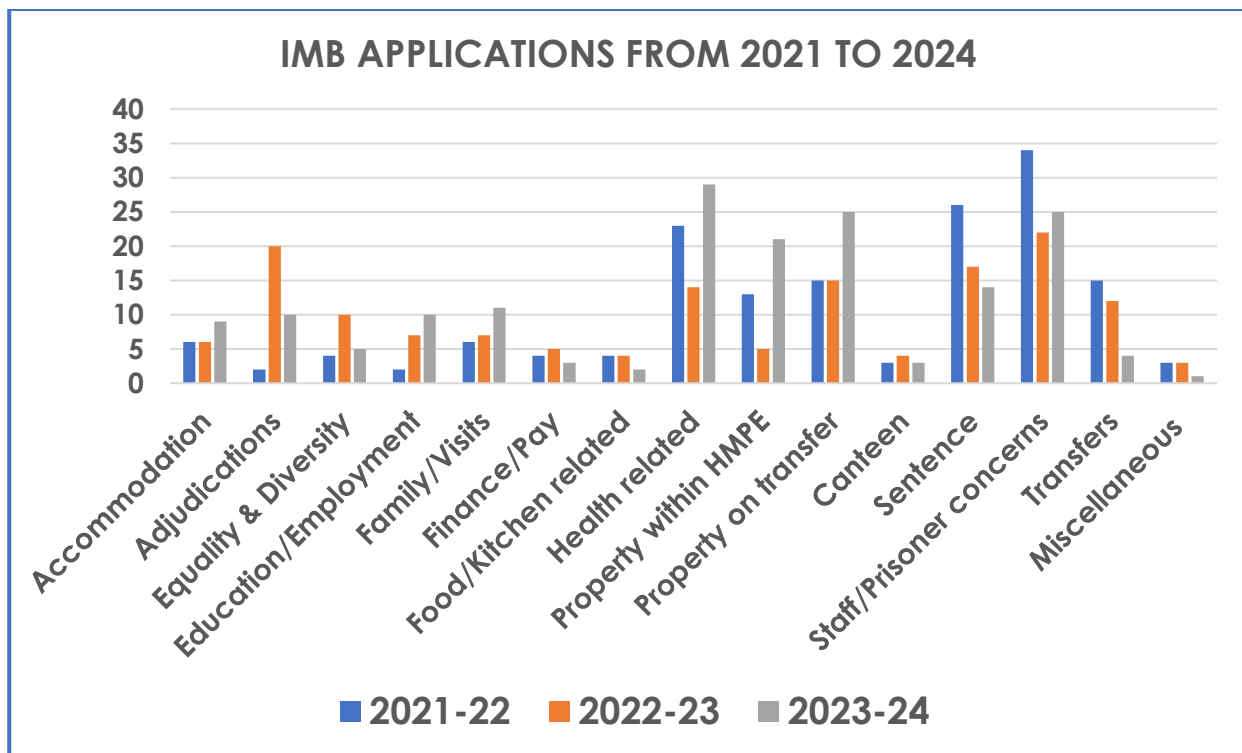
The Board carried out a full year of visits and attended several meetings and training activities as observers. Visits increased to 430 compared with 358 in the last reporting year.

Regular meetings with the Governing Governor provided useful updates on the prison status.

Board statistics

Recommended complement of Board members	13
Number of Board members at the start of the reporting period	8
Number of Board members at the end of the reporting period	13
Total number of visits to the establishment	430

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



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

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	6	9
B	Discipline, including adjudications, incentives scheme, sanctions	20	10
C	Equality	10	5
D	Purposeful activity, including education, work, training, time out of cell	7	10
E1	Letters, visits, telephones, public protection restrictions	7	11
E2	Finance, including pay, private monies, spends	5	3
F	Food and kitchens	4	2
G	Health, including physical, mental, social care	14	29
H1	Property within this establishment	5	21
H2	Property during transfer or in another facility	15	25
H3	Canteen, facility list, catalogue(s)	4	3
I	Sentence management, including home detention curfew (HDC), release on temporary licence (ROTL), parole, release dates, re-categorisation	17	14
J	Staff/prisoner concerns, including bullying	22	25
K	Transfers	12	4
L	Miscellaneous	3	1
	Total number of applications	151	172

Annex A

Service providers

- Maintenance: Gov Facility Services Limited (GFSL)
- Education: Milton Keynes College; Wiltshire Libraries
- Escort contractor: Serco
- Primary healthcare and mental Health: Oxleas NHS Foundation Trust (with support from other providers for the substance misuse programme (Change, Grow, Live), GP services (Dr PA), dentistry (Time for Teeth), podiatry and other services
- Social Care: Wiltshire County Council
- Visitors' centre: Prison Advice and Care Trust (PACT)
- Resettlement support: Catch 22; Reconnect

Annex B

IMB HMP Erlestoke prisoner induction survey



SUMMARY OF SURVEY RESPONSES

Q1 Were you given helpful information about HMP Erlestoke before you came here?		
Yes		3 (33%)
No		4 (45%)
Already knew		2 (22%)
Q2 When you arrived here, how long did you spend in reception?		
Less than 2 hours		6 (67%)
2 hours or more		3 (33%)
Q3 When you were searched in reception, was this done in a respectful way?		
Yes		6 (67%)
Not searched		3 (33%)
Q4 Were you able to bring all your property from your previous prison?		
Yes		6 (67%)
No		3 (33%)
Q5 Overall, how were you treated in reception?		
Very well		7 (78%)
Quite well		2 (22%)
Q6 When you first arrived here, did you have any of the following problems?		
Problems getting phone numbers		2 (22%)
Lost or delayed property		3 (33%)
Drug/alcohol problems (withdrawal)		0 (0%)
Need protection from other prisoners		0 (0%)
Problems getting medication		3 (33%)
Physical health problems		4 (45%)
Feeling depressed		1 (11%)
Other mental health problems		0 (0%)
Q7 Were staff helpful in dealing with any of these problems, and in general?		
Yes		5 (55%)
No		4 (45%)
Q8 Before you were locked up on your first night, were you offered any of the following?		
Nicotine replacement		7 (78%)
Toiletries/other basic items		4 (45%)
Something to eat		7 (78%)
The chance to see healthcare		8 (89%)
The chance to talk to a Listener or Samaritans		6 (67%)
Support from another prisoner (eg insider or buddy)		3 (33%)

SUMMARY OF SURVEY RESPONSES

Q9 On your first night, how clean or dirty was your cell?	
Very clean	0 (0%)
Quite clean	2 (22%)
Quite dirty	1 (11%)
Very dirty	6 (67%)
Q10 Were the following in your cell?	
Shower curtain	1 (11%)
Toilet brush with holder	0 (0%)
Toilet seat and lid	0 (0%)
Curtains	2 (22%)
Window closures	1 (11%)
Q11 Did you feel safe on your first night?	
Yes	9 (100%)
Q12 In your first few days here, did you get?	
Access to the prison canteen	7 (78%)
Numbers put on your PIN phone within 24 hours	9 (89%)
Q13 Have you received a laptop and were you instructed in how to use it?	
Yes	1 (11%)
No	8 (89%)
Q14 As part of your Induction, were you told about?	
Access to education	7 (78%)
Access to employment	6 (67%)
OMU (offender management unit)	5 (55%)
IMB	6 (67%)
Family visits	3 (33%)
Chaplaincy	7 (78%)
Wellbeing/substance misuse	4 (45%)
Regime	1 (11%)
Shannon Trust	6 (67%)
Key working	3 (33%)
Gym	5 (55%)
Debt management	3 (33%)
Library	5 (55%)

Annex C

Achievements in vocational training

Sector	Awarding body	Achievements/awaiting results
Carpentry	City & Guilds	11 Level 1 certificates 7 Level 2 diplomas
Fork-lift truck/warehousing	AITT	56 individual modules 5 certificates
Horticulture	City & Guilds	27 Level 1 certificates 11 Level 2 certificates
Textiles	NCFE	33 Level 1 awards 14 Level 2 certificates
Hospitality/ professional cookery	City & Guilds	17 Level 1 awards 4 Level 1 certificates 5 Level 1 diplomas
Cleaning	NCFE	47 Level 2 certificates
Education/learning support	City & Guilds	17 Level 2/3 awards 2 Level 3 certificates



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