



# **Bullington Community Prison**

## **Annual Report**

**1 August 2011**

**to**

**31 July 2012**

## Section 1

### 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 Secretary of State for Justice 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.

The Board thank all the prison staff for their co-operation in fulfilling its duties. In particular the Governing Governor, Mr Andy Lattimore, who has attended the majority of the Board's meeting and frequently brought a member of the Senior Management Team to explain their area of responsibility. On those occasions when he has been unable to attend a Board meeting Deputy Governor Clayton-Hoar has attended. In addition Governor Lattimore has spent a lot of his time with the Board, answered its questions and shared very valuable information on the prison and its operations.

**Section 2****CONTENTS**

Description of the Prison	Page 4
Issues, including issues requiring a response and overall judgement	Page 5-6
Areas that must be reported on	Page 7-10
Other areas of the prison on which the Board has issues to report	Page 11-17
The work of the Board	Page 18-19

### Section 3

#### DESCRIPTION OF THE PRISON

Bullington Community Prison is a Category C prison (with a Category B commitment) and opened in 1992 as a local, training and remand adult male establishment. With a Certified Normal Accommodation of 879, the prison has an Operational Capacity of 1,114 and operated with an average occupancy of 1091 between 1st August 2011 and 31st July 2012. During the year Bullington improved its performance as measured on a range of targets specified by NOMS and for the first time achieved Level 4 status. However, unfortunately at the start of 2012 it dropped back to Level 3 but this was due to a failure, by a small margin, to achieve a target of being 10% under model costs. In the course of the year the prison was registered for a Bronze Award by Investors in People.

The prison serves Oxford and Reading Crown Courts and the Magistrates Courts in Oxfordshire and Berkshire. However, due to overcrowding throughout the prison estate, Bullington holds prisoners from many other parts of England and Wales. Prisoners are often transferred at short notice in and out of the prison.

There are six accommodation units. Of the original four units built when the prison opened, one houses primarily remand prisoners, one houses mainly short sentence prisoners and two units house longer sentence prisoners. The fifth unit opened in 2000 houses prisoners who are largely kept apart from the rest of the prisoners due to the nature of their offences. The newest unit was opened in 2008 and has two spurs, one used for inducting prisoners (other than sex offenders) before they are transferred onto one of the other units. One operates for prisoners who have gained an enhanced status.

The prison has generally good facilities including some newly provided when the latest accommodation block was put up in 2008. However the prison is now 20 years old and some of the building fabric no longer meets the latest standards while some of the intensively used areas are showing signs of dilapidation.

Facilities include a library, kitchens, a gymnasium, a multipurpose block housing workshops and classrooms, further workshops, a healthcare centre (HCC), a separation, segregation and care unit (SSCU), garden facilities and a sports pitch. Unfortunately during the year, as a result of cost pressures, it became necessary to close the Staff mess.

Provision of healthcare is contracted to the Oxfordshire Primary Care Trust. Education is provided by Tribal and Manchester College. The Canteen is provided by DHL.

## **Section 4**

### **ISSUES**

#### **4.1 Particular issues requiring a response.**

##### **4.1.1 Policy Issues for reply by Minister**

None

##### **4.1.2 Operational Issues for reply by Prison Service**

- to consider not sending vulnerable prisoners to Bullingdon if there is no space available on the sex offenders' wing
- to expedite the review of mobile phone blocking technology
- to ensure that the provision of healthcare services is brought up to a satisfactory level and maintained there
- to expedite the refurbishment of the outpatients area in HCC
- to speed up the processes for examining and if needed, transferring mentally ill prisoners to secure treatment facilities.

#### **4.2 Other issues of concern or excellence not requiring a response.**

Throughout the year the Board has been concerned that its attention has been repeatedly drawn to the names of a small number of uniformed staff, each of whom has been the subject of several allegations with regard to bullying and unhelpful behaviour. The effect of which was also highlighted in the Monitoring the Quality of Prisoner Life (MQPL) survey carried out 24<sup>th</sup> -27<sup>th</sup> October 2011. This issue had been raised with Senior Management. The Board welcomes Senior Management's commitment to address this situation. Whilst these allegations are very disturbing they need to be put into context and the Board has found that in the main the atmosphere of staff/prisoner relationships to be very positive. There have been many examples brought to the Board's attention, often by prisoners, of officers showing significant commitment to the demanding process of creating a constructive and humane regime.

Inpatients in HCC are not routinely given the same association time as on the wings.

A significant rat infestation developed (apparently only outside the prison buildings) in particular, but not only, close to the prison kitchen

Some prisoners stated that they were reluctant to complain about staff on complaint forms or confidential access complaint forms because they felt their allegations were

not taken seriously. In addition some prisoners have voiced concerns that that by making allegations they would jeopardise their current status or prevent them from gaining Enhanced status in the future.

The new windows which have been installed in some parts of the prison brought many complaints of lack of air flow

The evident stress felt by staff and management as they implemented significant budget cuts plus the Fair and Sustainable Programme and re-profiling

Due to budget restraints the IMB had to reduce the number of visits to the prison

#### **4.3 Overall judgement.**

The Board continues to be generally satisfied with the overall standard of the prison management, treatment of prisoners and facilities provided, although resolution of the above issues would further improve the prison.

## **Section 5**

### **5.1 AREAS THAT MUST BE REPORTED ON**

#### **5.2 Diversity**

5.2.1 About 66% of the prisoners are classified as “White British or Irish” with another 6% as “other white”; 10% are Black or Black British; and 9% are Asian or Asian British. Prisoners from Poland, Jamaica and Ireland were the most represented nationalities after British, followed by India, Pakistan and Vietnam.

5.2.2 The Black and Multi Ethnic (BME) population has remained relatively stable and ranged between 33% and 36% of the prison population during the period covered by this Annual Report.

5.2.3 The Diversity and Equality complaint system is still being used although the Discrimination Incident Reporting Form (DIRF) has now been incorporated into the general complaints form and the DIRF boxes were removed from the wings in April.

5.2.4 Concerns still exist about the small but continuing under representation of the BME population on the Enhanced regime, although there has been an improvement over last year. Efforts are continuing to encourage this group of prisoners to apply, but problems can occur due to lack of access to the necessary forms. In addition, there would seem to be a lack of awareness by staff of the change of policy that now allows applications to be submitted after 8 weeks rather than the original 12 weeks. Staff awareness of this issue is being addressed.

5.2.5 Despite an increase in the number of older prisoners, the age range of 21-29 is still the most represented group within the prison.

5.2.6 Work continues on addressing staff awareness of the needs of prisoners with learning disabilities and assessing how much support is available to this group.

5.2.7 The Equality and Diversity Officer (EDO) is very visible and is supported by three equality and diversity prisoner orderlies. The latter provide advice and help on matters relating to equality and diversity to prisoners and they are especially active in relation to prisoners who are new to prison life.

5.2.8 The number of applications the Board receives from prisoners which specifically relate to prejudice based on religious or ethnic factors or sexual orientation is extremely small.

5.2.9 An issue has been raised regarding the use of pin phone credits by members of the Traveller Community. As the Traveller Community frequently does not have access to landlines, their costs of calling are higher and they complain that pin phone credit is insufficient to allow for the higher cost of phoning mobiles. This issue may not however solely affect the Traveller Community, as use of landlines is becoming less frequent in general. (This point also impacts on Home Detention Curfew which requires the use of a fixed landline.)

### **5.3 Learning and Skills**

5.3.1 Tribal delivered a learning and skills induction for newly arrived prisoners plus an effective initial assessment of their literacy and numeracy ability. In addition it provided appropriate support to help prisoners focus on improving their employability skills.

5.3.2 The prison does not have the capacity to provide all prisoners with opportunities to be purposefully engaged throughout the week. Indeed about 20% of prisoners are not allocated to any activity. There seemed to be two reasons for this. First, a substantial proportion (about 15%) of the prisoner population is on remand and therefore the duration of their stay in the prison is uncertain making it difficult to plan activities for them. Second, about 10% of the sentenced prisoners are on sentences of 12 months or less.

5.3.3 Manchester College offers 230 fte places and about 35% of the prison population were engaged in some form of educational activity. The virtual campus was used to support learning sessions in education, particularly in English for speakers of other languages.

5.3.4 Waiting lists exist for the more popular education courses.

### **5.4 Healthcare and Mental Health**

5.4.1 The poor provision of healthcare services by the Primary Care Trust had been a serious problem highlighted in the Board's 2009/2010 and 2010/2011 reports. Progress was made on some issues during the year, but others remained and new ones surfaced. Overall the Board acknowledges that some progress has been made, but taken as a whole the standard of service remains inadequate and inefficient. This view is apparently shared by the NHS as at the beginning of the year in question a formal performance notice was served on Healthcare requiring improvements to be made. This notice was lifted at the beginning of June 2012.

5.4.2 At the beginning of the year there were problems of: low staff morale; little staff training; staff recruitment at a standstill; irregular attendance by healthcare staff at GOOD (Good Order or Discipline) Boards; serious drug issuing errors; on occasions a four week waiting period to see a GP; missed appointments to outside hospitals; and applications to the IMB relating to Healthcare being at an all-time high.

5.4.3 After the beginning of the year the number of healthcare staff increased through new recruitment but towards the end of the year the position deteriorated again and some of the wing-based treatment rooms have consequently been closed at times. Overall shortages of permanent staff have led to significant service disruptions and the Modern Matron resigned at the end of July 2012.

5.4.4 In-house staff training recommenced during the year. Healthcare staff now attend all GOOD Boards. By the end of the year wing-based treatment rooms were installed on almost all wings. Where used (see para. 5.4.3), apart from increasing efficiency in dispensing medications, a screening system by nursing staff reduced the GP waiting list.

5.4.5 Prisoners are aware that the Board's ability to intervene in health matters is very limited. Even so the second highest category of applications made to the Board concerned healthcare issues.

5.4.6 Funding has now been provided by PCT commissioning service to provide for up to 3 prisoners to go for planned/routine outside appointments (emergency appointments go out as required).

5.4.7 When the sex offenders' wing is full, vulnerable prisoners coming to Bullingdon go straight to the HCC until a space becomes available on the sex offenders' wing. Unfortunately on at least one occasion the HCC was full and so vulnerable prisoners had to be housed in the SSCU for short periods. The Board would urge that such prisoners should not be sent to Bullingdon if there is no space available immediately on the appropriate wing.

5.4.8 New bathing/shower facilities in the HCC were installed during the year. The out-patients waiting area was still to be refurbished at the end of the year.

## **5.5 Safer Custody**

5.5.1 There were two Death in Custody (DIC) incidents this year. In September staff were unable to wake a prisoner who had apparently died during the night. All procedures were correctly adhered to and there was a care team in place for staff and listeners for prisoners. On October, following a self-harming incident, a prisoner died in hospital.

5.5.2 During the year 390 ACCT's (Assessment Care in Custody Teamwork) were opened. The procedures associated with ACCT activity were operated efficiently and with compassion. The Senior Officer responsible for managing Safer Custody procedures is well known and accessible to prisoners.

## **5.6 Separation Support & Care Unit (SSCU)**

5.6.1 The unit continued to operate in a satisfactory manner. The number of GOOD Boards attended by the IMB was 207.

5.6.2 In the previous IMB Annual Report it was noted that some staff had worked in the SSCU for a long time. SSCU staff was due for rotation in April 2012 but this was delayed due to the anticipated Fair and Sustainable restructuring. The Board would like to see the rotation of staff implemented.

5.6.3 The Board was, within 24 hours, informed of new arrivals in the SSCU and all new prisoners were seen by members of the Board within 72 hours. The occupancy rate was lower than in previous years mainly due to two reasons. First, in previous years there were significant numbers of prisoners held in the SSCU because they had refused to relocate to other accommodation and/or wanted to be in a single occupancy cell. A rule was introduced so that continued refusal to relocate would result in a reference to the Adjudicator who could award additional days on sentences. This reduced the number of prisoners refusing to relocate.

5.6.4 Second, prisoners arriving at the prison to be held in the sex offenders' wing used to be held in the SSCU until there was a place available for them. Such prisoners are normally held in the HCC where they can experience a more normal regime. However, there still have been occasions when, because HCC was full, the SSCU has been used for this purpose. Nevertheless the Board repeats its concern that sex offenders are being sent to Bullingdon even though there is no space immediately available for them on the sex offenders' wing.

5.6.5 The IMB attended virtually all segregation review Boards held during the year and it is grateful to the staff for, on occasions, rearranging the timing of the Boards (but always within the required timescales for review) to facilitate the IMB's attendance.

## **Section 6**

### **OTHER AREAS OF THE PRISON REGIME ON WHICH THE BOARD HAS ISSUES TO REPORT**

#### **6.1 Adjudications**

There were 1,496 adjudications during the year, a 12.4% decrease over the 1,946 cases in 2010/11. 29% of the cases concerned BME prisoners compared with 34% BME prisoners in the prison population as a whole and of the cases proved only 25% were BME.

#### **6.2 Canteen**

6.2.1 Canteen is run as a business and also supplies 5 other prisons. It employs prisoners and provides an opportunity for prisoners to gain a level 2 NVQ in warehousing.

6.2.2 The Canteen has 140 items on its list and this is reviewed regularly and prisoners have the opportunity to make requests for items to be added. The major complaint is that prices are higher than on the high street. However, the prices set are outside the prison's control and DHL refute the claim that prices are consistently higher than on the high street.

#### **6.3 Catering**

6.3.1 Even though the kitchen have been chronically challenged by the repeated breakdown of equipment, following an inspection by the Food Standard Agency, the kitchens received a 5\* rating. Repairs of these breakdowns to: boilers; ovens; and freezers have often been slow (see para. 6.5.3). The kitchens are clean with adequate clothing for the kitchen workers.

6.3.2 The kitchen staff are under pressure to prepare the food trolleys for despatch to the wings and the servery staff on the wings are often rushed to complete their tasks due to the officers' need to move on to the next part of the core day. The servery areas are often not fully cleaned after the serving of the evening meal and this cleaning has to be completed the next morning. Food is invariably hot when served but occasionally those served last find that a particularly option has run out.

6.3.3 The menu runs on a four week cycle and always includes a vegetarian option as well as meeting the needs of those prisoners who require particular diets because of their medical condition or beliefs. Fresh fruit is offered as an option.

6.3.4 Prisoners eat their food either in their cells or, on two wings, at communal tables.

#### **6.4 Drugs in the prison**

6.4.1 Interventions includes IDTS (Integrated Drug Treatment Services), ADTP (Alcohol Dependency Treatment Programme), RAPT (Rehabilitation of Addicted Prisoners Trust), SDP (Short Duration Programme) and CARAT (Counselling, Assessment, Referral, Advice and Throughcare). Both clinical and psychological staff work together to help prisoners in need.

6.4.2 Interventions work closely with Security to help with the prevention of drugs coming into the establishment. The CARATs team work closely with prisoners and provide assessments, group work and one to one work with men alongside RAPT.

6.4.3 All prisoners on RAPT programmes are also under the CBDT compact.

6.4.4 All KPTs relating to drug issues for the year have been hit or exceeded. However the rise in alcohol dependence is of growing concern. More prisoners are admitting that they have alcohol problems and this is being reflected in the numbers of prisoners wishing to take the ADTP. In order to support those who are not coming to terms with their addiction a Brief Intervention Programme (Alcohol) [known as BIPA] has been developed and it is estimated that an extra 100 prisoners a year may take this programme.

6.4.5 An indication of the success on ADTP has been the achievement of the monthly KPT of 48 with on occasions an achievement of 60. A number of prisoners are accepting the benefits of their ADTP treatment and are taking up NVQ's and also becoming peer supporters to other prisoners.

6.4.6 A new development has been the growth in the illicit production of alcoholic spirits. These spirits resemble water, making them difficult to detect.

6.4.7 Drugs staff have given talks to wing staff and this has resulted in a strengthening of the relationship between wing officers and those on the treatment programmes.

6.4.8 The role of the drug dogs is continually being reassessed but Bullingdon has maintained their use and this policy is showing good results. Other local prisons have from time to time requested the use of the Bullingdon's dogs.

## **6.5 Estates**

6.5.1 Although the showers on all wings have been re-furbished, rust is still visible on some of the air vents and some ceilings continue to have peeling paint.

6.5.2 The Estates budget has been decreased by £214,950 (6/7%). However, capital monies for some specific projects have been made available. For example, Bullingdon has been assigned £100,000 specifically for the window replacement on Charndon Unit and SSCU. Prisoners cannot throw rubbish out of the new windows which helps maintain the cleanliness of the exterior areas (see also para. 6.12.4.3). For this reason other windows have been fitted with grills.

6.5.3 Significant delays in repairs being completed have been noted especially in the kitchen (see para. 6.3.1). These delays appear to often result from the need to use outside contractors and/or obtain spare parts.

## **6.6 Foreign National Prisoners (FNPs) and Immigration Detainees**

6.6.1 FNP numbers have ranged between 157 (15% of the prison population) and 139 (12%) for the period covered by the report and prisoners held in Immigration Holds (IS91) have crept up from 5 to 11, with a high during the year of 13. Poles, Jamaicans and Irish were the most represented nationalities, followed by Indians, Pakistanis and Vietnamese.

6.6.2 Some difficulties have arisen with foreign nationals who cannot (or claim not to) speak English and a list of prisoners and staff willing to act as translators exists. However in some circumstances it is obviously inappropriate to rely on other prisoners to act as translators so the limited use of translation services is surprising

6.6.3 The separate Foreign National Prisoners Policy, which in previous years has been updated on a yearly basis, has not been updated since 2010 but the FNP team has now been integrated into the Bullingdon Equality and Diversity Committee. FNP issues are now given as a report to the overall committee.

6.6.4 It is still a concern that a number of immigration hold prisoners are held a considerable time beyond the expiry of their sentence. However, the UKBA is informed by way of weekly returns of those people still being held. Resolving these 'holds' is not in the hands of the prison authorities, although FNPs are sometimes unaware of this. Immigration Removal Centres will not normally accept detainees with a record of violence or sexual offences.

6.6.5 The Detention Service Advice worker continues to attend every three weeks to offer independent advice on immigration issues. These visits are co-ordinated through the EDO and the team of Orderlies.

6.6.6 Equality Impact Assessments have been commissioned on Provision and Access to Education by FNPs and also difficulties faced by non English speakers.

## **6.7 Induction**

Except for those who have been released in the last three months and sex offenders, all prisoners who come into Bullingdon initially go to Spur 1 of Finmere Wing. Induction runs 5 sessions per week (2 Monday, 1 Tuesday, 1 Wednesday, 1 Thursday), guiding prisoners in all aspects of Bullingdon's regime including gym; education; chaplaincy; Diversity; healthcare; Rapt and Carats; employment and training. The morning after their arrival on this wing, the prisoners are individually interviewed by a Senior Officer who explains what to expect on normal location and gives general advice about the prison's expectations of prisoners. Prisoners entering Bullingdon who have been released in the last three months go straight onto normal location. Sex offenders go to Edgcott Unit but if this is full they are placed in HCC.

## **6.8 Personal Officer Scheme**

While members are processing Applications, prisoners often claim they do not know who their Personal Officer is. It seems this situation arises because of the time pressures officers increasingly find themselves under plus the movement of officers, when staff shortages arise, to other wings.

## **6.9 Probation including Public Protection, Offender Assessment System (OASys), Lifers and Home Detention Curfew/Licences**

6.9.1 A split of the average Bullingdon population shows:

14% B Category,  
59% C Category  
2% Awaiting transfer  
25% Remand and Unconvicted.

6.9.2 IPP and Lifer numbers average 14%. Management of sentence plans for this category of prisoners is time-consuming and involves a weekly follow through by the staff supervising this. The concentration on the Lifer/IPP results, delays in completing the plans and the 7 Pathway direction for other prisoners means the prison is always behind its targets on this activity. The situation is exacerbated by the transfer into Bullingdon of many prisoners who have inadequate plans, or no plan at all and this increases Bullingdon's workload.

6.9.3 The availability of ROTL has been publicised through the issuing of leaflets plus the activity of the St. Giles workers (most of whom are prisoners). This initiative has resulted in 7 applications a month.

6.9.4 A number of initiatives have been started to help prisoners deal with issues they will confront on release. For example the CAB (Citizens Advice Bureau) now offers one to one support to prisoners on Finance, Benefit and Debt. In addition the virtual campus is being used to help prisoners to develop job search skills. At the same time the alcohol and smoking courses are increasing in take up with the alcohol courses seeing the biggest growth in demand.

6.9.5 Five family days, which require considerable staff involvement and for which there is no budget, have been held. These are appreciated by the prisoners and families it is believed to have a positive effect on the whole prison population.

6.9.6 Pre-release programmes are in place. However, obtaining the necessary support of outside bodies is often difficult.

6.9.7 The monthly Inter-departmental risk assessment meetings are generally well attended and are a useful forum for sharing concerns/knowledge of individual prisoners.

6.9.8 The number of lifers in the prison has remained constant at around 150 (mandatory and indeterminate sentence) during the year.

6.9.9 The introduction of the Integrated Offender Management programme since July 2011 has prepared/supported those prisoners, with sentences of less than 12 months, through the gate and should reduce the rate of reoffending by these offenders.

## **6.10 Reception & Property**

### *6.10.1 Reception*

6.10.1.1 The prison has been nearly full on most evenings during the year. Reception staff often had to work long evenings (on one occasion until midnight) when prisoners arrive late from court or simply because of the high number of prisoners arriving. From August 2011 the Reception staff had to deal with several weeks of considerable disruption resulting from *Geoamy* taking over the contract for transporting prisoners. The disruption arose from: frequent late arrivals of vehicles; insufficient vehicles being available for the number of prisoners; and the wrong sized vehicles being sent to the prison. In a number of cases prisoners had suffered extended journey times and consequently arrived in the prison in a disturbed state. An additional pressure on Reception's resources is the number of overnight prisoners requiring the processing of prisoners into and out of the prison for what should be one night only. In fact some over-nighters have unexpectedly remained in Bullingdon for extended periods and this has caused difficulties in them having access to their property.

6.10.1.2 In addition to uniformed staff, the following are on duty in Reception every evening: - a first night officer; a Listener; Healthcare staff and, if necessary, a GP will attend. Prisoners are offered breakfast and/or an evening meal, three orderlies work in Reception. Every prisoner coming from Court, Police Custody or on a transfer is obliged to sit in the BOSS chair.

6.10.1.3 All prisoners entering Reception are assessed by the nursing staff in private. If required they are then referred to and seen privately by a GP whilst in Reception prior to being placed on the wings. However there have been delays in GP's seeing new prisoners in Reception.

6.10.1.4 Every effort is made to assist prisoners whose first language is not English.

6.10.1.5 Prisoners attending hospital appointments are processed through Reception. The preparation of Emergency paperwork for prisoners needing to go out in an ambulance is efficient and quick.

6.10.1.6 The IMB regularly monitors Reception in the early mornings and late evenings.

### *6.10.2 Property*

6.10.2.1 22% of the Applications submitted to the IMB were related to property. Although the prisoners do use the Prison's Complaints Procedures, they approach the IMB when they are not satisfied with the replies they receive. Common complaints concern: delays in property getting to prisoners; loss of property during transfer from other prisons; and, loss of property following a cell clearance, for example, when a prisoner has been moved to the SSCU.

6.10.2.2 The IMB have been concerned throughout the year that on many occasions there has been a backlog of property held in Reception and it has sometimes taken over a week for property to be checked and issued to the prisoners. These delays can be exacerbated where a prisoner has been transferred from another prison because of the lack of consistency between establishments in the rules about what property a prisoner is allowed. This makes the logging of property complicated and creates tension because prisoners may find they are denied access to some items to which they had access in their previous establishment. Overall the delays in processing property is because the bulk of it is checked on Saturday mornings but, if uniformed staff are required on the wings at that time, then Reception staff may be required to move out of Reception meaning that property cannot be unchecked at that time.

## **6.11 Visits**

6.11.1 Visits Centre is run by a volunteer committee who employ a full time manager and part-time staff. It is open 6 days a week. On average there are 2108 adult visits per month and 487 children (under 13 yrs). The number of visitor 'no-shows' is around 180 per month. This causes a number of problems with prisoners expecting visitors being upset by their non-appearance and other prisoners being refused a visit because all visits places had been allocated. The Manager and the prison are taking steps to reduce this number. A dress code for all visitors was introduced during the year and notices about this are clearly displayed. This code has caused some problems for the Centre staff but there is a good supply of clean t-shirts and leggings that can be borrowed by visitors not suitably dressed. The Centre staff also run a snack bar and a crèche in the Visits Hall and the Manager is developing an Advice Line to help with queries from families.

6.11.2 There have been complaints from prisoners about the arrangements to book visits including long delays in answering the telephone and insufficient information for visitors. Queues in the visitors' centre to book another visit after making a visit were often long. There are often delays (on average of 10 days) in a prisoner receiving their first visit.

6.11.3 Bookings can be made by telephone 7 days per week and also in person at the Visitors Centre at the end of visits. Prisoners can apply for a visit. Generally the bookings wait is two weeks. Weekends are always busy. The Board is aware of a considerable number of problems with the telephone booking system. Lines are very busy and frustration is expressed about the wait for an appointment and with names not added to the Visiting Order in time for the visits. The prison's management is aware of this. The voucher system for making purchases from the Visits Hall's snack bar works well.

6.11.4 The Visits Hall has been refurbished during the year and a new Camera system installed. Dogs are used on a regular basis. There is an area set aside for enhanced prisoners to sit more comfortably with their families; those who meet the criteria appreciate this and it works well. There is wheelchair access to the Hall from the Visitors Centre and there is a wheelchair available for any visitor who needs to use it.

## **6.12 Other Areas**

### *6.12.1 Association/Exercise/PE*

6.12.1.1 Association and exercise time has been satisfactory this year. The exercise areas have no redeeming features though a few enhanced prisoners are permitted into garden areas.

6.12.1.2 There are a few complaints about the wait for Induction for the gym but this is mainly due to delays in the GP passing individuals as fit. Prisoners appreciate the links with a dietician and advice on healthy living.

### 6.12.2 *Chaplaincy*

6.12.2.1 The Chaplaincy is run by a team of full and part-time chaplains with representatives from most Christian denominations and from other faiths. It is supported by a team of volunteers. The IMB work closely with chaplaincy and attend their quarterly meetings.

6.12.2.2 All new prisoners are seen by a member of the Chaplaincy team within 24 hours of arrival and daily visits are made to HCC, SSCU and those on ACCTs.

6.12.2.3 The Chaplaincy runs a number of courses including one on Restorative Justice and Justice Awareness.

### 6.12.3 *Library*

Prisoners have access to a well stocked Library with helpful staff. The part-time Manager is in process of conferring with the Shannon Trust and Senior prison staff to get the Toe-by-Toe reading scheme running at full strength again.

### 6.12.4 *Physical welfare and general environment*

6.12.4.1 Prisoners have access to an adequate supply of clothing. There are washing machines on each wing but some tumble dryers have been out of action.

6.12.4.2 Although prisoners have the opportunity to shower regularly, the shower rooms are very basic and malfunctions have occurred and often taken some time to be rectified. Some of the communal lavatories have been out of action. However, some damage occurs as a result of acts of vandalism.

6.12.4.3 Smokers and non-smokers are kept in separate cells. Noise levels on the wings are adequately controlled. Problems occur with maintaining a reasonable temperature. In cold weather some sections of some wings seem to be cold. In hot weather the temperature within the cells is often very high. There has been an on-going problem with rubbish being thrown out of the cell windows. This has resulted in an infestation of rats. One benefit of the on-going replacement of cell windows (see para.6.5.2) has been to make it impossible for matter to be thrown out of windows.

## Section 7

### THE WORK OF THE BOARD

<b>BOARD STATISTICS</b>	<b>2011/12</b>
Recommended complement of Board Members	20
Number of Board members at the start of the reporting period	16
Number of Board members at the end of the reporting period	18
Number of new members joining within the reporting period	4
Number of members leaving within reporting period	2
Total number of Board meetings during reporting period	11
Average number of attendances at Board meetings during reporting period	13
Total number of visits to the prison (including all meetings)	470
Total number of applications received	969
Total number of segregation reviews held	228
Total number of segregation reviews attended	208

## Section 7 (cont.)

### Applications

<b>Subject</b>	<b>2011/12</b>	<b>2010/11</b>
Confidential Access	41	40
Transfer	37	72
Post / telephone/Newspaper	52	44
Property	220	144
Complaints	89	124
Complaint against staff	14	n/a
Medical/Dental	145	168
Visits	20	20
Monies	34	45
Adjudications/MDT	10	10
Regime	46	31
Education/Lib/Gym	14	15
Employment	23	29
Categorisation / IEP	32	28
Food / Diet	40	42
HDC /Parole /Release/ROTL	25	36
Deportation/F National	6	7
CARATS/Rapt	0	1
Canteen/Argos/M&M	13	15
Re settle/Sentence Planning /Probation	12	13
w/drawn	17	22
Police Liaison/legal/Security	12	8
Recall	7	3
Wing / cell Move	17	9
Heating	9	10
No Reason Given	1	8
Other	33	29
<b>Totals</b>	<b>969</b>	<b>973</b>