

# **Annual Report of the Independent Monitoring Board at HMP Morton Hall**

**For reporting year  
1 January 2024 to 31 December 2024**

**Published July 2025**

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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**

2.1 Morton Hall has been used for custody and detention for many years. It closed on 23 July 2021 as a Home Office (HO) immigration removal centre (IRC) after some 10 years' operation. It reopened on 24 July 2021 as HMP Morton Hall, a category C prison for adult male foreign national offenders (FNOs) but did not take any prisoners until December 2021, and then in small batches. It was not until mid-2023 that the prison reached its maximum capacity of 353<sup>1</sup>. During 2024 the prison complement has remained usually between 341 and 353, with the exception of the period during summer and autumn of the year when the government instituted an early release scheme and the roll fell to 316 in September, recovering to 351 in November.

2.2 Prisoners live in one of five units: Fry, 80 basic ensuite single cells with ground floor and first floor landings; Windsor, configured as Fry; Torr, 48 single cells with shared toilets and showers on each of two ground floor landings; Sharman, 72 single cells and a disability suite, with shared toilets and showers as Torr; and Johnson, as Sharman but with no disability suite.

2.3 Other than Fry and Windsor, all prisoner facilities are at ground floor level in dispersed buildings accessed through lawned grounds and footpaths. The gardens are tended by prisoners who are assigned to work there and also provide access to outside space during the day when each block has time in open air. Officers line the route to supervise movements. There is a library, multifaith centre, gymnasium, workshops (including one undertaking external commissions), an educational facility and a health centre. Visitors report to a reception centre outside the main gate prior to entering the visits hall.

2.4 Food is prepared in the main kitchen. Prisoners in Windsor and Fry receive pre-ordered hot meals twice daily from a servery on each unit. Those in the other units collect pre-ordered hot food from the main kitchen servery and also eat in their cells, though, strictly, there is an option to eat in the dining hall.

2.5 HMP Morton Hall operates as other category C prisons but has an additional responsibility to the Home Office. Resettlement and release functions are circumscribed by Home Office (immigration) rules, or decisions made by immigration caseworkers. Deportation at the end of sentence or before is a policy outcome. In 2024, 51% of prisoners were deported while 9% left on Home Office bail, their future immigration status undecided, and 12% were transferred, under an IS91, to an IRC (7.3.2). Section 7.5.3 provides further details on resettlement issues.

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<sup>1</sup> 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 levels of self-harm (4.2) are a concern but are largely well managed by prison staff. There are generally low numbers of individuals involved.
- Use of force is relatively rare and is down by 48% from last year (4.4).

##### **Fair and humane treatment**

- Some appliances in the main kitchens are subject to breakdown necessitating the movement of food between refrigerators for safe storage. We are concerned that this is an unsatisfactory solution long term and might lead to food safety issues (5.1.7).
- From the Board's observations, staff and prisoner relationships are generally good and respectful. There is evident compassion and high levels of professionalism from all staff (5.3)
- The role of the prison offender manager (POM) does not seem to be satisfactory for all prisoners (5.3.2).
- There appears to be good awareness and engagement with issues of equality and diversity (5.4)
- We note a rise in the number of prisoners declaring a disability (5.4.6)
- We note the resignation of the managing chaplain in September. A replacement is currently being recruited (5.5)
- The number of complaints is down from 2023, but 12% are not being dealt with in the extended timeframe. This causes resentment among prisoners (5.7).

##### **Health and wellbeing**

- The gym staff and programme, particularly the delivery of the Stoicism course, are excellent in our view (6.5.5).
- The Board has observed good access to healthcare and a there is a dedicated healthcare suite (6.1).
- There has been improvement in access to mental healthcare (6.3)

##### **Progression and resettlement**

- There are an increasing number of courses and opportunities in education, work and vocational training. New leadership is taking this area into some rewarding new territory (7.2).
- The IMB has been concerned during 2024 about the high number of men classed as unemployed or jobseekers (see 7.2.4). We are also concerned about the high numbers who don't attend education and workshops (see 7.2.5). We are aware that new strategies are being deployed to reduce the numbers of absences from activities (7.2.5).
- The Home Office has extended their contact with prisoners in residential units and by phone (7.5.3). We wonder whether the resource could be improved to reduce the time of processing to release (7.3).

## **3.2 Main areas for development**

### ***TO THE MINISTER***

Can the Minister consider how to address the additional impact on the prison resource from the increase in the number of prisoners declaring a disability (5.4.6)? Will this be a priority for increased funding?

Can the Minister please institute a review of the transfer of prisoners' property? An unacceptable amount goes missing in transfer from institutions or takes a long time to reach the new prison (5.8).

Can the Minister please consider how to speed up Home Office processing on the Early Release Scheme and for prisoners beyond their conditional release date (CRD, automatic release point when release is subject to a licence / supervision)? Our view is that this would be a cost-saving measure and reduce the pressure on the prison system (7.3.3-7.3.5).

### ***TO THE PRISON SERVICE***

The transfer of prisoners' property between prisons accounts for 16% of complaints (appendix A). An unacceptable amount goes missing in transfer from institutions or takes a long time to reach the new prison (5.8). Can the service review the entire process and institute targets and a tracing process?

Many of the appliances such as washers and dryers in the smaller units break frequently as, in those locations, only domestic grade machines can be used. Could funding be provided to upgrade the equipment? (5.1.2)

Fridges and freezers (5.1.7) in the kitchens are old and break down frequently (a new walk-in fridge freezer was funded within the 24/25 financial year, but delays caused by Amey projects (the infrastructure provider) prevented this from being installed. However, it has been luck that has prevented lack of capacity leading to deterioration of food, so could the replacement of the other old appliances be considered?

Our communication with the prison personnel is hampered due to the use of two different email systems within the prison service. Can a solution be found (8.1.1)?

The library at HMP Morton Hall, like other prison libraries, is under-resourced in terms of staffing, resulting in unanticipated closures or reduced trolley service. Can the HMPPS consider reviewing the resource for this essential rehabilitative function (7.1.4)?

### ***TO THE GOVERNOR***

Can the Governor please monitor the extent of purposeful activity in the care and separation unit (CSU, for segregating prisoners)? Particularly, the IMB would like to see more books and education materials made available (5.2.1).

The role of the prison offender manager (POM) has featured in a number of our applications (prisoners' written representations to the IMB) this year. Can the Governor please consider how to enhance quality in this area (5.3.2)?

43 out of 169 (25%) complaint responses didn't meet the 1st target date. An extension is permitted if a prisoner is notified with the reason and 23 (14%) were

answered within this time frame. 20 (12%) were not answered in the extended time frame (5.7). Can the Governor ensure that when functional heads receive complaints, they know they are expected to return them within the expected timeframe?

The Bistro is missing an important training opportunity in that allocated prisoners are being under-utilised. Can the Governor address the training that takes place in this venue (7.2)?

### 3.3 Response to last report

Issue raised	Response given	Progress
Many prisoners eligible for the Early Removal Scheme (ERS) do not leave at the earliest opportunity past the ERS date.	Addition of 400 Home Office caseworkers to address this.	The increase in caseworkers has also allowed for a focus on reducing the numbers of foreign national offenders (FNOs) leaving prison on immigration bail.
Why in the face of prison overcrowding, does Morton Hall routinely operate below the 353 roll capacity?	Better tracing of FNOs across the system and transfer efforts of the Governor.	Prison has been at or near capacity most of the year.
Insufficient daily food cost allowance.		This has been increased.
DHL food quality issues.		Much improved.
Request to Governor for increased library staffing.	0.5 FTE post added	Improved service.
Need to reduce jobseekers and unemployed.	New strategies in place.	Monitoring improvements.
Issues about inconsistencies in disciplinary outcomes.	Resolved.	No issues observed this year.

## **Evidence sections 4 – 7**

### **4. Safety**

#### **4.1 Reception and Induction**

4.1.1 New receptions usually arrive in low, single-figure numbers on a weekday basis. They are searched and undergo body scanning and receive initial assessments, including risk and health. New arrivals, if standard CSRA (Cell Share Risk Assessment), are located on the induction landing of Johnson unit which is a communal unit for standard risk prisoners only. If they are a High CSRA they are located on Fry or Windsor unit, both have single cellular accommodation. There are arrivals from other prisons or transfers in from courts. Arrival times are dependent upon the incoming transport. In many cases, prisoners arrive with all their possessions which are reviewed and either released to the prisoner or stored pending final transfer out. In some cases, prisoner's possessions may arrive at a later date. This may happen if the prisoner has a significant quantity of possessions. GEOAmey (the prisoner transport company) policy restricts the amount of property transferred between prisons as there is limited room in the vehicles. The excess property is sent on to the receiving prison at the sending prisons cost. There is inevitably a delay for the arrival of property, dependent on the efficiency of the sending prison.

4.1.2 Prisoner induction commences after arrival and takes place in the Johnson unit. Owing to the continued arrival of prisoners into the facility, the induction occurs on an ongoing, rolling basis.

#### **4.2 Suicide and self-harm, deaths in custody**

There were 66 incidents of self-harm in 2024; this was an increase of 10% from last year's 60. Two prisoners were responsible for a total of 30 of the 66 incidents. There were no incidents of death in custody or suicide. There was one incident when a prisoner had a cardiac arrest, but he was treated effectively with CPR by unit staff and healthcare staff until an ambulance arrived. The prisoner has now returned to the unit. We recognise the superb training and response of the residential team on Windsor Unit.

#### **4.3 Violence and violence reduction, self-isolation**

There were 32 incidents of prisoner-on-prisoner violence in 2024, which represents a 50% reduction on the previous year's 64. There were six assaults on staff in 2024, which was a reduction of 62% from last year (16).

#### **4.4 Use of force**

There were 60 use of force incidents in 2024, down by 43% from the previous year. No batons have been drawn or used during this time. PAVA (an incapacitant spray) was drawn once in April but not activated and drawn or used in one incident in March due to multiple prisoners fighting. The safety team continues to carry out assurance checks on a sample of 10% of use of force incidents each month. 30% of all incidents were due to fights, 30% due to non-compliance, and other reasons include staff assaults, preventing self-harm and relocating to other units. Five out of the incidents were planned, 55 were spontaneous.



## **4.5 Preventing illicit items**

4.5.1 There are a range of measures in place to reduce the supply of illicit items into the prison. Prisoners are searched and the body scanner is effective in detecting secreted items. For example, in December there were nine positive results from 55 scans; in December there were seven from 54 scans. Prisoners' visitors are also searched and pass the search dog before they enter the visits hall. There is close monitoring of visits to prevent the transfer of any illicit items. There are regular premises, grounds and cell checks, including searches by the dogs trained to detect alcohol and drugs. Searches are successful in finding a wide range of items, including improvised weapons and restricted literature. Incoming mail is routinely scanned for illicit substances and parcels are checked by the trained dog. A new, electronic device is being effectively used to detect mobile telephones and internet capable devices. Restrictions were imposed during 2024 on packages being sent to prisoners. This was to bring us in-line with the national incentives policy (to ensure that access to certain items is earned, not automatic, across all prisons). The unauthorised parcels sent in are rejected at the gate. These are now held in the property office until the prisoner leaves HMP Morton Hall.

4.5.2 The substance misuse strategy members meet regularly. Their agreed actions successfully coordinate the work of different areas of the prison, including security, safety and healthcare. Actions are clearly minuted, followed up and evaluated. There is effective sharing of information to secure a whole-prison approach to keeping prisoners safe.

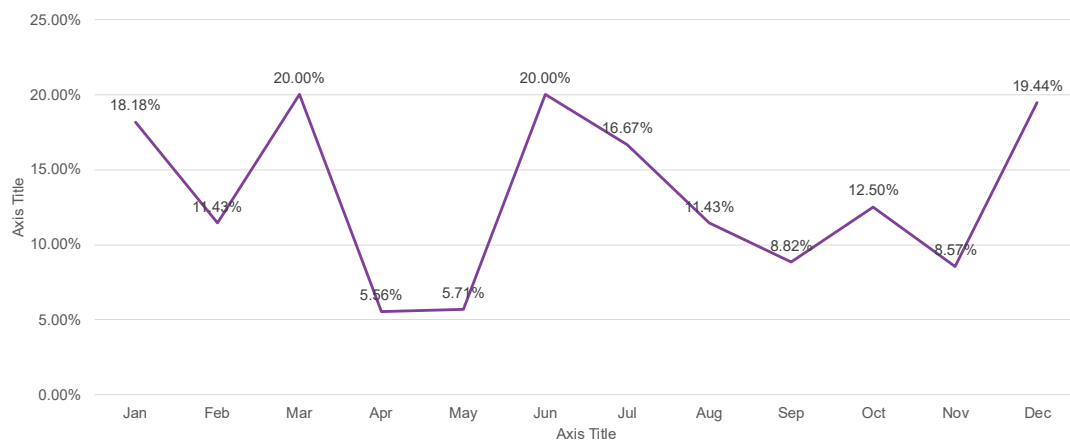
4.5.3 Even with all these measures, illicit items including, telephone-related and drugs paraphernalia continue to enter the prison. Finds of hooch (illegally brewed alcohol) remain regular, even though fruit quantities have been restricted. There is evidence of cannabis, psychoactive substances and vapes laced with spice (a chemical compound that mimics the effects of the active ingredient in cannabis). Mirtazapine (an anti-depressant) is a drug that has been recently found in searches.

4.5.4 The pharmacy carries out regular cell checks to ensure that medication is used as prescribed.

4.5.5 Mandatory drugs tests (MDTs) are both random and suspicion based. Prisoners who refuse tests are placed on report and subject to adjudications (disciplinary hearings), and are also referred to the substance misuse team. During 2024, 462 MDTs were conducted (including random and suspicion-based tests) with 71 positive results. Positive outcomes for tests over 2024 vary from month to month because the numbers of prisoners in the prison are relatively small. As a result, a single, successful conveyance of illicit substances into the prison leads to a

significant increase in positive tests.

### MDT End of 2024



8

Preventing victims by changing lives

Figure 1. Graph showing the percentage of positive tests each month 2024.

4.5.6 The prison has policies in place to ensure that searches and cell checks are decent and respectful.

## **5. Fair and humane treatment**

### **5.1 Accommodation, clothing, food**

5.1.1 The prison supplies clothing although most prisoners wear their own and can purchase them through prison ordering. Cells are of a decent standard. Communal areas are cleaned by prison workers with prisoners responsible for their own rooms. Personal laundry is done by prison workers on each unit.

5.1.2 Torr, Sharman and Johnson currently have domestic-sized washing machines and dryers with frequent breakdowns. The laundry equipment on Fry and Windsor is of a commercial, more heavy-duty standard and is not reported as a problem. Installation of commercial laundry equipment into Torr, Sharman and Johnson would require a facility upgrade.

5.1.3 The main kitchen feels well managed and is clean. The daily budget per prisoner of £3.02 continues to create a challenge, although it was increased from £2.72 last year. Prisoners receive two hot meals plus a pre-packaged basic breakfast. The food quantity is good, but quality is mixed as cheaper foodstuffs and carbohydrates dominate menus. Given the restricted budget, this is unavoidable. There are very few complaints about food and the prison works hard to provide the best meals it can with the budget constraints.

5.1.4 The Board's conversations with prisoners indicate that they are typically satisfied with the quantity and quality of the food compared to their previous prisons. There is a full catering team and a sufficient number of prisoners working in the kitchen, described by the catering manager as 'a happy and reliable workforce'. That is also the opinion of the IMB.

5.1.5 During Ramadan, meals were issued as breakfast and lunch packs with a hot meal consumed after sunset being supplied in a thermos container. Dates, chapatti, naan bread, yoghurt and onion bhaji are supplied. For special diets, including diabetic and vegan, there is no extra funding, with costs expected to be found from the catering budget. There is a concern that meals for other prisoners may not be funded as well, and their quality reduced, because of the extra cost of these diets. There is no extra money for festivals including Christmas and Eid. We recognise the way the catering team has managed to provide food for so many different festivals on a limited budget and their engagement with prisoners who have special dietary requirements.

5.1.6 The relative freedom of movement in Torr, Sharman and Johnson, combined with the food collection system, means some prisoners use their pre-ordered food as ingredients either to make other dishes supplemented by canteen products or to mix and share with other prisoners.

5.1.7 All the kitchen fridges and freezers, except one which is over ten years old, are over 20 years old. They quite often break down. It has been fortunate that staff have been able to move food around but if several broke down together they could pose a risk to food safety.

5.1.8 Prisoners value the opportunities to purchase canteen goods weekly at their own expense to supplement HMP Morton Hall provision, for example, food and toiletries. There was a concern in our last report about price rises, nearly 25% from Sept 2022 to Sept 2023; however, this year there has been no increase in most goods listed (see appendix B). The contract for canteen goods is with DHL. In our 2023 Annual report we were concerned about the quality of fresh food in the summer months, particularly fruit and vegetables. DHL attended the February PRG (Prisoner Representation Group) and gave assurances that the fresh fruit would be picked on Monday ready for delivery that afternoon rather than being packed before the weekend. At the March meeting prisoners confirmed that it had been very positive to raise their concerns directly with DHL. They noted a 'big change'.

5.1.9 There were 12 complaints about canteen deliveries in 2024; 8 were upheld, 6 of these related to not receiving refunds for missing items.

## **5.2 Segregation**

5.2.1 In the Care and Separation Unit (CSU) there is little to occupy prisoners during the day. Television is allowed after 4pm. But on many monitoring visits, men were in bed asleep. They also have time in open air and regular showers. Nevertheless, there seem to be little purposeful activity, few library visits and little educational material provided. The IMB has commented several times on the lack of purposeful activity, and so we welcomed a new care and separation policy in October 2024. This included the publication of a weekly regime. It also recognised the role of IMB monitoring and directs staff to inform IMB of new movements to CSU and inform rota members about segregation reviews. We are satisfied that prisoners receive daily visits from healthcare and from chaplains, but we wish to pay further attention to the consistent delivery of the enrichment activities scheduled for most afternoons with the Lincolnshire Action Trust (a charity that works within the criminal justice system), the Home Office and education

5.2.2 The IMB attended 17 sessions and 19 good order or discipline (GOoD reviews, where the prison determines if the prisoner should remain segregated) this year. The IMB agreed that they were fair and consistent in terms of sanctions. The IMB is informed of the movement of prisoners to the CSU and of GOoD reviews taking place in the daily briefing, both by email. The schedule is confirmed at the Governor's morning meeting where we are also informed of any adjudications taking place.

5.2.3 In 2024 there were 64 locations to the CSU pending adjudication, an increase of 45% on 2023. Location in the CSU for cellular confinement increased by 25% from 60 locations in 2023 to 80 in 2024. Figures for prisoners located in the CSU for GOoD were 37 in 2024, a decrease of 14% from 2023.

## **5.3 Staff and prisoner relationships, key workers**

5.3.1 A hallmark of HMP Morton Hall is the way in which governors encourage a rehabilitative approach, and officers respond through supportive actions in their dealings with prisoners. Informal comments from prisoners indicate that prisoners compare the regime at Morton Hall favourably with other prisons they have experienced.

5.3.2 There are relatively few complaints about officers and only six applications out of 100 were staff-prisoner concerns. The key worker programme has received special emphasis this year, especially on improving the quality of sessions. However, we note that there has been an increase in the number of applications which raise sentence management (20%), and these often indicate dissatisfaction with the role of the prison offender manager (POM) (see annex A).

5.3.3 The day after arrival, the offender management unit (OMU) will allocate a prisoner to a key worker who is able to support the prisoner and act as a source of information, including being able to refer a prisoner to the correct agency to meet their needs. Keyworker officers work one-to-one with prisoners and aim to meet at least once per month, with the first meeting taking place within 14 days of arrival. Younger prisoners have a specially designated keyworker, and the aim is to meet at least three times per month. Young prisoner keyworkers receive specific guidance and support from the safer custody team. The sessions are allocated 45 minutes, which incorporates planning, writing up and face-to-face delivery. The aim is to make the support individualised and for the sessions to demonstrate continuity from the previous one. Prisoners may submit an application to change their keyworker if they feel they have good reason. This happens rarely.

5.3.4 6505 keyworker sessions took place in 2024 - an average of 542 per month. This amounts to more than the prison's stated commitment of one session per prisoner per month.

5.3.5 Priorities for keyworker sessions in 2025 are to ensure that prisoners are seen within their first 14 days and within 14 days prior to their release. Managers wish to continue to upskill staff and drive improvements in quality. Quality is scored out of four on subjective measures of: a record that a genuine piece of work took place; individual needs were explored and addressed; there is evidence of continuity between sessions in terms of picking up themes and issues from the previous session.

## **5.4 Equality and diversity**

5.4.1 The prison management take equality and diversity very seriously with frequent meetings, an issues log and an action plan. There is good prisoner engagement as they are part of the various meetings and freely comment upon equality and diversity issues and concerns. There are honest conversations with prisoners and staff to enhance understanding of the various cultures. The prison celebrates a number of religious festivals, cultural and secular days. The gym staff run very successful Stoicism courses which encourage prisoners to reflect on their behaviour and take responsibility for their actions. There is a very low diversity incident report form (DIRF) submission. Most are about prisoner-on-prisoner race and gender issues, with some from staff regarding cultural issues, racism and inappropriate comments from the prisoners. The Board has observed the DIRFs to be thoroughly investigated and, where necessary, additional training can be given and appropriate action taken. The prison reception staff are now recording protected and non-protected characteristics (where declared), the language spoken and the level of written and spoken English, which helps the education staff select the most appropriate courses and learning for the prisoners. The prison is part of a new enhanced translation pilot scheme which is important for general communications with staff, the mental well-being of the prisoners and to ensure they understand the

adjudication process where appropriate. Data on age, ethnicity, nationality and religion is routinely mapped against aspects of the prison regime, and the statistics interrogated to identify any patterns and issues (see 5.4.3 below).

5.4.2 Around 45% of prisoners are under the age of 30 and 75% are under 40. Over the year, there has been a decrease in prisoners under 25. However, the immaturity levels of some under 25-year-olds is apparent and the prison has a plan of mitigation through mentoring by older prisoners, the Stoicism programme, education and gainful employment. Younger prisoners tend to be located in the two closed units due to their behaviour, intelligence-led issues, adjudications and in the Care and Separation Unit (CSU) and, therefore, more likely to be on the basic regime (the lowest level of the incentives scheme, a system of earned privileges to encourage good behaviour) and available to work in low-risk areas only. However, 60% of the prisoners are available to work in all areas - an increase over the previous year. Young person keyworkers have had training in specific areas such as neurodiversity, mental health and some psychology training to help understand the needs of the younger population and work more closely with them to improve outcomes.

5.4.3 Around 40% of prisoners are white, 25% are black and 15% are of Asian ethnicity. Over the year, there has been a decrease in the number of white prisoners, mainly due to an outflow of Albanian prisoners, and an increase of black prisoners. Around 75% of black prisoners are aged under 30 against 60% of white prisoners. Black prisoners are overrepresented in closed units and on the basic regime but also overrepresented on the standard regime. Black prisoners are overrepresented on proven adjudications and are more likely to be identified as perpetrators for fights and illicit items. Use of force remains low for all categories of prisoners. The regional psychology team have begun a project to look at the racial disparity that is being reported for use of force, but also in other areas of over or under representation.

5.4.4 Around 45% of prisoners are Christian, with 40% being Muslim. The number of Muslim prisoners has decreased over the year, mainly as a result of the outflow of Albanian inmates. Some 6% of prisoners are Hindu, with 2% Jewish and Sikh and 1% Buddhist. Overall, there are no issues observed by the Board over religion within the prison.

5.4.5 There are some 64 different nationalities within the prison with around 5% of prisoners being single country representatives and around 9% of nationalities represented by five or fewer prisoners. In terms of nationalities, the following is an average across the year of the top 12:

Nationality	Percentage
Albanian	16%
Polish	9%
Romanian	7%
Indian, Iraqi and Jamaican (per country)	4%
Dutch, Iranian, Lithuanian, Portuguese, Vietnamese, Zimbabwean (per country)	3%

Table 1. Table showing percentage of top 12 nationalities in HMP Morton Hall 2024.

5.4.6 Some 22% of prisoners have declared a disability. This is an increase on last year, where 10% declared a disability. Of those declaring a disability, some 8%

declared a mental health issue, 50% a learning disability and 12% a visual, hearing or physical impairment. The trend is for a greater number of prisoners declaring a neurodiversity issue. This undoubtedly places extra pressure on prison staff, the healthcare centre and education for the necessary support and care. It is suspected by the Board that the increase is due to the prison authorities starting to ask disability questions when the prisoner arrives and as part of the induction.

5.4.7 Some 7% of prisoners are declared LGBTQ+ or have refused to disclose their sexuality. Although there are no known transgender prisoners, the prison management has improved its knowledge of transgender issues and are putting in place processes and education should transgender prisoners be received.

## 5.5 Faith and pastoral support

5.5.1 The chaplaincy team held services throughout 2024 for the most represented faiths. Weekly services were held for Muslims, and for three Christian denominations: Roman Catholic, Protestant and Orthodox. Jehovah's Witnesses also held a weekly meeting. The Buddhist chaplain visits fortnightly. The Sikh Chaplain spends one day per week in the prison. He holds services for Sikhs and supports Hindus as there is no Hindu chaplain. There was a full-time and part-time Imam ensuring good provision for Muslims. The Orthodox priest works part time.

5.5.2 There had been no Managing Chaplain in 2023 but in January 2024 a new chaplain was appointed. He took most Protestant services in 2024 but resigned in November. Since he resigned, the Orthodox Chaplain has overseen the Christian provision. Chaplaincy volunteers take most of the Protestant Sunday services, with volunteers going in from the Newark Churches. It is a concern that again there is currently no Managing Chaplain, although the process is in place to recruit as quickly as possible.

5.5.3 There are weekly Islamic and Bible studies. The Sikh Chaplain holds a weekly evening music group in the multi-faith room open to all men.

5.5.4. Chaplains support prisoners throughout bereavement. All the Chaplains support prisoners on assessment, care in custody and teamwork documents (ACCTs, used to support prisoners who are at risk of self-harm and suicide) and those in the CSU. They provide pastoral care to men who request it.

## 5.6 Incentives schemes

5.6.1 Typically, just over half the prisoners are on enhanced status, and almost another half on standard, with a handful of prisoners on basic. These numbers are very similar to the 2023 data.

The following data has been provided, averaged over each quarter in 2024:

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>Enhanced</b>	<b>59%</b>	<b>56%</b>	<b>52%</b>	<b>49%</b>
<b>Standard</b>	<b>37%</b>	<b>41%</b>	<b>43%</b>	<b>46%</b>
<b>Basic</b>	<b>4%</b>	<b>3%</b>	<b>5%</b>	<b>5%</b>

Table 2. Table showing percentage of prisoners according to status category.

Numbers in each category on specific dates are not available as the daily records are not retained. However, this situation is being rectified for future reporting.

## **5.7 Complaints**

5.7.1 Detailed complaints data is sent monthly to the IMB, including a short description of each complaint. Appendix C shows 2024 data. The number of complaints was much lower in 2024 (169) compared with 2023 (319). There has been a change in dealing with complaints in that staff, particularly residential staff, deal with and resolve issues informally before they proceed to formal complaint. Of the 169 complaints made, 38 were upheld, with the highest number upheld relating to canteen (7), residential (7) and recategorisation (5). There were also 21 partially upheld.

5.7.2 The five highest categories of complaints were residential (26), property (26), re-categorisation (21) staff (21) and canteen (13) (appendix C). This mirrors the pattern of applications to the IMB where 26% concerned property, principally transfer of property during moves from other prisons.

5.7.3 43 complaints (25%) were not answered in the target time frame of five working days for all complaints, except those about staff and other prisons, which are 10 working days. However, an extension is permitted if the prisoner is notified, 23 (14%) of these met the extended target date 20 (12%) did not. The IMB is concerned that the figure relating to not meeting the target date is too high.

5.7.4 IMB members sample individual complaint files during the year to check for quality of replies. Replies are of a good standard; appeals against complaint responses invariably receive fuller consideration and detailed replies explaining decisions. When a complaint is upheld, staff make sure that the actions agreed are carried out.

## **5.8 Property**

5.8.1 On arrival, prisoners are shown a list of property they are allowed to have in their cells. Other property is held securely, and a detailed inventory maintained. Property brought into a prison should be returned when a prisoner leaves.

5.8.2 Prisoners can order items from a catalogue, and parcels arrive in reception. Prisoners are escorted to collect these items.

5.8.3 There were some issues relating to property in 2023 and this continued in 2024. 26 complaints were made about property and whilst only six of these were upheld or partially upheld, the IMB also receives a high number of applications about property (26%, see above 5.7.2):

- There are problems with transfer of property from other prisons and property is lost (16 out of 100 applications to the IMB in 2024)
- Property has gone missing from their stored items which were listed on arrival (10 out of 100 applications to the IMB in 2024).
- Men ask to be taken to reception to swap or collect items. A request is only not granted if the items received are not allowed in possession or there are delays.



## **6. Health and wellbeing**

### **6.1 Healthcare general**

6.1.1 Healthcare is provided under contract from Nottingham Healthcare NHS Foundation Trust as a seven-day, 24 hour service, with the range of primary care services normally expected in the community. These are supplemented by specialist nurse-led clinics (nurse triage, long-term condition management, emergency response, and health screening for alcohol and addiction, diabetic retinopathy and bowel conditions) and by visiting sessions from specialist psychiatry, optical services, podiatry and dentistry. All of these clinics continue to be well attended. In 2024, additional dental clinics are in place to address the waiting list. This has been agreed until the end of the year and will then be reviewed. Physiotherapy clinics commenced in 2023. NHS England commissioned additional sessions to be delivered to reduce the dental waiting list in February 2025 and agreed to increase the dental sessions by one additional session per week (to a total of three sessions per week) to meet increased need from 1<sup>st</sup> April 2025.

6.1.2 The healthcare service considers that because of the generally young age of the population, prisoners tend to be relatively healthy. The ground-floor level facilities are suitable for prisoners with mobility problems, including wheelchair use. Healthcare reports that there are no prisoners with mobility issues and the number of prisoners with long term conditions remains low.

6.1.3 An NHS England Care Quality visit took place on 31 October 2024, and overall, some very positive suggestions were made. No immediate actions were required.

### **6.2 Physical healthcare**

6.2.1 Prisoners are seen on arrival by a nurse for healthcare screening to include an assessment of physical health, substance abuse, prescribed medication, and any planned hospital appointments and care. Follow-up referrals are also determined.

### **6.3 Mental health**

6.3.1 This is included in healthcare screening on arrival, with referrals made as necessary to the mental health team. The mental health team carries the most vacancies; the caseload is managed by a clinical matron with on-site support from a visiting psychiatrist who also offers advice by email.

6.3.2 Since last year, the staffing situation in the mental health team has improved significantly. There are three regular committed agency nurses providing cover with the support of substantive staff from HMP North Sea camp and a psychiatrist who is on site for one full day each week. There has been a successful recruitment to the clinical matron post. An experienced senior mental health nurse will be joining the team from 8 January 2025, and recruitment remains ongoing. There is also a visiting therapist each week who facilitates psychological interventions for trauma.

6.3.3 There is currently an advertisement out for neurodiversity nurse, currently being covered by a visiting nurse one day per week.

### **6.4 Social care**

Social care for prisoners has not been required at Morton Hall in 2024.

## **6.5 Time out of cell, regime**

6.5.1 During the year, the core day has been amended several times to achieve a better balance for prisoners and officers. On average, the prisoners are out of their cells for 11 hours a day during weekdays and around nine hours at the weekend and on bank holidays. This also allows time for prisoner domestics, physical and sporting activities, attendance at healthcare and association. On average, Monday to Thursday, there are around 2.5 hours in the morning and 2.25 hours in the afternoon for education and work-related activities, and around 2.5 hours on a Friday morning.

6.5.2 Where prisoners are sick, retired or disabled, their cell doors remain unlocked during the 'working day' but not for those prisoners who are not working or refuse to work where their cell doors remain locked. Prisoners who report sick for work do remain locked in their cells.

6.5.3 The Governors have felt during the year that absence levels from work and activities have been too high. This will be addressed in 2025 by a new Rest in Cell Policy, which will curtail the entitlement to self-certification and limit the extent of other activities permissible during periods of illness.

6.5.4 Each day, Monday to Thursday, there is an enrichment hour in the late afternoon before the dinner meal and on Friday afternoons. There is time set aside for prisoners to attend religious services. Overall, there has been a positive response from prisoners and staff alike to the core day regime and this has helped to give the prison a very settled feeling.

6.5.5 The gymnasium is a popular activity for prisoners. It is well equipped, and the staff are commendably committed to prisoners' welfare and progression.

## **6.6 Drug and alcohol rehabilitation**

6.6.1 The substance misuse team comprises a manager, a senior substance misuse nurse and two practitioners. They carry out a range of work including assessments, and one-to-one working. There are regular group work sessions, usually about eight sessions per month.

6.6.2 This year, staff volunteers have been trained to administer naloxone to save lives in the event of overdoses from opioids. There are first responders on all units. In December there were two incidents where naloxone was used one by healthcare staff (injectable) one by operational staff (nasal).

## **6.7 Soft skills**

6.6.1 Prisoners are supported to develop soft skills including: working as team; managing conflict; reliability; cooperation and communication through their work around the prison and education classes. Prisoners who attended the Stoicism philosophy programme (see paragraph 5.4.1 above) have told IMB members how it has helped to develop critical thinking and to make better decisions. A peer support programme and listeners are in place.

## **7. Progression and resettlement**

### **7.1 Education, library**

7.1.1 There is a dedicated education facility located in the activities area, run under contract by People Plus. This contract provides a range of courses including English for speakers of other languages (ESOL), mathematics, English, art, barbering, CSCS (construction site safety), peer mentoring, citizenship, cleaning and budgeting.

7.1.2 All prisoners are assessed as part of their induction and have digital Personal Learning Plans in place. These record learning needs, including adjustments for LDD (Learning Difficulties and Disabilities) and neurodiversity. Support for these learners has been observed to be effective. They achieve in line with or above other learners. Provision is provided by recently appointed reading and neurodiversity specialists.

7.1.3 Prisoner responses to surveys about their satisfaction with education (April – June 24) are positive. 98 out of 102 learners reported they enjoyed attending and 88 said courses were challenging but manageable. However, prisoners' views about how information technology (IT) skills have developed through classes do not show the same high satisfaction levels. This is partly because of failures in equipment. An IT refresh is ongoing and should be completed in February 2025. A web design course is also planned.

7.1.4 Improving attendance at education has been and continues to be a priority. Changes to the 'Rest in Cell' policy have resulted in some improvements but increasing attendance and the uptake of education classes remains a high priority. This work will be supported by the changes planned for next year. These include a review of the pay policy so that pay for education is increased and there are bonus payments for high attendance and engagement.

7.1.5 Almost all prisoners engage well during sessions. They treat staff and each other with respect. Prisoners are proud to share and explain their learning. Art students have produced a range of 2D and 3D work for exhibitions in the City of Lincoln, incidentally facilitated by an IMB member.

7.1.6 The newly appointed Head of Education, Work and Skills is leading a comprehensive review of educational provision. Work has begun with: a review of the curriculum, a sharper focus on ensuring progression, more accredited courses, providing courses which are directly linked to work opportunities in prisoner destinations, more systematic work to develop vocabulary and reading in workshops, increasing ESOL provision, the introduction of musical activity, greater opportunities for higher education and developing links with the University of Lincoln to offer an accredited arts course, closer working with People Plus to quality assure learning, and a focus on upskilling instructors.

7.1.7 The library is managed under contract and delivered by Greenwich Leisure Limited. The librarian is able to source foreign language books and compact discs (CDs). There is difficulty accessing music CDs from some countries. This can lead to prisoner complaints. The library continues to follow the "Storybook Dads" initiative. Fathers can make electronic recordings of stories for their children. There is also a selection of easy-reading books and reading support from the Shannon Trust. Adult talking books are also available. The library offers books on legal subjects in hard

copy and online. Prisoners may use three computers under supervision. There is cross networking from People Plus and there is a book club. The library is a popular and valued service with one full-time member of staff and one day a week support from a part-time librarian. When the member of staff is not available, the library is closed, and a limited trolley service operates. This is run by 'red band' orderlies (trusted prisoners with extra responsibilities). The closures occur when the librarian is training, on holiday, in meetings or on sick leave. This results in many days a year when the library is unavailable to prisoners.

## **7.2 Vocational training, work**

7.2.1 The range of work and training opportunities has seen some additions and some discontinuations this year. The lobster pots construction workshop was in operation until summer of 2024 but was discontinued due to falling orders and non-payment for orders completed. A new workshop came into operation in 2024: Making an Entrance, mat making. Painting and decorating has been replaced by a multi-skills workshop which includes bricklaying and plastering. The following skills continue: Christmas wreath making; kitchen skills training in the staff bistro; refuse recycling; horticulture skills in the grounds, gardens and polytunnels; barbering; woodworking; dismantling Covid-19 testing kits for recycling. Other work available includes peer mentoring roles and unit-based work as cleaners and laundry workers. A new workshop which involves sewing and finishing towels is due to start in early 2025.

7.2.2 We are encouraged to learn that many of these skills-based placements are to be accredited up to diploma level in a move away from commercial contracts and towards increasing the accreditation of 70% of courses to diploma level in the future. In addition, education courses offered are English for Speakers of Other Languages (ESOL), mathematics, and self-employment. Future plans include music provision and digital skills. There have been 610 certificates awarded in education and skills courses with an almost 100% success rate of those taking the courses.

7.2.3 While there is a plan to ensure every prisoner can be allocated a work role or be engaged in education, we continue to be concerned that there is insufficient work content in some of them. There appear to be areas where there are more workers than there is work. For example, there were seven prisoners working in the staff bistro and there seemed to be under-utilisation of their capacity with the tutor doing most of the cooking. This state of affairs undermines a potentially valuable training opportunity. Cleaning in some areas also seems to have more workers than necessary to fulfil the duties.

7.2.4 Allocation to education is dependent on what courses or classes are applied for and is subject to appropriate vacancies in classes. For pre-entry learners, allocation to ESOL can take several months, subject to classroom churn, but if there is a wait, then these learners can be placed in art or multiskills, subject to any prior learning and / or release dates. Both of these courses are currently 95 Guided Learning Hours (GLH), which approximately equates to 18 days in study, so any credits less than that would preclude allocation. Construction Skills Certificate Scheme (CSCS) and hairdressing are highly popular courses, but both have higher minimum requirements of English prior to allocation.

7.2.5 In addition, we are still concerned about an issue raised in 2023 that a high percentage of prisoners are not in work or education. Too many remain as job

seekers or are unemployed (and not seeking work). We understand that there can be problems placing some prisoners in jobs because of their risk factor; for example, only low risk prisoners can work in the kitchen and bistro. HMP Morton Hall had 100% purposeful activity spaces in early 2024; however, due to a reduction in Unit Workers and loss of industry spaces mid-2024, the prison operates around 90% purposeful activity spaces. Nevertheless, as table 3 shows, there is still a very high number out of work.

Month	Jobseekers average	Unemployed average
Feb-25	20.4	21
Jan-25	31.6	29.8
Dec-24	29.2	27.8
Nov-24	16.4	28.6
Oct-24	14.8	28.4
Sep-24	18.6	34.2
Aug-24	34.8	27.2
Jul-24	22.8	25.8
Jun-24	29.2	14.6
May-24	21.4	18.6
Apr-24	17.4	21.2

Table 3. Table showing monthly statistics for jobseekers and unemployed 2024-2025

7.2.5 Also of concern are the number of absences from workshops. Inevitably there are occasions when a prisoner is absent from education or work; sometimes this is due to visits, on other occasions it may be due to illness. The Governor has sought to address excessive absences by instituting a 'rest in cell' policy from February 2025 whereby any prisoner absenting himself due to illness is no longer allowed to participate in other enrichment activities such as gym sessions.

Year to Date Data								Non-Attend v Allocated
	Planned	Allocated	Attended	Not Attended	Planned v Allocated	Attended v Planned	Attended v Allocated	
APRIL	2178	1872	1388	484	85.95%	63.73%	74.15%	25.85%
MAY	2692	1941	1427	514	72.10%	53.01%	73.52%	26.48%
JUNE	2656	1961	1476	485	73.83%	55.57%	75.27%	24.73%
JULY	2832	2206	1557	649	77.90%	54.98%	70.58%	29.42%
AUGUST	2388	1861	1342	519	77.93%	56.20%	72.11%	27.89%
SEPTEMBER	2714	2012	1528	484	74.13%	56.30%	75.94%	24.06%
OCTOBER	3388	2213	1722	491	65.32%	50.83%	77.81%	22.19%
NOVEMBER	2966	2362	1627	735	79.64%	54.86%	68.88%	31.12%
DECEMBER	2492	1905	1452	453	76.44%	58.27%	76.22%	23.78%
JANUARY	2661	2025	1525	500	76.10%	57.31%	75.31%	24.69%
FEBRUARY	2806	2123	1564	559	75.66%	55.74%	73.67%	26.33%

Table 4. Table showing monthly allocations to activities and attendance data.

7.2.6 Prisoners have raised (Safer Prisons Meeting 21/02/24) that it is important to reduce gaps between courses to avoid prisoners losing ground educationally and psychologically.

### 7.3 Offender management, progression

7.3.1 Prisoners at HMP Morton Hall typically have between three and 36 months of their sentence to serve, are of category C status, and of interest to the Home Office (HO).

7.3.2 The work of the offender management unit (OMU) takes account of HO interest in prisoners and the outcomes for them, including when and to where they can be released. For example, while, as with other category C prisons, there are formal categorisation reviews, HO requirements dominate, so that of 539 reviews, 48 prisoners transferred to category D (January – December 2024). It is worthy to note that, expressed as percentages, the recategorisation of prisoners has, since the last annual report, risen from around 4% of those reviewed to 9%. The table below shows the other destinations of prisoners and the continued small number leaving on home detention curfew (HDC) is notable - there is either a statutory bar or the HO identifies them as 'presumed unsuitable'. Release on temporary licence (ROTL) is not offered. Most that are assessed as ineligible for HDC is as a result of their immigration status with some being statutory ineligible due to their offence/sentence.

	No of prisoners	HDC	Release	Deported **	HO Bail	IS91 Transfers
2022	234	1 (<1%*)	6 (3%)	108 (46%)	36 (16%)	26 (11%)
2023	535	2 (<1%)	20 (3%)	192 (53%)	53 (10%)	186 (35%)
2024	767	4 (<1%)	7 (<1%*)	386 (51%)	69 (9%)	92 (12%)

\*percentages rounded \*\* includes some prisoners who move to an immigration removal centre (IRC).

Table 5. Table showing destinations of prisoner upon release.

The balance of the movements out from Morton Hall includes transfer to court, other prisons /secure units and CRD releases.

7.3.3 The early release scheme (ERS) allows prisoners to be deported up to 18 months before their conditional release date (CRD). However, prisoners commonly transfer in having passed their ERS date, being held in prison when earlier HO processing of their cases would mean earlier deportation, a reduced prison population and lower cost overall. Morton Hall uses a nine-month performance measure (arising from the original nine-month ERS entitlement scheme). The 2024 full year data shows that 248 prisoners had been deported more than nine months after the ERS date. A summary performance table produced by OMU for December 2024 illustrates this:

When in ERS window deported in 2024		
Period	Narrative	No of Prisoners
Past ERS	Missed opportunity	248
7 - 9 months	Poor	16
4 - 6 months	Satisfactory	51
1 - 3 months	Good	149
ERS - 1 month	Excellent	120

Table 6. Table showing destinations of prisoner upon release.

These data show a relative increase compared with 2023 in the number of prisoners who were deported in the period ERS to ERS + 3 months, i.e. the categories 'Good' and 'Excellent' as described by the narrative.

7.3.4 Prisoners who have reached their CRD but cannot be released for Home Office reasons are detained under Immigration Act powers, under rule IS91; they may agree to conform to Morton Hall rules and remain there or be transferred to a reception prison. In 2023 186 prisoners received an IS91 and were transferred to an IRC, an average of 16 per month. In 2024, only 92 received an IS91 and were transferred to an IRC, an average of 8 per month, a measurable reduction from the 2023 figures.

7.3.5 It is noticeable that of the applications made to the IMB (appendix 5) 35% are about sentence management, typically HDC, immigration and recategorisation. This is slightly down on the percentage in 2023 but not significantly so. Our conversations with prisoners reveal their frustrations with these issues. We speculate that with the increase in ERS to 18 months these frustrations will continue or increase unless changes are made to ensure faster processing. Categorisation reviews and HDC assessments are carried out within the timeframes set out in the policy, but at the timing of ERS removals are outside the control of HMP Morton Hall, including the on-site Home Office team.

## 7.4 Family contact

7.4.1 Prisoners can make phone calls to approved numbers on in-cell telephones. Social video calls are also an important and valued way of maintaining family links. These last for 30 minutes. The email-a-prisoner scheme is also available.

7.4.2 Visits are overseen by prison officers and operational support grades at Morton Hall. All prisoners are entitled to one visit every 14 days and may be entitled to privilege visiting orders under the Incentives Policy. Visits last for two hours. Lincolnshire Action Trust (LAT) provides play activities for visiting children. The visits area is a pleasant environment. Goodie bags with refreshments are available for purchase. LAT arrange a family visits day every month. This is well attended and received well by prisoners and their families.

## **7.5 Resettlement planning**

7.5.1 Resettlement services are provided by LAT and there are also specialist officers to support foreign national offenders, who advise on the preparation for release model. The meeting is chaired by the foreign national lead. 16 weeks prior to their Early Removal Scheme (ERS) date, prisoners meet with LAT to begin assessing their needs for resettlement. This is followed by a pre-release meeting six weeks prior to ERS attended by LAT, the prisoner's keyworker, POM, Learning and Skills and a Home Office representative. The prisoner is then provided with a plan for either deportation, holding in an Immigration Removal Centre or resettlement in the UK. Prisoners are seen 48 hours prior to release for a final offer of advice and support.

7.5.2 The OMU reported at the IMB Board meeting in August that prisons for foreign national offenders are not funded for offender behaviour programmes. We regard this as a regrettable omission. The role of the POM, responsible for overseeing the sentence plan, may not deliver all of the content. The prison contracts with outside agencies and so the POM role often functions as a supporting officer.

7.5.3 The Home Office has extended opportunities for prisoners to contact them with issues regarding removal from UK, reintegration in the UK or asylum claims. These sessions take place in residential units between 8am and 9am and there is also a phone helpline between 11.30am and 1.30pm daily. Home Office attend pre-release resettlement planning meetings. There is no deportation to countries which the Home Office judge to be unsafe; currently, these include Iran, Syria, Iraq, Ukraine, and Afghanistan. The Home Office also has reintegration agreements with charities and other organisations in a number of countries which ensure the prisoner is met at the airport and there is help with finding accommodation and employment. Countries covered under these agreements are: Albania, Bangladesh, Ethiopia, Ghana, India, Iraq, Jamaica, Pakistan, Vietnam and Zimbabwe. Prisoners may apply for a grant of £1,500 from the Facilitative Return Scheme. Eligibility depends on the nature of the crime committed by the individual.



## 8. The work of the IMB

### 8.1 Communicating between Board members

8.1.1 All Board members use the Ministry of Justice CJSM email system. We receive the Morton Hall daily briefing on this system. Unfortunately, most of the prison staff have justice.gov.uk email addresses. This presents two problems: the most significant being the email addresses of key personnel are not searchable on CJSM and the second issue is that although emailing justice.gov.uk addresses from CJSM works (it automatically adds the cjsm.net suffix to the address), we cannot receive emails on CJSM sent to our justice.gov.uk addresses. These are only accessible to us when on a secure system. These two points hamper our communication with prison staff and it would be helpful if there were a solution.

8.1.2 Board members also have a WhatsApp group for rapid communications around rota duties or reporting issues for the next member on duty to follow up.

8.1.3 The Board is facilitated and well supported in all its work by a clerk. We are grateful for her extraordinary commitment and expertise.

### 8.2 Personnel changes and recruitment

This year saw the retirement of two members who had both served the IMB for many years. Their departure represents a loss to both capacity and expertise. We also have one member on sabbatical who hopes to return in the autumn, and one new member who has successfully completed induction and training. We hope that a recruitment campaign and IMB national and local levels will result in new members coming forward.

#### Board statistics

Recommended complement of Board members	11
Number of Board members at the start of the reporting period	7
Number of Board members at the end of the reporting period	6 (1 on sabbatical)
Total number of visits to the establishment	272 includes rota visits and meetings

## Appendix A: IMB Applications to IMB Morton Hall

Code	Subject	2022-2023 Previous year	2023-2024 Current year
A	Accommodation including laundry, clothing and ablutions	7	2
B1	Discipline including adjudications, incentives schemes and sanctions	8	1
B2	Segregation	1	0
C	Equality and diversity	4	2
D1	Purposeful activity including education, work, training, library, regime and time out of cell	6	2
D2	Incentives and earned privileges	1	0
E1	Letters, visits, telephone, public protection and restrictions	1	1
E2	Resettlement	1	0
E3	Mail	1	3
E4	Pin phones	2	0
F	Food and kitchens	0	8
G	Health including physical, mental and social care	8	7
H1	Property related to previous prison	17	16
H2	Property related to Morton Hall	5	10
H3	Canteen, facility list and catalogues	4	3
I1	Sentence management including HDC, ROTL, parole and release dates	15	20
I3	Sentence related - immigration	19	12
I4	Sentence related – re-categorisation	16	3
J	Staff/prisoner concerns including bullying	4	6
K	Transfers	0	0
L	Miscellaneous including complaints	16	4
	<b>Total number of applications</b>	136	100

### Notes:

- There has been a reduction of around 30% in the number of applications over this reporting year despite the prison having more prisoners on average than last year. This, in part, can be attributed to a more settled prison regime and the care and attention paid to prisoners by officers and staff to resolve issues
- The increase in applications for food and kitchens is almost all attributed to one prisoner who made multiple applications regarding the quality and availability of vegetarian food options
- Once again, property is the major issue for applications at 26%
- Applications concerning sentence management is second highest at 20% where a number of prisoners have been critical of the level of service provided by POMs throughout the year

### **Appendix B: Cost of canteen items**

<b>Item Ranked by most ordered</b>	<b>Price 7/1/24</b>	<b>Price 12/1/25</b>
Vape tobacco18mg	2.89	2.89
Vape menthol 18mg	2.89	2.89
250ml ES energy drink	0.59	0.59
Eggs	1.85	1.85
Bananas	0.89	0.89
Still water Large	1.09	0.99
Basmati rice	1.69	1.69
Vidal assorted lollies	NA	0.06
ES Sugar free energy	0.59	0.59
Mackerel in oil	2.25	2.25
Garlic	0.20	0.25
Tuna Chunks	1.59 J West	1.19 JK
Instant Noodle Curry	0.35	0.35
Instant Noodle Beef	0.35	0.35
Nescafe 1 cup	0.14	0.14
Pepsi Max can	0.65	0.65
Baked Beans	0.69	0.69
Chopped tomatoes	0.69	0.69
Onions	1.49	0.89
Coca cola can	1.00	1.05

## Appendix C: Complaints Jan-Dec 2024

### JAN-DEC 2024 COMPLAINTS DATA

CATEGORY	TOTAL	UPHELD	NOT UPHELD	PART UPHELD	WITHDRAWN
ADJ	3		1	2	
BULLYING	4		3		1
CANTEEN	13	7	6		
FOOD	6	3	1	2	
GYM	1		1		
IEP	3		2		1
OASYS	9	2	5	2	
OTHER	4	2	2		
RELEASE	6		5	1	
PROPERTY	26	3	17	4	2
RE-CAT	21	5	16	1	
RECEPTION	6	4	2		
RESIDENTIAL	26	7	14	3	1
SECURITY	4		3	1	
STAFF	21	1	11	3	6
VISITS	6	1	3		2
WORK	3		3		
TRANSFER	1		1		
OFFENDER MANAGEMENT	1			1	
EDUCATION	2	2			
FINANCE	1		1		
LETTERS	2	1		1	
<b>TOTALS</b>	<b>169</b>	<b>38</b>	<b>97</b>	<b>21</b>	<b>13</b>



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