



**The Independent Monitoring Board
HMP Bristol**

Annual Report

1 August 2012 - 31 July 2013

Section 1

STATUTORY ROLE OF THE IMB

The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre 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 and every part of the prison and also to the prison's records.

Section 2

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DESCRIPTION OF THE PRISON

1. HMP Bristol is a very busy Category B local, adult male, prison which receives convicted and remand prisoners, the majority spending less than three months at the prison. During this reporting period the prison's remand population often exceeded that of the sentenced population. The operating capacity at the end of the reporting year was 614, including a small number of young adults.
2. The establishment is in the district of Horfield, which is a mostly residential area with local amenities. The prison was built in the late 19th century, although B and C Wings were added in the 1960s.
3. The residential Healthcare Unit has been replaced by a reintegration unit, named the Brunel Unit, which provides support and care for prisoners with acute mental health needs or learning disabilities. Primary healthcare is now delivered on the residential wings. One residential wing (C), with a capacity for 148 prisoners, receives all newly admitted drug and alcohol dependent prisoners. On that wing they receive detoxification/stabilisation and can access a drug recovery service in a safe environment from a dedicated clinical and psychosocial team. There is also a 'drug free' wing. One wing houses a first night centre, and there is a safer custody unit that accommodates prisoners assessed as vulnerable and needing additional support.
4. The Governing Governor of the prison is supported by a Deputy Governor and a team of senior managers.

Section 4

EXECUTIVE SUMMARY

5. The continuing requirement to make financial savings has been a challenge this year for HMP Bristol. The Governor and her staff dealt effectively with additional demands following the closure of HMP Gloucester this year, but further budget cuts following the Specification, Benchmarking and Costing (SBC) exercise, are of concern to the Board. While the Board understands that 'New Ways of Working' (NWoW) seeks to reduce the overall costs to the public of the prison service, it is our judgement that further reductions in staffing levels will have a serious detrimental effect on the lives of prisoners and on staff morale.

Particular Issues requiring a response from the Minister

6. In response to the issues of concern raised in last year's IMB report the Board received assurances from the Minister and NOMS that significant reductions in staffing levels will ensure more efficient and effective deployment of resources; that new staff profiles are safe and decent; that there is no shortage of challenging and skilled employment; and that kit is plentiful and the prison receives an excellent service from Leyhill. In fact, few of these issues of concern have been fully resolved (see Chart 1 below). Additional concerns have arisen in the current reporting year and are summarised in Chart 2. Ministers and NOMS will be aware that many of these issues of concern are shared by HMCIP following an unannounced visit to the prison in May 2013.

Particular issues requiring a response from the Prison Service

- 7.
- The detrimental impact of low staffing levels on contact with prisoners (para 35), time out of cell, and availability of escorts for external medical appointments (paras. 21 & 52).
 - the poor condition of toilet facilities on B wing - no plans to replace these as the Board understands that there is no budget for this work (para. 51).
 - the increasing volume of prisoners' property 'lost' during transfers between prisons, which creates undue pressure for Reception and wing staff, and generates a large number of Applications to the IMB.

Previous year's concerns:

Chart 1

Of Concern, 2011-2012	Present Situation
Staffing levels on residential wings	Unresolved: low staffing levels on some wings at certain times have had adverse consequences for prisoners and staff: difficult to quantify but at times some prisoners (and members of staff) feel unsafe (parag.34); prisoners experience reduced time out of cells & cancellation of association time; the IEP system does not operate fully and fairly across all wings (para. 52). Resettlement has however been given greater priority (paras. 29-30).
External areas of the prison	Unresolved: some external areas of the prison – one of the main thoroughfares and behind the residential blocks – continue to be badly littered with food waste, discarded clothing and other debris. (para.54). The Board considers that more effort is still required both to discourage prisoners from

	throwing waste from the windows and to clean these areas more regularly.
Workshops/purposeful activity	Unresolved: there continues to be a shortage of skilled work/vocational training. Too few prisoners are able to access meaningful work/training which will help them gain employment on release. (para.25)
First Night Centre	Partially resolved: the new FNC & Induction working well, albeit limited to relatively few prisoners. To be extended to all first night prisoners but no longer with dedicated staff. (para.53)
Diversity and Equality (E & D)	Unresolved: the quality of E & D provision is still of concern; prison has not gathered necessary monitoring data and failed to hold regular meetings; specialist staff remain redeployed throughout the prison. However new forums for prisoners with protected characteristics are promising (paras.9-10).
Visitors Booking line	Unresolved: visitors continue to report difficulty in booking visits. This varies but IMB checks confirm that the one booking line is often engaged for long periods and closed/automatically cut off at times when the prison website states that bookings can be made. This concern was reported in the IMB 09/10 annual report.
Prisoners' kit	Partially resolved: shortfalls in supply and the poor quality of some items received from HMP Leyhill is a continuing concern (para.55)

This year's concerns

Chart 2

Of Concern, 2012-2013	Present Situation
Volume of prisoners' property lost during transfers between prisons. Difficulty in accessing stored property.	The Board receives an increasing number of Applications for locating lost property or complaints about delay in accessing property held in the prison (see Section 7 Applications Chart). The issue is time-consuming for both the IMB and prison staff. There was undue reliance on one experienced member of staff.
Poor level of cleanliness and deterioration in the fabric of some communal areas.	Facilities, especially toilets and showers on some wings and in the kitchen, are in poor condition and/or are not cleaned satisfactorily. Cockroach infestation has been reported on several occasions. Standard of cleaning has marginally improved following HMCIP inspection. (para.51)

Staffing of pin phones, personal property stores, correspondence & request/complaints.	Staff absences/shortages in various support departments has had adverse knock on effects: an increase in requests & complaints, delays in handling these, and associated diversion of wing staff from other responsibilities (para.52).
Canteen pricing.	There have been increases in canteen prices over the year, some quite high. Wages have not increased over the past 3 years to match these.
The prison applications and complaints system.	Prisoners complain to the Board that they have not received a reply to a written R & C (Requests and Complaints) within 7 days or that a response was unhelpful. Responses vary in quality but are sometimes perfunctory, difficult to read and unhelpful. (see also HMCIP report 2013, 2.51-2.52)

8. There were some important achievements during the reporting year, such as the creation of the Brunel Intervention Unit (para.17) and the strengthening of the prison resettlement services (paras.29-30). Other notable achievements are reported in the following section. Notwithstanding these successes, there remains significant scope for improvement and the Governing Governor and the Senior Management Team are in the process implementing a number of important changes across the prison in response to the recommendations contained in the HMCIP (2013) report. These changes are welcomed and will be monitored closely by the Board during the 2013/14 reporting period

Equality and Inclusion

9. The main forum for monitoring equality throughout the prison and addressing disadvantage among prisoners with protected characteristics is the EDAT (Equality, Diversity and Action Team) meeting. However, the Board is concerned that during this reporting year these meetings have not been held regularly. The Board received minutes of only **two** such meetings in this time, held in November 2012 and June 2013. The member who had hoped to attend was not notified of cancellations or dates when meetings were scheduled. Hence the Board has been unable to monitor the prison's equality and diversity activities. The irregularity of meetings has also limited the prison's ability to identify and respond to problems. Added to which, there is a lack of robust monitoring data which would enable the prison (and the Board) to gauge whether or not the needs of disadvantaged prisoners are being recorded and addressed.
10. In the IMB's last Annual Report concern was expressed that dedicated EDAT staff had been redeployed to general wing duties, resulting in a reduction in the quality of this aspect of support work (see table p 5). This situation has continued and it seems to the Board that insufficient attention has been paid to the needs of some prisoners with protected characteristics. However, since the beginning of 2013, the prison has begun to address equality provision across the prison in a more structured manner through various forums, 13 of which have met this year, involving some 119 prisoners. These include: race equality, gypsies and travellers, religion and belief, disability, gender and transgender, and sexual orientation. Forums also exist for immigration detainees and older prisoners. As yet it is unclear whether or not these groups will prove beneficial in raising awareness and reducing disadvantage, but the Board intends to monitor their impact closely.

Learning and Skills

11. The latest OLASS contract (known as 'OLASS 4') was implemented in August 2012, and a new provider, Weston College, has been in place since then. The contract is based on a new funding model with a focus on stated outcomes (i.e attendance and achievement), rather than hours provided and, it is claimed, with a stronger emphasis on employability skills and meeting resettlement needs. The function is seen as integral to the prison's objective of reducing reoffending. Other organisations such as National Careers Service, New Futures, N-Ergy contribute towards the provision of employability and vocational skills.
12. The Prison Service's PE department continues to provide valuable and well-used physical fitness and sports training. The Prison Service also runs the PICTA workshop, offering worthwhile qualifications such as the European Computer Driving Licence (ECDL) to Level 2 and Information Technology Essentials.
13. The Board continues to welcome a more focused and integrated approach to learning and skills. Concerns about possible removal of softer subjects such as art and music have been allayed to some extent, though provision has been reduced in this area under the new OLASS contract. The Board has been told, but has as yet no evidence to support this, that places on literacy and numeracy courses will be doubled with teaching introduced into workshops.
14. Attendance on Weston College courses is below a target of 80%. Attendance at classes in April, May and June 2013 was 71%, 79% and 68% respectively. It is understood that the prison is taking steps to monitor low attendance and address the causes. The Board has been assured that, after initial teething difficulties towards the end of 2012 and the start of 2013, the new OLASS contract and the chief provider have settled down. The Board welcomes the new focus on employability skills and resettlement and will continue to monitor levels of engagement and educational achievement.

15. The Board understands that consideration is being given to the re-rolling of D Wing as an 'induction' wing where all prisoners arriving at HMP Bristol would be allocated - apart from those requiring drug treatment programmes, who would continue to be allocated to C Wing. An induction wing would allow better opportunity for assessment of prisoners' learning and skills and resettlement needs and, if implemented, would be a welcome development.

Healthcare and Mental Health

16. Primary care services, and some specialist clinical care, is provided by Bristol Community Health (BCH). Mental health care is the responsibility of an Avon and Wiltshire Partnership Trust (AWP). Until 30th September 2012 the healthcare facility in HMP Bristol comprised a ground floor 20 bed inpatient unit, available to prisoners with either physical or mental health conditions. The healthcare unit was often at full capacity because of the practice of locating prisoners there temporarily as 'lodgers' awaiting a suitable cell (e.g a single or ground floor cell) on one of the residential wings. This occasionally resulted in seriously mentally ill prisoners being left on the wings until a bed became vacant.
17. Following an exercise and benchmark review earlier in 2012, it was decided to adopt a new approach to healthcare with a reduced inpatient facility, greater emphasis on short term interventions, day care, and measures to achieve a speedy return to normal wing location. From October 1st 2012, the Brunel Intervention Unit became a residential unit for approximately 10 patients. The Unit has been recently redecorated and staff have moved from a cramped and poorly ventilated office to one which is larger and better equipped. The Brunel Unit is now more effectively integrated with the Separation and Reintegration Unit, which is located in the same building. The IMB welcomes this initiative and we note the larger role being played by prison officers alongside nursing staff in supporting prisoners who spend time there.
18. Towards the end of 2012 the departure of a number of regular and long service clinical staff was a cause of concern to the Board. Their replacement by agency staff (at one point nearly 60% of the nursing staff were temporary) gave rise to some security problems but a major recruitment drive in early 2013 has brought the team up to near full capacity. All healthcare staff are now employed more flexibly to meet the health needs of prisoners.
19. Prisoners work alongside uniform and clinical staff in 'open' groups in the Brunel Unit. Facilitated by the AWP mental health nurse on duty and by prison staff, these groups can be attended by prisoners with mental health problems located elsewhere in the prison, such as the Segregation Unit or the residential wings. The Board has noted a sense of pride amongst those involved. The subjects discussed include: current affairs discussion; assertiveness and coping skills for prisoners assessed as vulnerable and susceptible to bullying; relaxation; and mental health therapeutic activities including therapy for those with low self-esteem. AWP holds a fortnightly service user forum, feedback from which has been very positive.
20. Primary care resources have been placed on the residential wings to support a community model of care. This is a tried and tested community model used in some other prisons and to date appears to be working well. All newly arrived prisoners are medically examined within 24 hours of arrival. The treatment room on one of the wings has been refurbished with a view to providing an improved working environment for nursing staff and raising standards of infection control. Funds have been procured for similar upgrading of treatment rooms on all other residential wings. A number of clinics (eg podiatry, ophthalmology, sexual health) are held on a regular basis.
21. The number of IMB applications received by the Board relating to health issues has increased significantly over the year (see Section 7 Applications Chart). These included complaints from drug dependent prisoners about reductions in drug substitute medication and delays in receiving care. During the reporting year waiting times for dental appointments have at times been overlong, due, we

understand, to lack of cover when the dentist is on sickness or annual leave (see also HMCIP 2013 report p 42 para 2.99). Hospital appointments have been cancelled or delayed due to the unavailability of prison officer escorts.

22. One area of concern for the future is the potential for a smoking ban within the Prison from the start of 2014 or possibly earlier in late 2013. The IMB welcomes the move to ban smoking but there will be a need to address resistance from some prisoners. The potential increase in staff workload following the ban is already in planning.
23. The IMB is generally satisfied with the provision of healthcare in the prison. The healthcare managers are keen to keep in regular contact with the Board and the Board will continue to monitor closely all future developments. We commend the valuable service given by the healthcare team, often in demanding circumstances, who deal with a wide range of health problems with dedication and patience.

Purposeful activity

24. A 'snapshot' in July 2013 indicated that 372 spaces were available for work and education (compared with 516 places at the same point in the previous reporting period), of which 320 (86%) were filled. The Opella workshop, where plumbing parts were assembled, closed during the past year owing to a shortage of available work. This resulted in a loss of 35 places. The prison is looking for another company to set up a new workshop. The Board commends the continuing success of the Picta workshop, which provides a good range of computer skills qualifications and is run by well qualified and enthusiastic tutors.
25. The high turnover of prisoners at HMP Bristol and higher proportion of prisoners on remand (60%) compared to last year present a challenge in the allocation of prisoners to activities. The July snapshot figures, showing the reduction in purposeful activity spaces, support findings highlighted as an area of concern in HMCIP's May 2013 report on HMP Bristol – that an average of 50% of prisoners were locked in cells at any one time and only 26% of prisoners were taking part in activities off the wing. The reduction in spaces for purposeful activity is a matter of serious concern for the Board. It is understood that purposeful activity places are to be increased by 80 in the near future; also that separate morning and afternoon shifts in workshops are being considered as a means of further increasing purposeful activity places and offering more prisoners the opportunity to work, albeit part-time. The Board nevertheless remains concerned about the reduction in purposeful activity over the last reporting period and will continue to monitor availability.

Resettlement

26. HMP Bristol adopted the national strategy 'Breaking the Cycle and Reducing Reoffending' in 2012 with the stated primary objective of protecting the public and reducing crime in the local community. The focus is on advice and help for prisoners under 7 Pathways to resettlement: (1) accommodation, (2) skills training and employment, (3) health and mental health, (4) drugs and alcohol, (5) finance, benefits and debt, (6) children and families and (7) attitudes, thinking and behaviour.
27. It was intended that 6 dedicated Activities and Outreach Officers would be appointed to support the full resettlement programme. But this complement was reduced to two. Moreover, under the Competition Benchmarking initiative, these two offices are due to be replaced in October 2013 by administration staff who, the Board understands, will have no prior experience of prisoner contact or knowledge of the external sources of help and support. The implications of this reduction for the quality of resettlement work will be monitored.
28. An OASys assessment is produced for each newly sentenced prisoner. A 'basic' assessment is undertaken for those serving up to 12 months and more extensive one for those considered low to medium risk and serving 12 months or more. The fuller assessment, normally completed within 4 weeks of sentencing by The Offender Management Unit (OMU), determines sentence planning and preparation for release and 'through the gate' support. There is a standard rule that an updated OASys

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file will be available for each appropriately transferred prisoner. This is usually achieved although the Board understands that there have been occasions when, due to staffing problems, a prisoner has been transferred file without the OASys file having been updated.

29. Despite staff reductions in OMU the workload in relation to resettlement has increased considerably in 2013 following the closure of Gloucester Prison and as a result of a growth in the number of prisoners who are on remand to circa 50-60% of the population. This is particularly apparent in relation to Pathway (1): accommodation. Up to 90% of current prisoners will require housing assistance and in 2013 this work has expanded significantly. The prison has responded with increased housing support; whereas in May 2013 10 housing cases were processed, the monthly total rose to about 60 during June and July. Strong links have been established with Bristol, Bath and Swindon Council Housing Departments. A similar link with Gloucester is being sought. Additionally, specialist housing assistance was provided for prisoners with drug/alcohol problems, most of whom are homeless. Between 70 and 80 such prisoners per month received help with accommodation, the majority being placed in drug free accommodation.
30. The resettlement strategy actively supports Pathways (2), (5) and (7) with the assistance of external agencies such as New Futures and the National Careers Service (NCS), JobCentrePlus, N-ergy and CAB as appropriate. NCS now complete a Skills Action Plan with each prisoner covering skills acquisition (a) in prison and (b) after release. Attendance rates at pre-release workshops are said by the Activities Officers to range from 75% - 99%. There is good provision of financial, benefits and debt advice, again with effective joint work with relevant outside agencies.
31. To date, very little progress has been made in supporting prisoners' children and families (Pathway 6) although a volunteer has recently been appointed who has begun work to reintroduce 'Story Book Dads' and an Animations Course. The latter will visit the prison 4 times a year to produce DVDs for prisoners to send to their families. The Board considers that this Pathway needs to be strengthened.
32. There is no evidence that data are being accumulated that would enable the prison to monitor the progress of a prisoner and measure the success of the current strategy. The Board endorse the view of HMCIP that there is a need for improved monitoring of resettlement provision and outcomes.¹

Safer Custody

33. The IMB considers that, given the context, the prison is generally a safe place for prisoners and staff. In this reporting year there were relatively few (approximately 35) written applications and requests to the Board for confidential access concerning 'unjust treatment/victimisation'.² Board members conduct regular Rota visits and they have not been made aware of concerns among prisoners and staff about high levels of bullying.
34. However, the Board is aware of perceptions among staff on the residential wings that some prisoners – and members of staff – feel unsafe at certain times. According to the findings of a recent unannounced HMCIP visit, there is significant room for improvement in perceptions of safety and reported victimisation.³ The Inspectorate also considered that the quality of staff supervision on the wings was not always adequate. In last year's Annual Report the Board highlighted reductions in staff availability to prisoners as a key issue of concern. Throughout this reporting year members have continued to express concern that levels of staffing on the residential wings are, at times, insufficient to ensure a safe environment for prisoners and staff. Wing staff have told us that they have little opportunity to engage one to one with prisoners and it is evident that few prisoners have had any contact with their Personal Officer. 69% of prisoners in a recent HMCIP survey said they had not met their Personal Officer and less than a quarter said that a member of staff had checked on them personally in the previous week to see how they were getting on.

Anti- social Behaviour Monitoring (asbm)

35. The Board considers that the paper trail for monitoring anti-social behaviour is fairly cumbersome and lengthy. It can include 5 separate recordings: An SIR, an ASBM report, the daily log, P-Nomis and an incident report for each investigation even if it is minor. It is possible that the process inhibits staff from opening ASBMs. This is suggested by the fact that, between January 2013 and June 2013 threats of bullying across the entire prison are recorded as just six, five of which were in one month. The recent HMCIP report similarly found that formal recording –and management - of bullying and victimisation on the wings were poor. The deterioration in staff/prisoner relationships and in levels of personal contact noted by the Board over the past year may have contributed to the relatively high incidence of victimisation by other prisoners reported to the Inspectorate. Prisoners who are found guilty of bullying are regularly moved to other wings or out of the prison and are likely to face disciplinary report procedures.
36. In the same period (January – July 2013) there were 176 violent incidents including 34 recorded incidents of prisoner on prisoner assaults and 25 prisoner-on-staff assaults. The total includes including threats and abuse towards officers. The accuracy of these year-on-year statistics, which indicate a downward trend in violence and threats is uncertain, not least because recording categories vary substantially from year to year.⁴

ACCTs (Assessment, Care in Custody and Teamwork)

37. A designated board member regularly attends safer custody management meetings as an observer and is updated as to developments and policy initiatives Board members have monitored and taken part in quality control checks at the Safer Custody management monthly meetings. The quality control checks and audits are a response to previous audit team criticisms. The booklets are selected at random and critiqued by all those present. There has been an emphasis on improving the closure review processes. It is difficult to gauge how effective this has been in addressing the weaknesses. The number of books sampled at a monthly meeting will be at the most five. There are however always poor examples. The number of ACCT books opened in the reporting period remains consistent. In our Rota reports we have sometimes noted opened ACCT books have not accompanied the prisoner to their place of work or off wing activity
38. Board members also check and monitor open ACCT books during their Rota visits and report on their findings. The numbers have been stable over the past four years.

Number of ACCT books opened since 2010:

2010	565
2011	579
2012	557
2013	265 (to June 2013) ⁵

Self-Harm

39. The recording of self-harm data has improved significantly in the last year. This may be reflected in what appears to be an increase in self-harm incidents – from 123 recorded incidents in 2011 to 161 in 2012 (and 70 in the first six months of 2013). Self-harm statistics are configured to identify ethnicity and any patterns, such as day of week, location, time of day. As in 2011/2012, the overwhelming number of such incidents involved white prisoners and the majority were located on the Safer Custody Wing (D Wing).
40. There has been one death in custody in the reporting period. Any further ombudsman's recommendations are to follow.

41. Trained listeners play an important part in fellow prisoner's well-being when utilised appropriately. The Board notes the regular attendance of listeners' representatives at the safer custody management meetings where their reports and comments are received respectfully. Occasionally there have been shortages of listeners and staff have not always adhered to the formal listener duty rota. These matters are addressed at the monthly Safer Custody meetings.

Separation and Reintegration Unit

42. The Unit, known colloquially in the prison as the Segregation Unit, has 12 furnished, two unfurnished and one 'safer' cell. The staffing profile for the unit is:

- one senior officer and three officers each morning
- four officers in the afternoon, and
- three officers during the evening
- weekends - one senior officer and four officers in the morning, two in the afternoon and one during the evening and overnight.

43. For this reporting period a total of 344 prisoners have been located in the Segregation Unit compared to 365 for the same reporting period last year.

44. Three prisoners who displayed extremely violent behaviour were placed in unfurnished cells during the reporting period (compared to two in 2012/11 two 2010/11, six in 2009/10, 10 in 2008/09 and 12 in 2007/08). Each placement in an unfurnished cell, which usually only lasts for a just few hours, is monitored by the IMB. There have been no major incidents or the requirement to use enhanced restraints.

45. Six prisoners have carried out a 'dirty protest,' compared to eleven in the previous report. Officers in the unit have handled these situations with great sensitivity as well as a certain amount of forbearance. The prisoners concerned have been provided with regular showers and seen on a daily basis by a member of the Healthcare Team. The cell which is usually used to house prisoners making a dirty protest has been thoroughly cleaned on a regular basis.

46. A member of the IMB visits the unit each week, speaks to each prisoner, responds to problems raised at the time of the visit wherever possible, and checks that paperwork is in order. This same member has daily telephone contact with the unit.

47. Reviews of prisoners held in the Segregation Unit are held weekly, and a member of the IMB attends whenever possible. They are held at varying times during the week as and when required. The lack of fixed times has meant, however, that Board members have struggled to keep informed of scheduled reviews and cancellations. This is reflected in the low number attended by the IMB (see Section 7). Those attended during the reporting year were conducted in a thorough and fair manner, although it was evident to the Board that, on occasion, reviews were held in the absence of a representative from the healthcare team.

48. A total of 931 adjudications (including prisoners with multiple adjudications) have been conducted during the reporting period (compared to 1,142 in 2011/12, 1,006 in 2010/11, 1,303 in 2009/10 and 1,173 in 2008/09). Of this total the Independent Adjudicator (a District Judge) has dealt with 131 prisoners who had 202 adjudication (compared to 211 in 210/11). IMB members generally attend adjudications taking place at the time of their visit to the Segregation Unit. These are conducted fairly and follow agreed guidelines.

49. In the previous reporting period the Board expressed concern that five prisoners had been incarcerated in segregation for a considerable amount of time and in all cases there appeared to have been a noticeable deterioration in their wellbeing. In this reporting period no prisoner has been incarcerated in segregation for longer than 3 months. We can also report that the problem of 'long stayers' on the Unit, the care of prisoners with mental health issues, or other issues of concern are now discussed with the Board's regular representative at SMARG meetings.

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50. It is the opinion of the Board that the Segregation Unit continues to be very well managed. In spite of dealing with some of the prison's most challenging residents, the staff provide a high level of care, they show patience, and go about their work in a cheerful and thoroughly professional manner. They are generous with their time when dealing with enquiries from prisoners and the IMB. The staff make every effort to facilitate visits from members of the Board and keep them apprised of any developments.

Residential Services (including accommodation, food, catering and kitchens)

51. The standard of cleanliness on the residential wings has varied throughout the reporting year, but the Board has frequently raised concerns about dirty communal sanitation. Showers and toilets are sometimes poorly cleaned. The facilities on B wing, which does not have integral sanitation, are particularly poor, with some cracked and missing tiles, old and leaking toilets, and toilets on one landing out of action for long periods. The Board understands that there is no budget to replace these facilities. The Board has raised similar concerns about the condition of the changing room and toilet used by prisoners who work in the kitchen. One toilet shared by up to 30 prisoners is inadequate, especially in a food preparation environment. This area has recently undergone a thorough clean but it needs to be redecorated and generally upgraded. Prisoners and staff have reported to us cockroach infestations on some of the wings at various times throughout the year.

52. In last year's Annual Report the Board expressed concern that staff shortage on the wings had resulted in cancellation of association and that prisoners were spending too much time in their cells. As noted in para.25, this situation has been exacerbated by a decline in the number of work places. Unavailability of staff has also resulted in complaints to the IMB about cancellation of external medical appointments due to lack of escorts. During this reporting year association time has again been cancelled, and again the reason given was staff shortages. Fewer staff, and the associated need to increase the movement of staff across residential wings, has undermined the Personal Officer role. Some members of staff have told the IMB that they have insufficient time to deal with the many and varied problems raised by prisoners, and to ensure that the Incentive and Earned Privileges (IEP) system is operating effectively and consistently across the wings.

53. In October 2012 a new First Night Centre was opened in a quiet area of the prison. This dedicated centre provides a calm environment for new prisoners and operate an effective first night service and much improved induction. However there have been occasions when prisoners who are not on their first night have been located on the wing and equally, not all first night prisoners go to the Centre. The Board has expressed concern that this excellent induction service has not been available to all new prisoners. The Board has been told that the FNC is to be enlarged as part of a wider reorganisation of residential services later this year, but will lack the dedicated staff trained to deliver this service to a high standard. Members will monitor the Centre closely following this expansion.

54. In last year's Annual Report the IMB expressed concern about the amount of litter in external areas of the prison. The Ministerial response to this concern was that the employment of Red Bands to clean outside areas had significantly reduced the problem and that the IEP system was being used when prisoners are identified littering. However, despite greater effort to clean these areas they continue to be regularly littered with food waste and other rubbish thrown from windows. Broken cell windows undoubtedly exacerbate the problem, but since windows have restrictors, and cells become overheated in summer this practice is likely to continue.

55. In previous years the Board has raised concern about shortage of kit and the poor quality of some items. Availability of most items of clothing improved during early 2012 and weekly change of kit improved matters, but the situation has worsened and during this reporting year the Board has heard many complaints of shortages of clothing or bedding. Moreover, the quality of many items, such as towels, is often very poor and prisoners are understandably reluctant to take daily showers when they have just one thin and worn towel in their kit. The Board has also reported concerns about difficulties in obtaining pillows. In its 2013 report on the prison HMCIP was similarly critical of the quality of bedding and clothing and of shortages of kit. The Board has been told that the full budget allocation is

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being spent but when kit of acceptable quality is sent to HMP Leyhill for washing, Leyhill often return kit of poorer quality.⁶ A ministerial response to concerns raised about kit in last year's Annual Report attributed any shortfalls to the suppliers at Branston rather than to Leyhill. We have been assured that measures have very recently been taken to resolve this issue including an increase in kit issued at Reception and increased delivery/collection days from Leyhill. These changes will be closely monitored by the Board.

56. The hot water supply is inadequate to meet the needs of prisoners on one of the wings and during the winter months there was inadequate heating on two of the residential wings. Staff reported that prisoners were very cold at night.
57. The catering manager and his team continue to produce a reasonably varied and balanced menu on the very restricted budget of £1.94 per prisoner per day. However the Board considers that the budget is barely sufficient to provide decent quality meals and members do hear complaints from prisoners that portions are too small or that meals are of poor quality. Major items of kitchen equipment are frequently out of action and the Board has raised concern on a number of occasions about the length of time it takes within the current centralised system to repair or replace the item.

Integrated Drug Treatment and Testing (IDTS)

58. Levels of drug use among new arrivals to HMP Bristol are high and statistics compiled by the prison for mandatory drug testing (MDT) indicate that illegal drugs continue to circulate in the prison.⁷ Between April 2012 and March 2013, 9.64% of those tested during random testing returned a positive result. Positive rates were notably higher in April and May (29% and 22&5 respectively) but have subsequently fallen back to a figure within the KPT of 15.4%. Positive tests were mainly for methadone and buprenorphine – subutex. Prisoners who fail a mandatory or suspicion test are put onto closed visits (no physical contact). Those caught ‘palming’ and diverting medication are automatically put on Basic Regime for 14 days.⁸
59. As the Board has noted in successive annual reports, the two main routes into the prison for illicit drugs are through open visits and prisoners returning from temporary release or recall having breached the conditions of their ‘licence’. A dedicated supply reduction officer works closely with the security department and the police in an effort to reduce the supply and circulation of illicit drugs.
60. The Drug Strategy Committee has met bi-monthly throughout the year, under the strong leadership of a Senior Manager. This Committee implements and monitors all aspects of the national and local drug strategies. The IDTS, now well established in HMP Bristol, aims to provide a comprehensive substance abuse service for all prisoners while they are in custody and following their release. There have been numerous staff changes during the year and for a time a shortage in senior clinical staff raised concerns within IDTS (shared by the Board), about standards of practice. These staffing difficulties were resolved and the substance misuse service is running smoothly. New prisoners with a drug and/or alcohol problem can access treatment on a designated wing (C wing). Both during and after detoxification, prisoners are offered support and advice from clinical staff and the CARATs (Counselling, Assessment, Referral, Advice and Throughcare) team who are based on the wing. C Wing prisoners can take part in a new ‘Inside Recovery’ treatment model which moves away from standard treatment in groups towards a more personalised approach.
61. All prisoners have access to a multi-disciplinary Relapse Intervention Team. This commendable service has been running successfully in the prison for a number of years. The Board also commends the partnership between the prison intervention team and community based criminal justice integrated teams (CJITs) as this ensures that prior to their release prisoners’ needs are assessed and they are able to gain swift access to treatment in the community.

Section 7

THE WORK OF THE INDEPENDENT MONITORING BOARD

The Board operates three different rotas per week which means that there is an IMB presence in the prison on, at least, three days per week. Each rota is carried out by a single IMB member who has a commitment, on average, of two-to-three days per month. This includes any requisite training, attendance at selected prison meetings and the Board's monthly meeting.

BOARD STATISTICS	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	15
Number of Board members at the end of the reporting period	13
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	3
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	381
Total number of segregation reviews held	Not recorded
Total number of segregation reviews attended	5
Date of Annual Team Performance Review	2 October 2013

Applications to the Board

Code	Subject	2010/11	2011/12	2012/13
A	Accommodation	17	8	11
B	Adjudications	0	0	10
C	Equality & Diversity (inc religion)	2	0	8
D	Education/employment/training inc IEP	4	4	20
E 1	Family/visits inc mail & phone	13	13	38
E 2	Finance/pay	Not recorded	Not recorded	20
F	Food/kitchen related	9	5	18
G	Health related	55	66	80
H 1	Property (within current establishment)	46	37	53
H 2	Property (during transfer/in another establishment)	H1 & H2 combined	H1 & H2 combined	32
H 3	Canteen, facilities, Catalogue shopping, Argos	Not recorded	Not recorded	27
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	1	5	33
J	Staff/prisoner/de tainee concerns	39	25	36

Monitoring fairness and respect for people in custody

	inc. bullying			
K	Transfers	10	2	36
L	Miscellaneous	82	154	55
	Total number of IMB applications	278	331	477

Notes

1. HMCIP 2013 para. 4.29
2. This figure is approximate. The template for Applications does not distinguish bullying/victimisation from other staff/prisoner related concerns. In 2013 IMB Bristol began to record Applications concerning victimisation separately, but not bullying on the part of other prisoners.
3. According to the HMCIP (2013) Inspection report, 44% of prisoners said that they had experienced feeling unsafe; 21% said they felt unsafe now.
4. This figure is inconsistent with the HMCIP finding that 51 prisoners (30% of a random sample) reported having been victimised by another prisoner, compared with 22% in comparator prisons and 20% at the time of the previous inspection.
5. Prison statistics.
6. In a Ministerial reply to the Board's Annual Report for 2011/12 it was stated that the Governor of Leyhill is satisfied that Bristol receives an excellent service in terms of their stores and inventory requirement and that no complaints have been received from Bristol.
7. In the recent (2013) unannounced inspection 37% of a sample of prisoners said they had a problem with drugs when they came into the prison.
8. Basic Regime means a forfeiture of privileges and minimum pay.