



**INDEPENDENT MONITORING BOARD**

**ANNUAL REPORT**

**FOR**

**HMP BULLWOOD HALL**

**FROM 1 AUGUST 2009**

**TO 31 JULY 2010**

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## Section 2 – Introduction

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 IRC is situated. The Board is specifically charged to:

- 1 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;
- 2 Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has;
- 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.

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

The approved complement of Members of the Bullwood Hall IMB is twelve. As at 31 July 2010, the actual membership was nine.

Rod Salmon (Chair)  
Paul Norton-Ashley (Deputy Chair)  
Irene Whitlock (Board Development Officer)  
Barry Catling  
Joe Hayden  
Barry Robins  
Sarah Carr  
Brian Macdonald  
Anne Snelson

## Section 3 - Description of HMP Bullwood Hall

- 3.1 Bullwood first opened as a borstal for females in 1962. The prison re-rolled in May 2006 to a male establishment.
- 3.2 HMP Bullwood Hall is a Category C male prison in Hockley, Essex, holding sentenced low-risk foreign national offenders in the last two years of their sentence. The operational capacity is currently 228.
- 3.3 During the year under review 847 prisoners (the churn) passed through Bullwood Hall.
- 3.4 There are seven wings, providing single and shared occupancy cells. 40% of the prison population share cells. Approximately 35% of prisoners have in-cell toilet and washing facilities, so the majority are subject to night-sanitation arrangements.
- 3.5 Bullwood Hall's facilities include dining hall and kitchen, chaplaincy, workshops, gym, exercise area, education centre, library, visitor centre and gardens.
- 3.6 Educational provision remains outsourced to Milton Keynes College. The prison library is provided by the Essex Library Service, and South East Essex Primary Care Trust provides healthcare services. The Visitor Centre is supervised by the Ormiston Trust, supported by representatives of the Mothers Union.
- 3.7 In addition to the various chaplains who attend Bullwood Hall, representatives from the following voluntary/community organisations also visit the prison: ADAPT, Alcoholics Anonymous, Immigration Advisory Service (although now unfortunately withdrawn), Citizens Advice Bureau, International Organisation for Migration, the Mothers Union, NACRO and Jobcentre Plus.

## **Section 4 – Executive Summary**

### **4.1 Issues for the Minister**

#### **4.1.1 Sentence-expired prisoners (IS91)**

4.1.1.1 The Board remains concerned that the number of sentence expired prisoners held by order of the UKBA continues to remain at an unacceptable level. It is distressing for prisoners who are expecting to be released or deported at the end of their sentence only to be informed, often at short notice, that they will continue to be detained. The Board questions whether every effort is made to ensure that a prisoner's immigration status is determined in good time and certainly well before his sentence expires. See Section 6.1.5 to 6.1.9

#### **4.1.2 Property at Police Stations**

4.1.2.1 In the past two years, there has been a huge increase in applications concerning lost and/or mislaid property at police stations and these still account for the majority of applications dealt with by this Board. This subject has been raised in past annual reports, but no action has yet been taken to rectify this problem.

4.1.2.2 The Board requests that the Minister reviews what appears to us to be a systemic failure within the Prison Service as well as within Police Forces to properly safeguard and arrange onward transmission of prisoners' property so that one coherent system is introduced embracing both prisons, other establishments and police stations. It is simply not good enough in the Board's view to make it the prisoner's responsibility to chase their property. If the State holds an individual's belongings, it has a duty of care to hold it safely and return it at an appropriate and timely point. See section 6.3.4 to 6.3.7

#### **4.1.3 Night Sanitation**

4.1.3.1 The Board urges the Minister to replace the archaic, inhumane and totally unacceptable night sanitation system. (night san) 119 prisoners (52% of the total population) are subject to night sanitation.

4.1.3.2 Only seven prisoners on each wing can register their request at any one time. So for many prisoners there can be a considerable wait even to get registered on the system. Some prisoners continuously tap the night san button until they are registered on the system. Prisoners who understand the system and know how to use it, gain an advantage, whilst other less well informed prisoners are disadvantaged because of this and so suffer even longer waits to go to the toilet.

4.1.3.3 One of the regrettable consequences of these delays is that some prisoners throw human waste out of their cell windows. It is also put, by prisoners, into black bags that are processed in the recycling area. This presents a hazard both to prisoners and staff, especially those who recycle prison waste contaminated in this way. See section 6.4.4 to 6.4.9

## **4.2 Issues that require a response from Prison Management**

### **4.2.1 Resettlement**

4.2.1.2 It is clear from talking to prisoners that some do not know who their personal officer is. If the resettlement of prisoners who have one year or less of their sentence remaining (and who do not have a sentence plan) is to succeed then the involvement of personal officers in this process is key to its success. The Board considers that it is crucial that personal officer involvement should be given priority.

### **4.2.2 Incentives and Earned Privileges (IEP)**

4.2.2.1 The Board is concerned that the IEP system does not appear to be uniformly applied when it comes to Adjudications. In some instances prisoners are routinely reduced to Basic and in other cases prisoners retain the same IEP status after Adjudication.

### **4.2.3 Property at police stations**

4.2.3.1 Whilst there is a system at Bullwood Hall that facilitates a prisoner's efforts in recovering his property from police stations, not all staff are aware of it. Prisoners continuously ask the IMB to help them recover their property, instead of first going through the prison system. In many cases they are referred to the IMB by prison staff.

### **4.2.4 Dental Health**

4.2.4.1 The Board is concerned that the dentist carries out very little in the way of oral healthcare of prisoners. See healthcare report below.

## **4.3 Areas of Recognition**

### **4.3.1 Construction Work**

4.3.1.1 For over two years, the prison has been subject to major works by various contractors which have required a number of temporary procedural and organisational changes. The Board commends prison management for dealing with these inconveniences in such a way as to minimise disruption to prisoners and the regime in general.

### **4.3.2 Recycling**

4.3.2.1 The Board congratulates the Prison in setting up the recycling unit and for the high level of productive recycling of prison waste that is carried out. However, the Board is concerned that the practice of prisoners throwing human waste from cell windows is hazardous to staff and prisoners, especially those in the recycling unit.

### 4.3.3 **Befrienders**

- 4.3.3.1 The Board congratulates staff for the hard work that has gone in to the creation of a prisoner group that acts as befrienders to other prisoners. There are currently six Befrienders trained to carry out this role and the Befrienders themselves feel their role of helping other prisoners is of great value, as do the prisoners they assist.

### 4.3.4 **Health and well-being**

- 4.3.4.1 The Board is pleased to see that a healthy lifestyle clinic is running weekly in the gymnasium for prisoners who require additional support for health reasons, in association with Healthcare, and also includes older and disabled prisoners. There is also a staff health and well-being session running periodically with good staff attendance.

## 4.4 **Area of General Concern**

- 4.4.1 The Board is concerned about levels of budget cuts which have already taken place and proposed future cuts in resources which in the board's view are likely to adversely impact upon services to prisoners. Furthermore any further cuts are likely to seriously affect staff and prisoner morale. The Board will monitor closely during the coming year.

## **Section 5 - Areas that must be reported on**

### **5.1 Diversity**

- 5.1.1 The Board fully supports the governor and the establishment's continued commitment to diversity and equality of opportunity.
- 5.1.2 With the introduction last year of the "Community Engagement Strategy for Foreign Nationals", students from Essex University have been visiting the prison to carry out interviews for 'Bullwood Voices'. The information gained will be used in cultural awareness training. The establishment is continuing to forge greater links with Essex University. This initiative will create a better understanding of cultural issues, for both staff and prisoners.
- 5.1.3 The Foreign National Development Officer is chairing the recently introduced Community Development Group. This involves prisoner representatives from each wing, thus enabling a better understanding of diversity issues and also regime changes.
- 5.1.4 The Board is pleased to note that the Imam is providing training for officers and staff in Muslim awareness sessions and has also invited staff to an open meeting the local mosque.
- 5.1.5 The complaints by prisoners concerning diversity are relatively low with only six received in the year. It is interesting to note that the majority of RIRFs are from officers, based on their own observations.

### **5.2 Learning and Skills**

#### **5.2.1 Education**

- 5.2.1.1 The new OLASS contract has been implemented since August 2009 with Milton Keynes College and Tribal continuing as the providers for the learning and skills delivery and the information and advice service respectively.
- 5.2.1.2 Regimes, in conjunction with the education department, is exploring all potential sources of income in order to secure new funding for the department, and so maintain the good standards that have been achieved. Funding from the Skills Funding Agency has enabled refurbishment of several areas within the education department.
- 5.2.1.3 Milton Keynes College are to be commended for their role in the continuous improvement in the education provision.

#### **5.2.2 Information and Advice Service**

- 5.2.2.1 Following the success in gaining the Matrix award last year for its cross prison information and advice provision, the establishment has been shortlisted for an excellence award.
- 5.2.2.2 Learning and skills provision within Bullwood Hall continues to provide a high level of prisoner engagement, and the Board is pleased, from a continuity perspective, that Milton Keynes College has retained the Learning and Skills Contract, effective from 1 August 2009 for a further three years.

- 5.2.2.3 The prison has successfully introduced a Toe To Toe scheme where peer mentors support offenders who have low literacy skills, in particular readers who have just begun to take up the reading of books.
- 5.2.2.4 A series of communications workshops to develop specific aspects of increased employability was successfully piloted by staff and students from Essex University and it is hoped this will continue in the future.
- 5.2.2.5 A new service to support entry into education, training and employment on release will start shortly. This will fall within the remit of Resettlement but will work closely with other service providers, in particular Tribal.

### **5.2.3 The Library**

- 5.2.3.1 Now has 27 different languages available in the fiction section. Currently receives 10 different language newspapers as well as staff printing relevant pages from the BBC World News website. It is unfortunate that the availability of newspapers is to be reduced shortly due to budget cuts.
- 5.2.3.2 While it has been noted that not all prisoners attended the Library from choice, the majority do welcome the opportunity to attend this valuable resource.
- 5.2.3.3 The Library has further strengthened its links with other areas of the establishment, in particular with education and resettlement, through the joint approach to continued development of Story Book Dads and support for family day visits.
- 5.2.3.4 Reader development activities have continued through the Costa Book Challenge and a well received author's workshop at the prison.
- 5.2.3.5 The 6 Book Challenge had its best take up so far. 42 prisoners took part, with 31 completing the reading of all six books. Adults Learners Week in May 2010, in conjunction with the Education Dept had produced a World Quiz. All prisoners had the opportunity to take part and many did.
- 5.2.3.6 It is good to note that funding has been received to replace some of the ageing and out of date computers.

## **5.3 Healthcare, Dentistry & Mental Health**

### **5.3.1 Healthcare**

- 5.3.1.1 Despite pressures on services from the high churn of prisoner, Healthcare provided a satisfactory level of service to prisoners.
- 5.3.1.2 The Board is again pleased to report that primary care services to prisoners have been delivered effectively, humanely and on a timely basis. This is supported by statistics that show that the Board has received very few complaints from prisoners, about healthcare services, with most of these resulting from occasional delays in prisoners receiving dental care. Healthcare staff should be congratulated on their caring attitude and the provision of high standards of care to prisoners.
- 5.3.1.3 Long term staff sickness and staff performance issues have caused some difficulties during the year. The Board is pleased to note that these problems have now been largely resolved by the appointment of temporary/bank staff.

- 5.3.1.4 The Health Promotion Bureau starts in September 2010 (due to have been opened in February 2010) and the Board hopes that this service will provide targeted clinics in mental health awareness, well man, smoking cessation and other health issues concerning prisoners and health care professionals.
- 5.3.1.5 The provision of a fully funded IDTS programme had been recently implemented and currently services the drug therapy needs of five prisoners. The Board is concerned that the intake of drug dependant prisoners, in a prison that does not have a drug problem, may tip the balance from a mainly compliant population to one that has a more challenging behaviour.
- 5.3.1.6 The Board is concerned that there appears to be a general lack of effort by the PCT to put healthcare provision at Bullwood Hall onto a sound footing. Use of temporary staff (incl the head), sessional contracts for GP's, the lack of tendering processes for the healthcare contract and delays to the preparation of an up-to-date health needs assessment. This haphazard approach does not give confidence that the best value health service that meets the need of prisoners, is being provided. The existing contractual arrangements have been in use for a long time and a healthcare provision based on assessed current needs is long overdue.

### **5.3.2 Dentistry**

- 5.3.2.1 The dentistry provision, whilst not ideal, does manage prisoners dentistry needs, and the waiting list, during the year, has not exceeded acceptable levels.
- 5.3.2.2 The Board has concerns that the dentist carries out very little in the way of oral healthcare of prisoners. While it is recognised that the turnover of prisoners is substantial, the Board feels nonetheless that more could be done with respect to dental health.

### **5.3.3 Mental Health**

- 5.3.3.1 From time to time there are concerns that mental health issues of individual prisoners have not been addressed, but in general prisoners mental health needs are met by the primary care mental health nurses. Currently, In-Reach works closely with the primary care mental health nurse to diagnose and discuss prisoners mental health issues. It should be noted that prisoners with severe and enduring mental health needs should not be sent to Bullwood Hall, which does not provide 24 hour healthcare.

## **5.4 Safer Community**

### **5.4.1 Safety**

5.4.1.1 The Board concurs with the view that prisoners in Bullwood Hall are held safely and with respect.

5.4.1.2 It is good to note that CCTV cameras are to be installed in Healthcare to allow additional safety for staff and to ensure appropriate supervision in the IDTS suite.

### **5.4.2 ACCTs and Self-Harm**

5.4.2.1 Self-harm incidents are rare and the Board is satisfied that the quality of the ACCT documentation is generally good and that procedures are effective.

5.4.2.2 The Board notes, that except for two, every member of senior staff has been trained to ACCT Case Manager Level. The Board looks forward to all senior staff being trained.

5.4.2.3 All wings have documents on ACCT, Bullying and Suicidal Thoughts translated into main languages.

5.4.2.4 At present the cell used in healthcare for constant watch prisoners is unfit for purpose although a gated door has been fitted to allow improved viewing. Although this cell now meets baseline requirements it is far from ideal. The decision not to grant funding delays the commencement of a second constant watch cell, which is long overdue and essential. The Board are extremely disappointed at this decision to deny funding to such a crucial refurbishment.

### **5.4.3 Bullying and Violence Reduction**

5.4.3.1 Incidents of bullying are extremely low and the Board considers effective policies to deal with bullying and to promote acceptable standards of behaviour to both prisoners and staff are in place and followed.

5.4.3.2 The Board is pleased to note that an Assessment of Need survey facilitated by the Psychological Services was circulated to officers, other disciplines and prisoners and the results of the exercise showed the need for Offending Behaviour Programmes (OBPs) to be set up to aid both staff and prisoners.

### **5.4.4 Samaritans**

5.4.4.1 The prison has no input from the Samaritans but 'phones with direct access to a Samaritan are readily available to prisoners. It is interesting to note that since prisoner Befrienders have been introduced there has been no use of Samaritan 'phone lines from January to the 17<sup>th</sup> July this year.

### **5.4.5 Prisoner Representatives**

5.4.5.1 Prisoners representatives continue to play an invaluable role within the prisoner community. Forward thinking has included these men in IDTS training which will give them a better understanding of this scheme. The Board would like to acknowledge the effort these representatives put into their duties.

## **5.4.6 Safer Community Orderlies**

- 5.4.6.1 These men attend Induction every day and collect the new prisoners together for each of their inductions, and this saves time. They also walk the wings four evenings a week to help prisoners. One orderly is located solely in Reception to greet and explain the role of themselves and Befrienders. They also explain expected standards of behaviour, safer community and what to do in the instance of bullying or violence before the new intake are taken to the Induction Wing. They also help prisoners when necessary to complete paperwork, explain procedures or to help with interpreting. This is excellent work.
- 5.4.6.2 All prisoners on the Induction wing share a cell to ensure new entrants on their first night are not alone.

## **5.4.7 Bullwood Befrienders.**

- 5.4.7.1 The Befriender scheme was launched in September 2009. Befrienders feel their role of helping other prisoners is of great value as do the prisoners and they work on a rota basis to provide cover days, evenings and weekends. Although Befrienders support is not available during lock-in, this rule can be overridden by the Governor or Deputy Governor in exceptional circumstances. At this time there are discussions as to whether Befrienders can assist a prisoner during lock-in. The Board supports this proposal.
- 5.4.7.2 A Befriender's suite has been opened on F wing, which is a small and quieter wing and any prisoner wishing to speak to a Befriender privately will be escorted there. The Board congratulates staff in obtaining accreditation from the National Mentoring & Befriending Foundation.
- 5.4.7.3 Prisoner representatives state that one of the most common complaints is from prisoners who are being kept at the establishment after their sentence has been served. This is a situation that has been ongoing for quite some time and is unacceptable. Prisoners complain of lack of liaison from Immigration. It may well be that all prisoners do not have a good command of English and therefore require a more comprehensive explanation of facts given to them.

## **5.4.7 Orderlies and Befrienders Explanatory Leaflets**

- 5.4.7.1 Some languages are difficult to translate in-house and so contact has been made with the University of Essex who will assist with a translation service. A list of prisoners available for translation is held within the establishment.

## **5.4.8 Family Support**

- 5.4.8.1 Prisoners now have a greater variety of support, where they do not have contact with their families from Befrienders, prisoner representatives and safer community orderlies. The Board commends this approach. In addition volunteer prison visitors are being recruited.

## **5.5 Discipline, Use of Force, CSU & Adjudications**

### **5.5.1 Discipline & Use of Force**

5.5.1.1 Discipline within the prison remains fair and even-handed. However, there were 31 cases of use of force which is more than double the number for 2008-2009. There does appear to be a gradual decline in the behaviour of prisoners and the Board is concerned about this trend and will closely monitor during the coming year.

### **5.5.2 Care & Separation Unit**

5.5.2.1 The Care & Separation Unit accommodated only 42 prisoners serving a total of 152 days, during the year under review. Members of the Board interviewed all prisoners held there and were satisfied that their treatment was correct, fair and humane.

### **5.5.3 Adjudications & Reviews**

5.5.3.1 A total of 152 adjudications and 4 GOOD reviews were conducted during the year, and of these Board Members attended 81. This is broadly similar to the previous year. The Board considers that Adjudications at Bullwood Hall have been properly and fairly conducted.

## Section 6 – Other areas of the Prison

### 6.1 Preparation for Release

#### Resettlement

- 6.1.1 A key statistic is that about 30% of all prisoners are released into the UK. And that does not include those who are transferred to an IRC. So clearly there is a real need to assist prisoners with their resettlement into the UK.
- 6.1.2 There needs to be a considerable effort to target prisoners who need resettlement help, and to that end resettlement workshops should target prisoners nearing release. A multi agency approach will be taken. The Board is encouraged by these proposals. It also welcomes the initiative where the education department will now offer a City & Guilds in employability skills.
- 6.1.3 For those prisoners that have slipped through the resettlement net, i.e. those who are serving a sentence of less than 12 months, we understand that a programme will be launched providing these prisoners with a sentence plan which will be managed by wing personal officers. They will be key in identifying those prisoners who have a resettlement need.
- 6.1.4 In summary there is a huge amount of work to do and the IMB warmly welcome these initiatives. The only concern it has is whether resettlement plans will be adversely affected by future budget cuts.

#### Sentence expired prisoners (IS91)

- 6.1.5 The Board remains concerned that the number of sentence expired prisoners held by order of the UKBA continues to remain at an unacceptable level. The number of sentence expired prisoners fluctuates but this problem continues unabated. It is the Board's view that one sentence expired prisoner is one too many.
- 6.1.6 It is distressing for prisoners who are expecting to be released or deported at the end of their sentence to be informed, often at short notice, that they will continue to be detained. The Board questions whether every effort is made by the UKBA to ensure that a prisoner's immigration status is determined before his sentence expires. The suggestion that the serving of an IS91 notice should not come as a shock to a prisoner may be correct but it is the manner and lateness of its serving that causes distress.
- 6.1.7 There is a persistent theme running through our rota visits where prisoners report that UKBA staff are abrupt and are sometimes perceived as rude. This is by no means the majority view but one that is sufficiently frequent that it should be stated.
- 6.1.8 There is also a communication issue where prisoners are provided with information or documentation by UKBA which is poorly understood. Prisoners are frustrated because they feel that they do not receive adequate explanation of their immigration status, what choices they have and what action is open to them to pursue. Some prisoners report that they are asked to sign a document without a full explanation as to what the document is. They are sometimes told that they must, by law, sign it.
- 6.1.9 Whilst the Board recognises the hard work of UKBA staff it does consider that their tasks are process driven and do not necessarily meet the needs of prisoners at Bullwood Hall.

## **6.2 Catering & Kitchen**

6.2.1 There were few complaints about food, and prisoners generally are satisfied with the catering standards and the menu options available. The Board is impressed with the hard work and dedication of kitchen staff.

### **Prison Shop (Canteen)**

6.2.2 The new contract for the supply of items requested by prisoners has been in force for a year and there have been some teething troubles with this service.

6.2.3 There have been times when some canteens have been missing and they have been delivered elsewhere. They cannot be retrieved from their final destination and on those occasions the prisoners have had to go without.

6.2.4 Sometimes the fresh produce is damaged either because it has been packed badly i.e. heavier items on top of soft items or in hot weather because the lorry is not refrigerated.

6.2.5 Bookers have been invited to visit Bullwood Hall to see the routine first hand and to try and understand the local problems but as yet this offer has not been taken up.

6.2.6 The introduction of P-Nomis lead to an increase in administration as checking the prisoner's location and taking money from their accounts are now separate operations.

## **6.3 Prisoner Movements**

### **Reception**

6.3.1 Reception still takes place in a Portakabin type building particularly ill suited to the purpose. On arrival, prisoners are in a vulnerable state and introduced into such a cramped area which is not the best introduction to Bullwood Hall.

6.3.2 The arrival of larger than normal groups of prisoners (10 – 12 rather than the usual 6) puts the system under severe pressure when admission is in the late afternoon.

6.3.3 The size of groups arriving and the arrival time are outside the control of the prison and is the responsibility of the contractor concerned. However, it is not acceptable for prisoners to remain in prison vans on the prison estate because there are not staff available to receive them. The Board is pleased to note that an extension to the Reception building is planned which will reduce congestion for incoming prisoners.

### **Property at Police Stations**

6.3.4 In the past two years, there has been a huge increase in applications concerning lost and/or mislaid property at police stations and these still account for the majority of applications dealt with by Board. This subject has been raised in past annual reports, but no action has yet been taken to rectify this problem.

6.3.5 Prisoners at Bullwood Hall are at the end of their sentence and many will be deported, often at short notice. Thus, prisoners' concerns for the recovery of their property assume a greater importance than may be the case in other prisons, and uncertainty as to property whereabouts causes them anxiety.

6.3.6 The Board considers that the Minister should review what appears to us to be a systemic failure within the Prison Service as well as within Police Forces to properly safeguard and arrange onward transmission of prisoners' property so that one coherent system is introduced embracing both prisons, other establishments and police stations. It is simply not good enough in the Board's view to make it the prisoner's responsibility to chase their property. If the State holds an individual's belongings, it has a duty as trustee to take care of it and return it at an appropriate and timely point.

- 6.3.7 Police stations, immigration removal centres, youth offending institutions and prisons are all component parts of the Justice Ministry and in the Board's view it is about time this issue was addressed properly. Indeed, the issue has been raised as a motion at the 2010 IMB Annual Conference.

### **Induction**

- 6.3.8 The induction process takes five days. The advantage of this is that it is thorough and covers all aspects of life in the prison
- 6.3.9 It is understood that the induction process is to be compressed into fewer days. The Board urges caution where important information may be delivered in undue haste.

## **6.4 Accommodation**

### **Wings**

- 6.4.1 There is currently a maximum roll call of 228 prisoners, of which 132 are in single cells and 96 are in shared cells. Of the 96 men sharing, 80 on G Wing have shower and toilet facilities within their cells. There are 119 prisoners subject to Night Sanitation facilities, of which 12 prisoners are sharing cells.
- 6.4.2 A new monthly meeting with all wing staff on duty that day has been introduced. The intention is to have lock-down with only cleaners left on the wings whilst the rest of the prisoners are at work. The meeting gives staff the opportunity to discuss relevant issues and hopefully should achieve more clarity between wing management and staff.
- 6.4.3 Forthcoming initiatives:  
Of the 40 staff in Residential, approximately half of them will be moving between wings. This initiative is designed to give greater motivation to staff and improve productivity.

### **Night Sanitation**

- 6.4.4 The Board urges the Minister to replace the archaic, inhumane and totally unacceptable night sanitation system. 119 prisoners (52% of the total population) are subject to night sanitation.
- 6.4.5 It is of serious concern to the Board that it is not possible to monitor, or record, the length of time a prisoner has to wait before being released from his cell to use the toilet.
- 6.4.6 Only seven prisoners on each wing can register their request at any one time. There are up to 33 prisoners in a wing that are subject to night sanitation. So for many prisoners there can be a considerable wait even to get registered on the system. Some prisoners continuously tap the night san button until they are registered on the system. Prisoners who understand the system and know how to use it, gain an advantage, whilst other less well informed prisoners are disadvantaged because of this and so suffer even longer waits to go to the toilet.
- 6.4.7 Prisoners can wait for two hours or more before they are released from their cell, and that is not counting the time between lock-in and the time Night San system becomes operational.
- 6.4.8 One of the regrettable consequences of these delays is that some prisoners throw human waste out of their cell windows. It is also put, by prisoners, into black bags that are processed in the recycling area. This presents a hazard both to prisoners and staff, especially those who recycle prison waste contaminated in this way.
- 6.4.9 While it should be noted that each prisoner has a disposable 'potty' in their cell, this whole issue remains extremely unsatisfactory in the Board's view and needs urgent review.
- 6.4.10 The Board understands that some improvements are to be made to the software that controls the system. However, it is not convinced that any material improvements will result.

## **6.5 Visits**

- 6.5.1 The visitors centre continues to provide an excellent service in terms of professionalism and a high level of respect and consideration to both prisoners and their families.
- 6.5.2 CARAT's has introduced a comprehensive leaflet stand in the visitors centre which provides drug information for families.
- 6.5.3 Success of the Family day highlighted in last years report was once again repeated this year and hopefully will become a regular event on the calendar. Management and staff should be commended for making this initiative a success.

## **6.6 Chaplaincy**

- 6.6.1 The chaplains continue to make a vital contribution to prisoner welfare, both through one to one contact with individual prisoners and through provision of religious services. All faiths are catered for.
- 6.6.2 A Sikh chaplain is now in attendance one day a week; Buddhists do not yet have a chaplain and have to run their own devotions with a non-Buddhist chaplain in attendance.
- 6.6.3 The chaplaincy took a major step forward with the full-time appointment of a Muslim Imam who is also co-ordinating chaplain, and who is a major asset to the chaplaincy and to the prison. The Board welcome this development and trusts that the hours of the sessional chaplains in the future will be sufficient to meet prisoner needs.

## **6.7 Finance**

- 6.7.1 The current difficult economic climate will mean further budget cuts, over and above those previously imposed. Consequently there is a danger that past initiatives to improve services may be at risk by cost cutting. The IMB role therefore is even more vital in monitoring services during this difficult period.

## **6.8 Drug Strategy**

- 6.8.1 The Integrated Drug Treatment System at Bullwood Hall has been in effect from April 1<sup>st</sup> 2010 and after a slow intake is increasing its client base (currently 5 prisoners).
- 6.8.2 Major changes in infrastructure to accommodate new process and protocols, (mainly Healthcare and CARATS) together with induction training for prison staff, nurses, IMB and befrienders were all completed prior to accepting prisoners, and for the personnel involved, their efforts in ensuring everything was in place by the commencement of the strategy is to be commended.
- 6.8.3 There is no cap to the number of IDTS clients that could be admitted to Bullwood Hall. Initial needs assessment estimated total of 30 a year, three or four prisoners at a time. This is already currently exceeded.
- 6.8.4 Sharing of Drug Dog services between Chelmsford Prison and Bullwood Hall has resulted in sporadic cover for Bullwood Hall, although there have been some improvements of late.

## **6.9 Prisoner Activities**

### **Gymnasium**

- 6.9.1 The gymnasium continues to be enthusiastically used by prisoners and staff. Further equipment has been purchased including mirrors and goals for use on the Astroturf.
- 6.9.2 Prisoners continue to be able to obtain a variety of personal and healthy lifestyle certificates as well as BWLA qualifications. Restructuring of the gym regime will take place later in the year when the lead physical training instructor moves to HMP Bedford. The Board will monitor the situation closely over the coming months.

### **Gardens**

- 6.9.3 The grounds inside the prison perimeter continue to be kept clean and tidy and well-maintained by a member of staff supervising six prisoners who also grow vegetables and herbs for use by the kitchen.

### **Cleaning**

- 6.9.4 The wings and buildings are kept clean and tidy by designated wing cleaners supervised by staff members. Generally cleaning standards are good although toilets and showers are generally in a poor condition.
- 6.9.5 The Board is concerned that at the present time the trainer for industrial cleaning is attached to other duties, so the wing cleaners are not able to achieve an industrial cleaning qualification.

### **Laundry**

- 6.9.6 One member of staff supervises five prisoners who, in the Board's view, operate the laundry in a most efficient and effective way. During the year under review, the machines in the laundry were replaced with more efficient models.

Roderick Salmon (Chair)  
24 October 2010

## **Section 7 - The work of the IMB**

### **7.1 General**

- 7.1.1 Two members are on rota duty each week to ensure prompt response to applications received from prisoners. All areas of the prison are visited each week by the two Members on rota duty and where necessary attend meetings and training sessions.
- 7.1.2 Five new members were appointed in October 2009, of which three unfortunately fell by the way-side. A recent recruitment drive was undertaken and five new members have been recommended for appointment.
- 7.1.3 Each Member has an area of special interest which contributes to the annual report.
- 7.1.4 The offices of Chair, vice-Chair and Board Development Officer remained unchanged.
- 7.1.5 The Board is indebted to its Clerk for the continued high level of service she provides.
- 7.1.6 The senior management team, staff and in-house UKBA staff have always been helpful and open with our enquiries. The Governor continues to provide an open door policy to the IMB and regularly attends our Board meetings.

## Appendix A

### Board Statistics

	09/10	08/09	07/08	06/07
Recommended complement of Board Members	12	12	12	12
Number of Board Members at the start of the reporting period	8	8	7	7
Number of Board Members at the end of the reporting period	7	8	8	7
Number of Members joining within the reporting period	5	4	4	6
Number of Members leaving within the reporting period	6	3	5	1
Number of Board meetings during the reporting period	13	15	12	12
Average number at Board meetings during the reporting period	8.7	7.4	5.3	5.5
Number of attendances at meetings other than Board meetings	203	193	159	67
Number of visits to the prison (including all meetings)	589	548	304	317
Number of weekday rota visits	218	220	191	210
Number of weekend day rota visits	55	32	34	40
Number of all other non-rota visits	316	296	159	67
Number of applications received	310	214	210	233
Number of adjudications/reviews conducted	156	150	94	256
Number of adjudications/reviews witnessed by Members	81	81	57	24
Number of Use Of Force Incidents	31	14	8	33
Number of Use Of Force Incidents witnessed by Member	4	1	3	<i>f</i>

The statistics above and in Appendix B should be seen in the following context:

Number of incoming prisoners received annually	847	807	771	697
Maximum Roll	228	228	228	198

*f Not recorded*

## Appendix B

### Applications broken down by IMB category

		09/10	08/09	07/08	06/07
All Applications	Total Applications dealt with in first instance:	310	214	210	233
A Accommodation	A1 Cell quality	5		1	
	A2 Wing/Cell allocation	2	1	3	
B Adjudications CSU	B1 Adjudications - Internal				
	B3 Rule 45/49 Segregation				
C Diversity	C1 Racial Issues referred to prison staff	3			
	C2 Racial Issues not referred to staff		1		
	C3 Other diversity issues (eg Disability)	3		2	
D E/T/E and Regimes	D1 Education/Employment	1	4	14	
	D2 Incentives & Earned Privileges	9	2		
E Family & Visits	E1 Visits	1	5		
	E2 Resettlement Issues	2	6	3	
	E3 Mail/Pin/Phones	1	1	7	
F Food/Kitchen	F Food/kitchen issues	4	6	3	
G Health Related	G Health Issues	11	8	9	
H Property	H1 Property relating to previous prison	26	29	36	35
	H1b Property relating to police stations <i>f</i>	100	28	<i>f</i>	<i>f</i>
	H2 Property relating to current prison	11	5	5	
	H3 Canteen/Bookers/Facilities list	3	1	2	
I Sentence Related	I1 Basic sentence (incl remand time)	7	9	4	
	I2 Home Detention Curfew	9	9	14	24
	I3 Immigration/Deportation	66	56	68	42
	I4 Categorisation	12	5	4	
	I5 Police days	2			
	I6 Release on Temporary License	2	2	1	
	I7 Parole Board				
J Staff/Prisoner	J1 Applications about staff	7	11	11	
	J2 Applications about prisoners		1	3	
	J3 Applications from staff	2	2		
K Transfers	K Transfers	2	4	1	
L Miscellaneous	L Miscellaneous	19	20	16	132

*f* Not recorded.

## Appendix C - Glossary of acronyms used in this report

ACCT	Assessment, Care in Custody and Teamwork
BWLA	British Weight Lifters Association
CAB	Challenging Antisocial Behaviour
CARAT	Counselling Assessment Referral Advice Throughcare
CSU	Care and Separation Unit
DEAT	Diversity Equality Action Team
DDA	Discrimination & Disability Act
ESOL	English for Speakers of Other Languages
HMCIP	Her Majesty's Chief Inspector of Prisons
HMP	Her Majesty's Prison
HNA	Health Needs Assessment
IAS	Immigration Advisory Service
IDTS	Integrated Drug Treatment System
IEP	Incentives and Earned Privileges
IMB	Independent Monitoring Board
IOM	International Organisation for Migration
IRC	Immigration Removal Centre
MIND	National Association for Mental Health
NACRO	National Association for the Care and Rehabilitation of Offenders
NOMS	National Offender Management Service
NVQ	National Vocational Qualification
OASys	Offender Assessment System
OMU	Offender Management Unit
PCT	Primary Care Trust
PTSD	Post Traumatic Stress Disorder
RARPA	Recognising and Recording Progress and Achievement
RIRF	Racist Incident Reporting Form
SFA	Skills Funding Agency
UKBA	United Kingdom Border Agency