



HMP Bedford

**The Annual Report of
The Independent Monitoring Board**

to

**The Secretary of State
for Justice**

July 2009 to June 2010

SECTION ONE

1. STATUTORY ROLE OF THE IMB

- 1.1. The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Home Secretary from members of the community in which the prison or centre is situated.
- 1.2. The Board is specifically charged to:
 - 1.2.1. Satisfy itself as to the humane treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
 - 1.2.2. Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
 - 1.2.3. **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.**
- 1.3. 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.

SECTION TWO

CONTENTS

SECTION ONE:	
Statutory Role of the Board	2
SECTION THREE:	
Description of the Prison	4
SECTION FOUR	
Executive Summary	
Particular issues requiring a response	5
Other issues of concern or excellence	5
SECTION FIVE	
Areas That Must Be Reported On	
Diversity	6
Learning and Skills	6
Healthcare and Mental Health	7
Safer Custody	7
Separation and Support Unit (SSU)	7
Adjudications	7
Vulnerable Prisoner Unit (F Wing)	8
SECTION SIX	
Other Areas	
Applications	9
Canteen	10
Chaplaincy	10
Drugs	11
Short Duration Drug Programme (SDP)	11
Counselling, Assessment, Referral, Advice and Throughcare (CARAT)	11
Kitchen	11
Library	12
Life Sentenced Prisoners	12
Offender Management	12
Organisation, Categorisation and Allocation (OCA)	12
Offender Assessment System (OASys)	12
Physical Education and Health Promotion	12
Reception, Induction and First Night Centre ..	13
Security	14
Staff	9
Visits and Visitors' Centre	15
Wings	9
Works	15
Workshops	15
SECTION SEVEN	
Members	16
Members' Attendance	16
Board Statistics	16
Training and Visits (IMB)	17

SECTION THREE

3. DESCRIPTION OF THE PRISON

- 3.1. HMP Bedford is a Male Category B Local Prison taking sentenced and remand prisoners from Bedfordshire and Hertfordshire. The prison also takes a limited number of Young Adults. The operational capacity is 506 (324 being its Certified Normal Accommodation) although the roll rarely reached capacity during the year.
- 3.2. The prison has been on its present town centre site since 1801. The three main house blocks were built in 1849, with a new gate lodge, house block and Healthcare Centre being added in 1992. This year extensive repair work has been carried out to the listed façade as well as a big repair and upgrade programme internally.

3.3. **Contractors and Agencies delivering services to the Prison:**

- Alcoholics Anonymous (Support for prisoners with alcohol issues)
- Bedford College (Delivers Vocational Training)
- Bedford Primary Care Trust (Administers Health Care)
- CARAT (Drug team)
- Citizens Advice Bureau
- CRSP (Community Resettlement Support Project)
- CRUSE (Bereavement counselling)
- DHL (Canteen supplier)
- F1 Training (2 Learn Direct Centres)
- JobCentrePlus (Employment)
- Milton Keynes College (Education Contractor)
- Miracle Church of God (Bible classes)
- NOMS Programme
- Ormiston Children and Families Trust (Ormiston)(Prisoners' family support, play facilitators in Visits)
- Prison Fellowship
- Probation (Home Detention Curfew and End of Custody Licence)
- Samaritans (Training and support for Listeners and Insiders)
- St Mungo (Housing needs)
- Tribal (Basic Skills Assessments)

SECTION FOUR

4. EXECUTIVE SUMMARY

4.1. PARTICULAR ISSUES REQUIRING A RESPONSE

4.1.1. From the Minister

4.1.1.a. **Budget** - The uncertainties remain over budget cuts. Whilst the Board acknowledges that cuts have to be made in all areas of Government, the treatment and care of prisoners in our prisons has improved greatly over the past decade and it would be unfortunate if that progress were to be reversed due to lack of funds. Such a reverse could lead to a less safe environment for prisoners, staff and the community.

4.1.1.b. **Mental Health** - The Board remains concerned that prisoners with serious mental health issues are being remanded to prison instead of specialist units which could better deal with their problems.

Purposeful Activity - The Board has concerns that the limited amount of purposeful activity may be further curtailed in response to budget cuts.

4.2. OTHER ISSUES OF CONCERN OR EXCELLENCE NOT REQUIRING A RESPONSE

4.2.1. **Kitchen** - This important area of the prison has continued to supply varied and nutritious meals in spite of some staff difficulties.

4.2.2. **Visits** - A prisoner's contact with his family is an important part of his resettlement. Now that HMP Bedford is taking more men from the Eastern Region, this contact is easier to maintain.

4.2.3. **OMU** - A life-sentenced prisoner has had two town centre visits to assist in his resettlement and is now in an open prison. This is the first time that this has happened in HMP Bedford and represents a significant culture change, showing that despite the constraints of a Category B prison, prisoners can be helped toward successful resettlement.

4.2.4. **Staff** - There have been big changes in the staff, from Deputy Governor downwards. It is important that they are all supported during the coming year. In spite of uncertainties about career prospects the standards of decency and respect have been maintained in this unsettled time, thus making the prison a safer place for all concerned.

4.2.5. **Overcrowding** - The continuing building programme across the prison estate has meant that HMP Bedford has been running below capacity for much of the year

4.2.6. **Health Care** - The Inpatient Unit has continued to hold some seriously mentally disturbed patients. It has been noted that, on the whole, these men have been moved more quickly to more appropriate accommodation than in previous years. The Mental In-reach team is caring and committed and offers an outstanding service to the many prisoners with mental health issues.

SECTION FIVE

5. AREAS THAT MUST BE REPORTED ON

5.1.1. DIVERSITY

Diversity is an area well managed by HMP Bedford on the whole. There have been no major changes or initiatives in the Diversity area over the last 12 months.

- Meetings are held every month, usually chaired by the governing Governor, at which all aspects of provision to the many disparate groups within the prison are discussed. These meetings are attended by up to 4 Diversity prisoner representatives who discuss any concerns they have about Diversity and Race. They are well-trained and have their own monthly meeting. They wear a distinctive purple T-shirt to make them easily recognizable.
- Racist Incident Reporting Forms are followed up carefully and brought to conclusion usually within a month or two.
- Foreign National prisoners in HMP Bedford now have a full-time Co-ordinator. At the year -end, the number of sentence-expired Foreign National prisoners was down to 10. Weekly immigration surgeries with UKBA are taking place. On reception at HMP Bedford, Foreign National prisoners are given an information pack with a detailed questionnaire to fill in. This questionnaire should help identify any doubts about Foreign National status or country of origin. All Foreign National prisoners, and particularly those who are sentence-expired, are seen regularly by the co-ordinator..
- One area of concern within the prison is that disabled prisoners (notably those in wheelchairs) are unable to move far in this mainly Victorian building and therefore cannot without major assistance and planning get to Healthcare, Visits or Education. There are plans to remedy this situation if funds are forthcoming.

5.2. LEARNING AND SKILLS

Focus has been on employability and development of partnerships with local and national employers, training providers and funding organisations/ charities. An Education, Training and Employment Co-ordinator has been employed and significant links have been made with employers, such as ASDA and Grumfos Pumps, which are willing to work with the prison to promote learning and possible work placements for offenders on release. Other links made have been with British Royal Legion, Connexions, Leonardo's Road Risk Management, Business in the Community, Princes Trust, Football Association, NACRO, F1 Training, and Bedford College.

The Head of Offender Management, who is to be commended for her enthusiastic efforts throughout the year, has set up Focus Groups to get prisoners' views. A Quality Improvement Group reviews learning and skills delivery and development.

The OLASS (Offender Learning and Skills Service) education provider is funded through the Skills Funding Agency. Milton Keynes College delivered just over 12000 teaching hours this year (under-delivery in other prisons in the region enabled the College to put additional hours onto its contracted number of 9766). The total number of teaching hours in the prison was 15500, the remainder being delivered by Learn Direct, Ormiston and the prison. Since August 2009, Milton Keynes College also delivers the initial assessment for newly arrived prisoners.

Attendance at Education fluctuates but has been consistently over 80%. Education has the highest pay per session in the prison with prisoners able to earn £2.50 per session, plus a bonus of £2 per week if they attend all sessions. The main restriction remains the lack of classroom space but this is offset in part by the utilisation of other space in the prison including 'in cell' and increasing use of the 'embedded' system where prisoners learn whilst engaging in everyday activities.

Learning support continues to be provided in the Vocational Workshops, Gym and Kitchen and industrial cleaning as well as a full programme on the Vulnerable Prisoner Unit. (The extent of this provision is set out in other areas of this report.) The Core Curriculum covers basic skills, social and life skills, IT and English as a Second Language. Prisoners are able to continue with their studies on transfer to other prisons and in the community on release aided by the RARPA scheme (Recording and Recognition of Progress and Achievement).

5.3. HEALTH CARE AND MENTAL HEALTH

The Health Care Centre is in good, clean order and the staff do their best under difficult circumstances.

- The Centre is often understaffed and there is continued frequent reliance on agency nurses.
- The following clinics run: twice daily GP clinics; once weekly dentist, optician and phlebotomy clinics. There is always a large waiting list to see the dentist. How quickly a prisoner moves up the waiting list depends on the type of dental problem he has and how many prisoners can be seen by the dentist each time she visits. This can be up to 12 prisoners. If however, as is often the case, a prisoner requires extensive treatment, then it will be fewer. The dentist consequently runs a triage system in order to assess the extent of the dental problems of those on the waiting list. A genito-urinary clinic is available on request by prisoners.
- The Integrated Drug Treatment System (IDTS) is now in its second year and no significant problems are reported.
- The “in possession” policy whereby prisoners (excepting those on IDTS) are given their medication in advance to take as prescribed and which was introduced last year has been successful. The majority of prisoners now have possession of their medication.
- There is a mental health In-reach Team staffed by 5 CPNs (2 of whom job-share), an officer, a psychologist and a visiting psychiatrist. The Team now provide cover on a 7-day a week basis and every prisoner referred to the Team is seen within 24 hours.
- It is noted that there has been a significant decline in the number of prisoners requiring constant supervision within the gated cell.

5.4. SAFER CUSTODY

- The Safer Custody Team meets monthly. It was not possible for a Board member to attend all the meetings (and likewise some of those others who usually attend) because the meeting was moved from its scheduled date throughout the last 6 months.
- It is again noted that the contribution made by both Listeners and Insiders to the welfare of some prisoners is considerable. Maintenance of a sufficient number of Listeners and Insiders is at times made difficult by the fact that HMP Bedford is a local prison with constant transfer out of prisoners. The Samaritans work hard to train further prisoners to take on the role.
- The quality of entries on ACCT documents is regularly monitored. The highest monthly number of self-harm incidents - 41 - was recorded in December. This represented a rise of about 25% on the average monthly number. It was noted that there has been an increase in self-cutting incidents over the year.
- There has been no death in custody within this reporting year and no inquests remain outstanding.
- Young Offenders have been transferred into HMP Bedford this year. They were at first held on the same wing but, following a rise in violence in their vicinity, they were split up and housed within all wings.

5.5. **SEPARATION AND SUPPORT UNIT**

Twice weekly reviews are attended by members but if reviews are held on a day other than the usual the Board is not always advised in advance. Members are able to speak to any prisoner in the unit at any time. The monthly SMARG meetings have been regularly attended by a Board member

As reported last year, the Board continues to be impressed by the professional manner in which Officers carry out their duties with difficult and dangerous prisoners.

5.6. **ADJUDICATIONS**

Board members have regularly monitored adjudication hearings and the papers relating to adjudications in the months of August 2009, May and June 2010 have been reviewed. There were some 70 adjudications in August 2009 and some 76 in May and June 2010 combined.

- The most common disciplinary offences related to: disobeying a lawful order (which included refusal to undergo mandatory drug testing) or disciplinary rule; taking drugs; possession of an unauthorised object (mobile phones/objects made into potential weapons); fighting; and threatening behaviour.
- No disciplinary offence in August was sufficiently serious to be referred for hearing to an Independent Adjudicator but two in May 2010 were so referred (a mobile phone possession and a drugs possession) and both found proved. .
- A plea of Guilty was entered in the majority of the cases. Where the plea was Not Guilty, the charge was found Not Proved or otherwise dismissed in most cases.
- Procedures appeared properly followed. Hearings were adjourned as necessary, generally to allow the prisoner opportunity to take legal advice or to enable the reporting officer to attend for questioning. It was noted that in the latter part of the reporting year the number of such adjournments rose sharply. In May and June, 32 cases were adjourned. It was further noted that in about half of these cases there was a further adjournment before the case was determined.
- There was consistency between governors as to penalty and the penalties (including those imposed by the Independent Adjudicator) appeared proportionate to the charges and circumstances.

5.7. **VULNERABLE PRISONER UNIT (F WING).**

The VP wing at Bedford is very small but well run and few complaints emanate from this quarter. Prisoners are well segregated from the main wings, but still have access to activities.

SECTION SIX

6. OTHER AREAS

6.1. STAFF

The Board recognises that staff appear to have coped well with enforced staff cuts but do have concerns for the future. An indication of staff morale might be that sickness remains low compared to the national average within the prison sector.

6.2. WINGS

A Wing: holds 138 prisoners with 43 single cells for high risk prisoners.

B Wing: holds 78 prisoners with one four man cell and is the VDT wing. B1 landing is the Separation and Support Unit (SSU) with 6 furnished and 2 unfurnished cells.

C Wing: is the induction wing and holds 109 prisoners. There are 2 four man cells one of which is opposite the Main Wings office and is used for Rule 45 (Own Protection) prisoners who cannot be located on the VPU. C1 landing is the first night centre and has 8 double cells. The Listeners' Cell is located on C2.B1 and C1 landings are subterranean.

D Wing: holds 100 prisoners and is the drug treatment wing.

E Wing: holds 38 prisoners and is the enhanced wing. It also houses Workshop 2.

F Wing: the Vulnerable Prisoner Unit (VPU) holds 30 prisoners. There is a classroom with 8 computers. Work takes place in the association areas.

Health Care Centre: 9 single cells and a 4 bed dormitory, included in this is 1 safer cell, 1 anti-ligature cell and a gated cell used for prisoners needing constant supervision.

Contrary to guidance remand and sentenced prisoners often share cells and life sentenced prisoners cannot be located in single cells unless they are high risk.

The problem of property not following prisoners has returned to unacceptable levels and takes a substantial amount of time and effort by prison staff and IMB members to try to locate these items. The cost of pursuing these lost items together with claims for compensation must be costing the prison service enough to be able to divert funds into solving this problem.

Despite regularly supplying IMB application forms to the wings they seem to disappear quickly, as do the IMB Posters.

6.3. APPLICATIONS

There were 361 applications to the Board this year – almost a threefold rise on last year (and previous years). This in small part was accounted for by a few prisoners putting in repeated applications in respect of the same issue or continual applications in respect of a range of issues. It was noted too that many applications were being made to the Board in advance of, or at the same time as, a request to the Governor in respect of the same issue. The Board is of the view that in the normal course of events a prisoner's first port of call when a problem arises is his wing officer and thence the Governor using the Prison Request and Complaint system. It is now normally the Board's practice to return applications to those prisoners who do not in the first instance take this route requesting that they do so but making clear that a further application to the Board may be made if dissatisfied with the response received from the Governor or if no response is received within the designated time-frame.

- **The issue which attracted by far the most applications this year relates to prisoners' healthcare: 49 this year (5 last year). Of these 49 applications, many concerned access to dental services. There is at times a large waiting list to see the dentist (see further at page 7).**

- **Applications in respect of prisoners’ property remained high -51 (excluding those relating to canteen which is counted within the group “Property”) and, as last year, most of these concerned problems in the forwarding of property on transfer from another prison.**
- Applications relating to prisoners’ mail (29 of the 45 complaints grouped under “Family & Visits”) were, again as last year, another area where complaints were higher.
- Applications over the course of the year revealed no peaks or troughs, save in relation to dental services as noted above, and the considerable rise in the number of applications received this year was not triggered by any one issue.

APPLICATIONS COMPARISON	2007/08	2008/09	2009/10
Accommodation	6	2	11
Adjudications		2	1
Diversity	1	3	6
E/T/E and Regimes	9	4	22
Family and Visits	28	16	45
Food and Kitchen	2	16	7
Health Related	8	5	49
Property	18	40	66
Sentence Related	16	21	44
Staff/Prisoner	9	8	23
Transfers	11	10	19
Miscellaneous/Multiple/Wrong Form	14	4	68
Wrong Form		1	0
Total	122	132	361

6.4. **CANTEEN**

Provision of the weekly bagged canteen continues to attract a steady stream of complaints about the cost of items and the non-supply and/or substitution of items.

DHL rarely supply staff numbers at the upper end of their service agreement with the prison, namely 6. DHL depend substantially on the help, support and goodwill of prison officers on duty to ensure the smooth and speedy distribution of canteen.

All prisoners are able to access up to date records of their finances in a newly designed form.

6.5. **CHAPLAINCY**

It has been a difficult year for the Chaplaincy following the resignation of the full time Chaplain in October 2009.

- The part-time Muslim Chaplain managed the department until ill health this year resulted in him not being available for work in the prison. The Free Church Chaplain stepped into the role of managing the team with enthusiasm and professionalism. During this period of uncertainty, the Board is pleased to report that at no time were the interests of the prisoners compromised. The assistant Muslim Chaplain took over Muslim prayers and these services are well attended.
- The Christmas Carol Service held in the prison Chapel was a relaxed enjoyable evening, made so by the officers and Duty Governor who managed the evening with thought and sensitivity. This was not the case with the service held for the vulnerable prisoners. The service was cut short and instead of a buffet after the service, when the prisoners are able to spend time with the visitors and Chaplaincy team members, they were instructed to leave and take their food into their cells. The Board hopes that this will not happen this coming Christmas.

- **Community Resettlement and Support Project (CRSP)** As more agencies within the HMP Bedford became aware of the CRSP, the number of referrals to it increased. There are now 12 volunteers, from a total of 40, working closely with prisoners. The CRSP is successful in offering support for the majority of prisoners requiring this form of help on release from prison. It is however difficult to recruit volunteers in some areas, for example Hertfordshire. The success of this project is clearly due to the initial thorough business plan and enthusiasm of the previous Chaplain.

6.6. DRUGS

HMP Bedford is no different from any other prison in its continuing fight against illegal substances entering it and the trading of these and prescribed medication within it. The trading of prescribed medication is of particular concern in spite of the vigilance of both the security staff and the medical staff who dispense Methadone and Subutex. The Board is however pleased to say this is well managed by the prison staff based on good intelligence-led information, the vigilance of security staff, the dog handlers and staff in general. Suspected drug traders within the prison are carefully monitored. There is still strong evidence that too much illegal substance enters the prison via the courts and much more effort should be put into reducing this by outside agencies. The Board would like to see drug detection dogs employed more frequently at the courts in an effort to reduce illegal substances entering the prison via this route. For this to be effective, it is essential that the dog handlers and the police work closely with each other in the court public areas.

6.6.1. **Short Duration Drug Programme (SDP)**

Sadly during the year the SDP manager died suddenly. This was a great loss to the department albeit the staff managed well. It is regrettable that it has taken so long for a new permanent manager to be appointed. The Board feels strongly that a manager is vital to give guidance, stability and support for the team who undertake this work which, at times, is with difficult prisoners. 10 courses ran during the year and were well attended.

6.6.2. **Counselling, Assessment, Referral, Advice and Throughcare (CARAT)**

The experienced CARAT team continues to offer a first class psycho-social service to prisoners entering HMP Bedford with drug related problems and refers suitable prisoners for the SDP. The secondment of the team manager to other duties within the Prison Service left the team without a manager. However, as in the past, they "self manage" effectively. A replacement manager is now in post and has given the department the stability and leadership it requires. The scheme to enlarge the scope of the CARAT team in order to offer greater help to prisoners with alcohol problems is to be commended. This will be done in cooperation with Alcohol Services, an agency based in Luton. With the CARAT team, they will operate a pilot scheme to run for a year during which support and treatment will be offered to 100 prisoners.

6.6.3 **Voluntary Drug Testing / Mandatory Drug Testing (VDT / MDT)**

During the year, the targets for VDTs were achieved in spite of staff, at times, being redeployed from their MDT and VDT duties because of operational requirements.

6.6.4 **The Integrated Drug Treatment Scheme (IDTS)**

This is based on D Wing and is working well. The opening of a new treatment room on the wing has improved the dispensing of drugs. The shortage of suitably trained staff did at one stage adversely affect the dispensing of medication to prisoners on IDTS.

6.7. KITCHEN

The kitchen was unsettled for a period of 4 months during an unplanned absence of the Catering manager.

There have been a number of changes in the delivery of the meals affecting the time at which the "substantial" hot meal is served each day. This seems to have settled into an acceptable pattern.

The food served at HMP Bedford is consistently of a good standard and is monitored and tasted regularly by Board members.

Prisoners are required to eat their meals in their (mostly) shared cells in which the toilets are only partially screened.

An NVQ in Catering is offered to prisoners working in the kitchen provided that they are serving a sentence of sufficient length to complete the course.

6.8. LIBRARY

- Every prisoner has use of the library at least once a week; many twice. A new timetable from October 2009 opens the library for longer, giving prisoners longer periods in the library, and enabling the Librarian to take books to prisoners in the Health Care Centre and to other prisoners who cannot access the library.
- Prisoners who borrow books are entered into weekly and monthly draws with small prizes and this has encouraged interest. Likewise a monthly quiz run in conjunction with the Education Department. Guest speakers, for example the sports journalist Mick Dennis, have attended and such talks are popular.
- The library has a large collection of books in some 40 different languages for the use of foreign national prisoners.

6.9. OFFENDER MANAGEMENT UNIT (OMU)

The Offender Management Unit has been relocated with the Probation Team, which has fostered a positive working relationship.

6.9.1. Life Sentenced Prisoners (Lifers)

HMP Bedford does not hold on to long-sentence prisoners, but it does receive a continuous flux of such prisoners both at the start of their sentence and on recall. HMP Bedford has to complete a complex series of processes to ready them for transfer on to prisons where Lifers (both mandatory and those indeterminate sentences (“IPP”)) can complete their sentence plans. These processes typically involve liaison with other agencies (Probation, Parole Board, etc.) and the tying together of several different strands. At the IMB’s suggestion, a new (thus far quarterly) Case Management Meeting has been instigated to go through each prisoner’s situation, agree action points and to record progress transparently. This seems to have had the immediate benefit of effecting the transfer out of Lifers faster and more reliably than before. Delays in the system remain: the difficulty of arranging multi-agency MARAP meetings; the long delays incurred by the Parole Board in arranging oral hearings; and the difficulty staff encounter negotiating places in appropriate prisons.

6.9.2. Organisation, Categorisation & Allocation (OCA)

Now that HMP Bedford serves Hertfordshire courts there are rarely prisoners sent from London. Bedford does take the remand prisoners for HMP Chelmsford. There is still a problem with IDTS prisoners as the Prison Service Population Management Unit (PMU) do not allocate beds, they must be allocated by OCA officers and transport cannot always be arranged in time to take up the precious places.

6.9.3 Offender Assessment System (OASys) & Sentence Planning

The new recording system is now in place and staff are trained: it is operating well.

6.10. PHYSICAL EDUCATION AND HEALTH PROMOTION

The facilities comprise a sports hall and a fully equipped gymnasium with weights. Every prisoner has access to the gym and staff may (though few do) also use the gym at given times. The prison now also has an Astroturf football pitch which has been in use since May.

The gym is a busy department run by a dedicated and enthusiastic team. It continues to offer a range of accredited courses as in past years. This year has seen the addition of the “Health Champions Programme” run in conjunction with the PCT whereby trained

prisoners seek to promote health awareness among fellow prisoners. A trained Health Champion prisoner makes a presentation to new prisoners every morning. This year, too, the Prince's Trust has funded a pilot scheme by which 12 prisoners participated in the FA Level 1 Coaching Certificate course. All 12 prisoners successfully completed the course and further courses are planned. Multi- screen units have been put up around the prison to promote Health and Wellbeing with funding from the PCT. These advertise courses and services within the prison which are available to prisoners.

In April this year a prisoner and a member of the PE staff completed a marathon event in the gymnasium to raise money for a local charity to support a prison officer's disabled son. £1200 was raised.

6.11. RECEPTION, INDUCTION AND FIRST NIGHT CENTRE

6.11.1 Reception

- The newly redesigned Reception area on average deals with 25 prisoners daily, from 7.30 am Monday to Friday, including transfers in and out and the movement of men to and from court. A further 3 or 4 prisoners arrive on Saturday mornings. The flow of incoming prisoners is smooth and well organized.
- Generally prisoners have not undertaken long journeys but when they have, or if they arrive late, staff remain on duty until they have been processed. Most prisoners are processed quickly, respectfully and sensitively. The area is clean and pleasant and provides privacy for undressing and searching. Prior to use of the Boss Chair (to detect prohibited items within the body), prisoners are offered an amnesty on items not permitted in the prison and, where appropriate, any surrendered items are then put in the prisoner's property box. Prisoners check and sign for their own property.
- Rule 45 prisoners are separated immediately by being processed first or last off the transport. Some prisoners, especially Foreign Nationals, take much more time to go through the process and staff occasionally has to use the Language Line to facilitate this.
- Staff are alerted by transport staff to any ACCTs already open. Medical staff are alerted if there are concerns or if there is evidence of previous self harm, drug or alcohol dependency. All arrivals are seen by a nurse or GP in private as soon as committal is finished. WCs and, later on, meals, are provided for all new arrivals.
- All prisoners complete cell arrangement forms. Next of Kin are notified by Control Staff in the evenings if prisoners request to do this. Samaritan and Listener Support information is clearly displayed. Clothes and First Night Packs are issued in reception and prisoner accounts are debited later.
- There is a system for offering every new prisoner a messaging option whereby night shift staff in Communications relay one message to any recipient for each new prisoner during the first 24 hours. The response to these messages is noted on the prisoner's folder and relayed to him next morning at Induction. Not all prisoners avail themselves of this opportunity, preferring to wait until they get their telephone pin code sorted out, but because this can take up to 72 hours or more over a weekend; this contact option is re-offered when they get to the First Night Centre.

6.11.2 Induction

The Induction procedure has been overhauled this year and is now a 4 module process for all prisoners, though there is also a fast track for prisoners who are familiar with HMP Bedford.

- Module 1 consists of Reception and Allocation to a First Night centre or other appropriate cell.
- Module 2 comprises a power point presentation by staff covering rules, regulations and benefits, the services available and facilities information. This has been redesigned to relieve the boredom of a multi-screen presentation of much densely written information. Prisoners are

given copies of some of the information in their First Night Pack. Prisoners are then given a one-on-one interview with an officer in semi-private screened areas to deal with Reception paperwork and any issues they may have. Agency staff attend e.g. St Mungo's for housing problems and CARATS, The Ormiston Trust and the Job centre all have input at this point and see new arrivals on an individual basis. Some prisoners still say they are overwhelmed or bored by the process and do not know who to turn to ask for help.

- Module 3 is assessment of Basic Skills run by the Education Department which takes place as soon as possible, though this can be several days after entry, depending on staff levels and weekends/holidays.
- Module 4 consists of a new component of Information, Advice and Guidance which is done by IAGs. These are specially trained prisoners familiar with the prison who attend throughout the induction process and assist new prisoners and staff by being available to talk through issues, give out information and ease the entry process. IAGs wear red shirts and are recently becoming more evident on the Wings.

Induction begins for each new prisoner the next working day after arrival at 8.15 until 10am in the bright and airy Resettlement Centre. There is an information screen (that does not always run) introducing waiting prisoners to the staff at the prison. This needs to be kept up to date and staff need to be aware of how and where to activate it. There is also a great deal of written information in several languages for prisoners to read though little if any in a format for non readers.

6.11.3 **First night centre**

This 8 double cell unit (C1) is in the basement of C Wing. It is kept clean and prepared by enhanced prisoners for incoming prisoners. The cells have been painted this year and the mattresses and pillows are new. There is information, in several languages, on many of the services prisoners can access including IMB and Listeners details.

All new prisoners are allocated a cell here unless they need to be located in the Medical centre (by medical staff) or on D Wing (if they are on the IDTS programme). Prisoners from YOIs and prisoners on ACCTs are not located here. Any troubled prisoners are identified on the Cell Board and are checked every 30 minutes by night duty officers.

The persistent overcrowding that results from HMP Bedford's proximity to London prisons has a deleterious effect on the smooth running of the Centre because cells are not always available for those prisoners in the Centre to move onto the Main Wings. Ideally, prisoners would spend only one night here but in practice they can end up here for several nights. The Officers struggle daily with this issue but manage to operate the Centre with sensitivity and care.

6.12. **SECURITY**

The continuing security objective this year has been to maintain the high standard of security whilst the extensive upgrade and refurbishment of the prison continues. There have been no major breaches of security this year. Significant results have been achieved by the attention paid to SIRs. An average of 219 SIRs is received each month. D wing continues to be carefully monitored as the wing where prisoners on the IDTS scheme are located. Much work has gone into making it a safe place for both prisoners and staff. A significant number of IMB applications come from this wing.

Prisoners found with mobile phones continue to be placed on the escape list until an analysis of calls made is obtained. Although this is disapproved of in some areas, HMP Bedford has very few mobile phones within the prison. The phone detector dog retired earlier this year but it is hoped that a new dog will be commissioned fairly soon.

Roughly 8% of the population in Bedford Prison are young adults; the greatest number of assaults continues to emanate from the 21-25yr group, both as perpetrators and victims.

Police Intelligence

The PIO (Police Intelligence Officer) continues to train staff in the preservation of evidence at scenes of crime.

Routine vetting of visitors with the PNC (Police National Computer) continues to have positive results.

6.13. VISITS AND THE VISITORS' CENTRE

The Ormiston Trust manages the Centre and quarterly meetings are held. A Board member has attended on each occasion. It is noted that unfortunately prison staff do not attend on a regular basis.

This year has seen the introduction of bookings on e - mail which, while at first difficult, has now settled into a reasonably smooth operation, particularly as it coincided with the introduction of PNOMIS.

Double visits, which used to be on Monday, Tuesday, Wednesday and Thursday are now only on Monday and Tuesday and has led to difficult situations between Ormiston staff and visitors. Following the withdrawal of Spurgeons, who staff the children's section in the visits hall, replacement staff have been funded and the sessions are going well. Staffing issues generally, in connection with visits, are likely to be made worse by impending financial cuts.

There were difficulties for staff and visitors whilst the outside of the old original prison entrance has been refurbished, as this is the part of the establishment used by Ormiston staff and visitors, and changes regarding door usage whilst work was carried out did create some problems but staff adapted well. The problems will come to an end early in the next reporting year.

Visits by children continue to be very popular. The usual Christmas parties were attended by prisoner's families and were much appreciated by all involved. Parenting groups have increased with more interest from fathers (prisoners). The Parenting Book continues to be popular.

6.14. WORKS

This department this year, in addition to routine maintenance, has laid the new Astroturf football pitch and made a new general purpose exercise yard alongside it. It has also laid new floors and drainage in the showers on the wings and in the gym. The department has begun laying TV cabling to all cells in readiness for digital TV.

6.15. WORKSHOPS

There are 3 Workshops:

- Bricklaying (operative since February) by which prisoners achieve a Level 1 Diploma from Bedford College.
- Painting and decorating again leading to a Level 1 Diploma from Bedford College.
- Contract work on F wing.

The Bricklaying and Painting/Decorating courses take 8-10 prisoners at a time and run for 10 weeks. Both are popular and have waiting lists.

SECTION SEVEN

7. MEMBERS

7.1 Three members left the Board in December and January, including the Board's hardworking and experienced Chair. The remaining members are grateful for their hard work.

7.2 Since January 2010 the Board has been 9 members only and the current Chair is grateful for all the support she has been given.

7.3 There are still shortfalls in the clerical support for members.

7.4 IMB MEMBERS' ATTENDANCE

NAME	Rota Visits	Non Rota Visits	Board Meetings	Other Meetings	Training	Others Visits	SSU Reviews	ACCT Reviews	Adjudications	TOTALS
Jean Abbott	6	9	9	5	1	5	7	1	9	52
John Baker*	5	2	3	0	0	0	2	0	3	15
Karen Beagent JP **	0	5	5	5	0	16	0	0	0	31
Olive Campbell***	4	0	0	3	0	1	0	0	0	8
David Crane	7	6	11	4	0	3	3	3	0	37
Christine Gibson	7	5	9	4	1	2	5	0	2	35
Jennie Gwynne Jones~	6	15	11	11	3	7	9	0	1	63
Stephanie Kumaria JP	7	6	7	0	5	2	8	0	1	36
John Marks	8	22	11	6	9	0	9	3	1	69
Terry Moynihan	20	5	3	2	0	3	7	0	10	50
Christopher Padfield	9	6	8	3	1	0	3	0	6	36
Wendy Thurley	8	5	5	5	1	1	2	4	0	31
Total	88	86	83	48	21	38	55	11	33	

* Resigned January 2010

** Chair, resigned December 2009

*** Resigned December 2009

Chair from January 2010

7.5 BOARD STATISTICS

Recommended complement of Board members	12
Number of members at start of reporting period	12
Number of members at end of reporting period	9
Number of members joining within the reporting period	0
Number of members leaving within the reporting period	3
Total number of Board Meetings during the reporting period	11
Average number of attendances at Board Meetings	9
Number of attendances at meetings other than Board Meetings	48
Total number of sessions on Prison business	463
Total number of applications received	361
Total number of segregation reviews attended	55

7.6 TRAINING

Two members successfully completed their 12 month training and probationary period and they now contribute fully to the work of the Board.

A full programme of pre-Board meeting training talks continued for the early part of the year. These were later stopped due to the additional work load caused by depletion in the number of Board members, long term sickness of one Board member and the resulting additional work involved due to the recruitment programme. Once again we thank the staff for giving their time to support the Board's training programme.

Two Board members attended the IMB Annual Conference.