



HMP/YOI BRONZEFIELD

**INDEPENDENT MONITORING
BOARD**

**ANNUAL REPORT
2013/2014**

Monitoring fairness and respect for people in custody

Section 1



THE STATUTORY ROLE OF THE IMB

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 Justice Secretary 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 Minister for Justice, 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 all parts of the prison and also to the establishment's records.

Equality Statement

HMP/YOI Bronzefield Independent Monitoring Board is committed to an inclusive approach to equality and will not discriminate directly or indirectly against anyone because of age, disability, gender reassignment, marital and civil partnership status, pregnancy and maternity, race including colour, nationality, ethnic or regional origins, religion or belief, sex and sexual orientation, in recruitment, in the treatment of members and in the way that they monitor the treatment of those in custody. The IMB recognizes that a fully inclusive approach to equality must respect differences that cut across social and cultural categories such as mental health and literacy.

The Board values this approach to equality within its recruitment and board development practices to increase its repertoire of skills and to promote awareness amongst its members of the diverse needs and perspectives of the population within HMP/YOI Bronzefield.

All members of HMP/YOI Bronzefield IMB will undertake their duties in a manner that is accessible to everyone within the establishment regardless of their background or social situation. The Board will monitor to establish that the experiences and interaction between staff, prisoners, detainees and visitors is fair and without prejudice. Where this is not the case, the Board will alert appropriate authorities and individuals including the Director General, Deputy Director for Contracted Prisons, Minister for Prisons and Sodexo Justice Services.

REPORTING PERIOD

1st August 2013 – 31st July 2014

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Section 3

DESCRIPTION OF THE PRISON

HMP/YOI Bronzefield opened in June 2004. It is a privately run local prison, managed by Sodexo Justice Services Ltd which holds both remand and sentenced female prisoners. It is located in Ashford, Middlesex, close to Heathrow Airport.

The prison has a Certified Normal Accommodation (CNA) of 527 and holds approximately 50 Young Offenders aged between 18 and 21 who are accommodated in the same houseblocks as the adult women and also accommodates a 12-bed Mother and Baby Unit with room for 13 babies.

HMP/YOI Bronzefield serves approximately 80 courts.

Primary GP services are provided by a private sector agency - Cimarron UK. Nursing staff are employed directly by Bronzefield and shortfalls filled by agency nurses. Secondary mental health care is provided through a contract with Central North West London NHS Foundation Trust. The prison has a 24-hour in-patient healthcare unit, but no dedicated mental health unit.

Education services are provided by Sodexo Justice Services. NOCN qualifications are awarded internally under the name of Woodthorpe College.

There are various outside organisations supporting family and community ties and linking to services that can help with resettlement after release. Among them are:

- WISH (support for prisoners with mental health issues)
- Samaritans (support for Listeners)
- WIP (Women in Prison)
- Alcoholics Anonymous
- WI (The Women's Institute)
- Shannon Trust (Toe-by-Toe literacy teaching)
- Prison Education Trust
- Women's Wisdom
- Job Deal & Job Centre Plus
- Sussex Pathways: (social mentoring scheme).
- Blue Sky (employment of ex-offenders)
- Clean Break (theatre for women affected by the Criminal Justice System)
- Tasha Foundation: (services for people affected by mental health difficulties or drug use).
- Inspire: (life choices for children and adults with learning disabilities).
- Stop Loan Sharks
- Prison Fellowship
- Friends of Bronzefield
- Smart Recovery
- PACT (Prisoners and Children Together)

Section 4

4.1

EXECUTIVE SUMMARY

We are asked to report on eight main areas of the prison (*Section 5*) and to comment on any other areas where we have concerns or where we wish to cite examples of excellence (*Sections 4.1 and 4.2*). This report covers the twelve months between 1st August 2013 and 31st July 2014.

HMP/YOI Bronzefield is a bright, modern establishment which is not overcrowded. In June the prison celebrated its 10 year anniversary. The Senior Management Team promotes an ethos of respect and decency for the individual.

We have welcomed the approachability and openness of the Director and her Senior Management Team. When we raise our concerns either verbally, or in our written reports, they are acknowledged promptly and some have been resolved within the reporting year.

In July there was a death, in hospital, of a terminally ill prisoner. The Board extends its sympathy to the prisoner's family and friends.

Healthcare provision has been the subject of concern in the Board's previous reports 2012 and 2013. There have been significant improvements in the level of Healthcare but some concerns still remain. (*Sections 4.2, 4.4, 5.3 outpatients*)

The Board has continuing concerns about the lack of a Closed Supervision Centre in the women's estate. (*Sections 4.3 Questions to Minister*)

The Board would like to commend:

- The Education Department for the new initiatives aimed at providing training and qualifications to enhance employability for prisoners on release. (*Section 5.2*)
- The Resettlement Team for increasing the use of Release on Temporary Licence (ROTL) (*Section 5.5*)
- Separation and Care for their pro-active work in integrating prisoners onto normal location. (*Section 5.7*)

4.2 The Board has concerns about:

- Some areas in healthcare. The inconsistent protocol for the re-issuing of repeat prescriptions and misplaced medication charts in the dispensaries. (*Sections 5.3 Medication*)
- Lengthy delays in assessment and poor provision of appropriate facilities for older and disabled prisoners. (*Section 5.1 and 4.3 Questions to Sodexo*)
- The lack of a Closed Supervision Centre in the women's estate. (*Sections 4.3 Questions to Minister*)

4.3 Questions to the Minister

Each year since 2008/2009 the Board has raised its concerns of the discriminatory treatment of women prisoners.

Within the male estate the Closed Supervision Centres (CSC) provide specialised care for disruptive, challenging and dangerous prisoners.

There are no such units within the female estate which means that they have to be held in the Separation and Care unit in isolation and without the facilities available in the male estate.

The Board understands that under the Women Offender Personality Disorder (OPD) strategy, 3 specialised units will be set up by September 2014 and a fourth is planned for 2015. While we have been told that Restricted Status (RS) prisoners are included in these plans the first 3 prisons to be equipped do not accept RS prisoners and we are advised that these 3 centres will not accommodate the very disruptive and challenging women.

- When will there be a plan in place to provide appropriate care for disruptive, challenging and dangerous prisoners, including RS prisoners, held at Bronzefield?
- What provisions are planned to accommodate the increasing number of women prisoners who have physical and/or mental health issues?

Restatement of Questions to NOMS 2011/2012 and 2012/2013

In December 2010 the prison Minister told HMP/YOI Bronzefield that a CSC for difficult-to-manage women was not viable and that the Women's team had been asked to devise an alternative way of supporting this group.

- What progress has been made in finding a scheme that gives equality with the male estate facilities and which does not discriminate against very difficult-to-manage and dangerous women, including RS prisoners? This discriminatory practice has not changed in the intervening 4 years.

Questions to Sodexo

There has been an increase in the number of older prisoners, disabled prisoners and wheelchair users in the prison's population. Budgetary approval was gained for the conversion of 3 additional cells which have been adapted for the disabled, making a total of 6 adapted cells.

- What further actions are Sodexo taking to provide assessment and appropriate facilities for these prisoners? (*Section 4.2*)
- Will Sodexo consider part-time work, or voluntary courses, for retired prisoners?

4.4 Previous year's concerns:

Action taken

IEP System

'The current IEP system has led to confusion for prisoners and staff. While the Board acknowledges that any review and its implementation has been constrained by the launch of a National Policy, we feel that Bronzefield failed to put in place either adequate or consistent procedures for reviewing or appealing the process'. The National Policy has now been implemented.

Healthcare

'Healthcare still causes concerns including the issue of repeat prescriptions and misplaced medication charts. These concerns have not been resolved.

Closed Supervision Centre

'The Board has continuing concerns about the lack of a Closed Supervision Centre in the women's estate'. This is a continuing concern (Section 4.3 Questions to the Minister)

Section 5

5.1 EQUALITY and INCLUSION

HMP/YOI Bronzefield has a positive and proactive approach towards equality matters. The Diversity, Equality and Inclusion Team holds a monthly meeting, chaired by the Director, with Senior Managers and prisoner representatives who participate fully in all discussions.

Foreign Nationals

- Foreign National (FN) prisoners report that they feel well supported by the proactive Discrimination, Equality and Inclusion Team who demonstrate empathy and provide positive assistance.
- The FN population has fluctuated between 25 - 30%. There is a close and effective working relationship between prison staff and staff from the UK Border Agency who visit twice a week. The Local Immigration Team also visits to assist with care and advice for the FN prisoners. The 'Rough Guide', given to prisoners on entry, has been translated into 16 languages. The houseblock 'pods' provide interactive information in English only.
- There is a good range of books in other languages in the Library.
- Sikh prisoners are now provided with meals outside normal hours during their fasting period, in line with the provision for Muslim prisoners during Ramadan.
- Written information on notice boards is generally in English and is frequently out-of-date.

Discrimination

- There is a dedicated complaint system for prisoners who wish to report allegations of discrimination.

Disability

- There has been an increase in the number of prisoners with self-reported physical disabilities. These prisoners have a named fellow prisoner as a disability assistant. These assistants have a clear role description and are paid for their work.
- Some women have had to wait a long time to be provided with the appropriate aids or modifications needed. The assessments are not made by an occupational therapist.
- Disabled prisoners have equal access to all areas of the prison including the gym.

Older Prisoners

- The number of older prisoners has risen and there has been an inconsistency in providing the entitlements for which these prisoners are eligible.
- Retirement is optional when State Retirement Age is reached and retired prisoners are paid above the Prisoners Pay P80 recommended pension. There is no provision though for part-time work or voluntary courses for retired prisoners.

Young Offenders

- There are seven Young Offenders (YOs) doing their Duke of Edinburgh Bronze award scheme under the care of dedicated gym staff.

Board

- The Board has held two recruitment sessions which were widely and diversely advertised. (*see the Equality Statement Section 1*)

5.2 EDUCATION LEARNING AND SKILLS

- The Education department has introduced initiatives designed to train prisoners, and to award qualifications aimed at enhancing employability on release.
- Literacy, numeracy, ESOL and IT predominate in prisoners' assessed needs. Most courses are for two weeks, reflecting the short stay of many prisoners. Distance learning is available.
- A small number of prisoners do 'In Cell' education if they are unable to attend the Education Department. This work is largely based on literacy and numeracy tests and some prisoners tell the Board that the work is undemanding.

- Work is in progress to introduce a 'Virtual Campus' which will offer secure internet access to prisoners and will be used for through-the-gate work such as training courses and job applications.
- There are six prisoner teaching assistants in Education, all of whom are 'Preparing to Teach in the Lifelong Learning Sector' (PTLLS) trained. They are capable of supervising classes in the absence of tutors and are well supported by teaching and discipline staff.
- The Blue Sky 'Stitch in Time' initiative has expanded into garment production. Two prisoners have been out on ROTL to Blue Sky and one has been offered a permanent job.
- A Hair and Beauty salon was opened in May, staffed by two qualified hairdressers and one beautician. This unit will offer market-entry qualifications equivalent to NVQ level 2. The awarding body Vocational Training Charitable Trust (VTCT) operates in other prisons which will enable prisoners to continue their training if transferred.
- The prison is working with Sodexo to design a new bistro that will be used as a training kitchen for the women and which will deliver skills and qualifications up to and including NVQ level in food preparation, hygiene, hospitality and barista skills.
- There will also be ROTL opportunities to work for Sodexo and other hospitality settings.
- Social Enterprise introduced a course in mid March which will lead to a pre-apprenticeship scheme. This will offer a Northern Council for Further Education (NCFE) Pre-Apprenticeship qualification in business enterprise and will enable prisoners to set up their own businesses.
- The 'Toe-by-Toe' reading skills programme continues to be a success.
- A group of 25 prisoners worked with Pimlico Opera on the highly successful production of 'Sister Act'.

5.3 HEALTHCARE AND MENTAL HEALTH

Inpatients

- The majority of the patients in this 16 bedded inpatient unit have complex mental health issues and are waiting for transfer to secure accommodation.
- Staff demonstrate a very good understanding and knowledge of the women in their care and deal with them with compassion and sensitivity.
- A relaxation and sensory unit is frequently used and is deemed to be very successful.
- Games and craft activities, which were run by prisoner teaching assistants on a daily basis, were discontinued in the latter part of the reporting period, for security reasons.

Outpatients

- There has been an improvement in Outpatient Healthcare and a reduction in applications to the Board relating to this area.
- Cimarron now provides two female GPs who, between them, cover three days a week.

- Booking appointments is done on the touch-screen 'pods'. These 'pods' sometimes malfunction, on occasion because of mistreatment by the women, and when this happens there is no alternative way of booking an appointment on the wing. The back-up pod is in the central hub and is not freely accessible.
- A significant number of appointments are missed each month. In June the prison published a notice to prisoners advising them of the consequences of missing appointments and the procedures to be followed. Some prisoners have told the Board that their appointment has been changed to a later date but they have not been notified of this change.
- Patient Advisory Liaison Service (PALS) representatives, who are prisoners, provide a useful service. The full complement is four prisoner representatives but for most of this year there has been only one.
- A podiatrist was appointed in the latter part of the reporting period after several months without this service. An optician attends regularly.
- Alcohol services have improved with the addition of a dedicated alcohol-specialist nurse.
- Access to an occupational therapist is via a GP referral which can be a lengthy process. This has caused discomfort to prisoners. With the increased prison population of elderly and disabled prisoners the Board considers that a more permanent solution should be sourced.
- The Hepatitis B immunisation programme, (funded externally), achieved an 80% take-up rate by prisoners.

Medication

- Prisoners tell the Board that there have been delays in issuing repeat prescriptions; medical charts are not updated until the old prescription runs out, leading to medication being missed for a day or more.
- Medicine charts are not always in the dispensary and prisoners complain that they therefore are not issued with their medication as prescribed. The Board understands that a new system has recently been put in place to resolve this issue.
- Some prisoners have complained to the Board that their GP consent form, signed on arrival in the prison, giving permission for their local GP to be contacted by Healthcare staff, has not received a response. There is a clear process in place. Delays can occur for many reasons such as a slow response from the GP, and there are reasons why the medication the prisoner wants may not be prescribed.

IDTS

- There has been an amendment to the Integrated Drug Treatment system (IDTS) with the emphasis on detox rather than maintenance prescriptions.
- Sentenced prisoners are reviewed at 11 weeks with the aim of starting a detox programme at 13 weeks providing their sentence is long enough. Remand prisoners can volunteer to undergo the programme. This programme is carried out on the Recovery Unit which was opened in January.
- Prisoners on Subutex when they enter Bronzefield now remain on this medication.

Mental health

- Prisoners can self-refer to the Primary Mental Health Team by making an application through the 'pods'. This service is provided by Sodexo. The Board has been told by some prisoners that they have not received a response to their request or that they have had to wait some time before being seen.
- The provision of Secondary Mental Health services is contracted to Central North West London NHS Foundation Trust. This comprises a multidisciplinary professional team - the Mental Health Inreach Team (MHIT).
- Prisoners can refer themselves to the MHIT. Referrals are also received from Community Mental Health Teams, Offender Managers and court diversion teams.
- The MHIT has introduced individual and group therapies e.g. 'Looking after yourself'- a group concentrating on coping strategies and 'Managing emotions'-a group for women with personality disorders.

5.4 PURPOSEFUL ACTIVITY INCLUDING WORK

- There is a small shortfall in jobs available.
- Last year's report noted that there were few opportunities for prisoners to gain experience in basic cooking and food hygiene. There are now privately funded tutors visiting the prison on a weekly basis, running NVQ courses in Food and Beverages, Food Preparation and Cooking, Hospitality and Laundry.
- Prisoners work as Peer Support Workers in all areas of the prison including the chapel, diversity, education, employment and induction.
- The prisoners working in the gardening party have improved the state of the gardens and created a new area for quiet reflection.

5.5 RESETTLEMENT

- In November 2013, the resettlement departments merged under the title of Integrated Offender Management Unit (IOMU) and are now located in one central area in the administration block, dealing with prisoners designated by geographical area. This new organisation has worked extremely well for both staff and prisoners.
- Resettlement Workers and Offender Supervisors have become Case Workers and now work with all women in custody without any division. If a prisoner returns to the prison they should now be allocated to the same Case Worker.
- The Resettlement team provides help with accommodation, finance and debt benefits, employment training and education.
- Women involved in the sex industry, and those suffering from domestic abuse, are supported by the team and 'Through the Gate' services to coordinate with their release.

- Interventions set up to help the offender include an A-Z programme, Self-Management, Money Management, Managing Emotions and Relationship Groups, a Looking after yourself Group, Recovery Service (Drugs and Alcohol), Primary (Mental Health) and Secondary Healthcare (GP).
- There has been an increase in Release on Temporary Licence (ROTL).
- Work is done with local employers to find meaningful employment opportunities on release.

5.6 SAFER CUSTODY

- A Safer Prisoner survey was carried out and completed by 97% of the prisoners. The majority of prisoners stated that they found Bronzefield to be a safe and decent prison.
- 'Support Towards Encouraging Positive Solutions' (STEPS), has introduced a new approach to reducing antisocial behaviour through a focus on support rather than punishment. It aims to support both perpetrator and victim. Support managers have recruited staff from all areas of the prison and help is targeted at the individual needs of the prisoner.
- Prisoners who self-harm, including prolific self-harmers, are supported on normal location.
- The Board has monitored inconsistencies in 'Assessment Care in Custody Teamwork' (ACCT) entries.
- The full complement of prisoner Listeners should be 14 but at times has dropped as low as four. Retention of Listeners has been difficult for much of the reporting period which has frustrated the valuable role played by these prisoners. The Listeners have tried to introduce new ways of raising their profile, including 'wing walking' and presence in the Visit's Hall. Their presence in the Visit's Hall can be a reassurance to family and friends.
- When Listeners are not available the prisoners can use the Samaritans phone line which can now be accessed using their in-cell telephone.

5.7 SEPARATION and CARE

- The Separation and Care (S&C) unit houses some very difficult to manage prisoners and the staff are to be commended for the care they give to some very violent and abusive prisoners.
- Some long-stay prisoners who have been located on the unit for well over a year have been relocated to normal location. The Board acknowledges the patient and sensitive approach shown by staff in ensuring a smooth transition for these prisoners some of whom have been isolated for several years.
- The prison has implemented a zero tolerance approach to violence which has led to an increase in the number of prisoners held in Separation and Care. The Board

- Every prisoner in Separation and Care has a safety algorithm screening.
- The record keeping on the unit has greatly improved.
- The Board is notified within 24 hours of prisoners being moved to the unit on 'Good Order or Discipline' (GOOD). The Board is invited to the GOOD reviews which are attended by the full range of disciplines. The targets set at these reviews are achievable and reflect that a return to the houseblocks is uppermost in the prisoner's best interests, wherever possible.
- The Board has monitored random adjudications throughout the year and has not noted any irregularities.

5.8 RESIDENTIAL SERVICES

Early Days in Custody (EDIC)

- Prisoners have waited in reception for lengthy periods. The main cause of the delay is the wait for the doctor to see the prisoner before transfer to the houseblocks.
- Once on the houseblocks some prisoners were put in cells that had not been made ready for new receptions.
- For most of the year the induction channel on the prisoners' in-cell television has been unavailable.
- Some prisoners with poor understanding of English were not always identified immediately as needing a translator for the Induction programme. A process has now been put in place to correct this.

Reception

- The previous issue of the late arrival times of prisoners both to and from courts has largely been resolved.
- A 'pod' has been installed in Reception to give women greater flexibility in managing their applications and canteen purchases.
- The Rough Guide to Bronzefield has been translated into 16 languages.
- Connection workers, who are prisoners working in Reception, provide support for women, in particular those for whom this is the first time in prison.

Residential Units

- The residential houseblocks have been reorganised with the introduction of one for prisoners who have drug and/or alcohol addiction issues.
- Written information on notice boards is predominantly in English and frequently out of date.

- In-cell telephones have been installed in all houseblocks and MBU. Work is in process to remove the spur telephone booths which will be replaced by a small office for the spur officer.
- Over a substantial portion of the reporting period the 'Your Voice' prisoners' forum failed to provide a consistent platform for prisoners' concerns. At the latter end of the period this was reinstated.
- The 'pod' system gives prisoners easy access to finances, canteen orders, menu choices, visits and applications. When the 'pods' break down there is no paper system to replace them. The 'back-up' pods introduced in the central hubs are not freely accessible.
- There is a system for reporting breakdowns, however, prisoners tell us, and we have observed, that 'pods' may remain out of action for days at a time.

Kitchen/Food/Serveries

- The food has improved as have relations with the kitchen regarding special diets.
- More fresh food is being prepared.
- Serveries are not always supervised by officers and some prisoners have complained about bullying from fellow prisoners.
- The food comment books are used erratically and are not consistently checked. Bronzefield has acknowledged this system is failing and that a replacement system is needed.

Mother and Baby unit (MBU)

- This continues to be an excellent facility catering for up to twelve mothers and thirteen babies.
- There was inconsistency in nurse attendance at the unit early in the year. This has now been resolved by regular nurse attendance.
- Baby related products are available from the prison canteen at comparable external prices, with the exception of washing powder which has been changed to meet this standard.
- Staff have been trying to encourage prisoners to prepare fresh food for their babies. Food storage regulation issues have impacted this effort which staff are working to overcome.
- An occasional shortage of Nursery Staff has caused mothers to miss work.

The Gym

- This well-used and popular facility continues to be well run. The staff are to be commended for their pro-active approach and for setting up various team sports played against outside teams. The gym staff are actively involved in the Duke of Edinburgh Bronze award scheme for young offenders. One prisoner, who is on ROTL, plays football for a local football club.

Section 6

THE WORK OF THE INDEPENDENT MONITORING BOARD

Each week Board members attend the prison to conduct rota visits and randomly monitor adjudications. They also respond to prisoner applications, attend Separation and Care reviews and observe meetings.

The Board holds a monthly meeting which the Director or her Deputy attends in order to brief the Board on prison matters and to discuss issues from rota reports.

Board members regularly give a talk about the IMB to new staff during their initial training.

Three Board members attended the IMB Annual Conference in 2014. Members have attended national training courses and hosted training visits from IMBs at other prisons and have in turn visited other establishments.

BOARD STATISTICS	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	13
Number of new members joining within the reporting period	4
Number of members leaving within the reporting period	4
Total number of visits to the prison (including all meetings)	572
Total number of applications received	729
Total number of segregation reviews attended	192
Total number of Board meetings	12
Date of Annual Team Performance Review	12 Nov 2013

APPLICATIONS

Code	Subject	2011/2012	2012/13	2013/14
A	Accommodation	43	27	35
B	Adjudications	3	3	1
C	Equality & Diversity (inc religion)	19	24	19
D	Education/employment/ training inc IEP	28	47	38
E1	Family/visits inc mail & phone	44	65	83
E2	Finance/pay		33	45
F	Food/kitchen related	15	9	20
G	Health related	212	207	167
H1	Property (within current establishment)	172	74	45
H2	Property (during transfer/in another establishment)		18	16
H3	Canteen, facilities, Catalogue shopping, Argos		15	19
I	Sentence related (inc HDC, ROTL, parole, release dates, re-cat etc)	48	68	37
J	Staff/prisoner/detainee concerns inc bullying	92	73	110
K	Transfers	11	14	14
L	Miscellaneous Did not want to pursue	54	40	39 14
M	Confidential Access	27	6	27
	Total number of applications	776	723	729