



Bullington Community Prison

Annual Report

1 August 2012

to

31 July 2013

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 wishes to thank all the prison staff for their cooperation in fulfilling its duties, and in particular the successive Governing Governors, Mr Andy Lattimore (to December 2012) and Mr Ian Young (from April 2013.). On those occasions when the Governing Governor has been unable to attend a Board meeting, the Deputy Governor, Ms Helen Clayton-Hoar (Acting Governing Governor January-March 2013), has attended.

HMP Bullingdon was the subject of an unannounced HMIP inspection 10-12 July 2012.

Section 2

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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. In July 2013 it was announced that Bullington would become a Category C resettlement prison.

With a Certified Normal Accommodation of 879, the prison has an Operational Capacity of 1,114 and operated with an average occupancy of 1063 between 1 August 2012 and 31 July 2013.

The prison serves Oxford and Reading Crown Courts and the Magistrates' Courts in Oxfordshire and Berkshire. However, owing 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 or wings, A to F: B houses primarily remand prisoners, A mainly short-sentence prisoners and C and D longer-sentence prisoners. The fifth unit (E), opened in 2000, houses prisoners who are largely kept apart from the rest because they were convicted for sex offences.

The newest unit (F), opened in 2008, has two spurs. Spur 1 is used for inducting prisoners (other than sex offenders) before they are transferred to one of the other units. Spur 2 has so far been designated for offenders preparing and planning for release, but a change of use for this spur is planned: and in future it will accommodate most lifer prisoners. Following the announced closure of HMP Kingston with effect from 31 March 2013, it was decided that Bullington would receive Category C lifers from that prison.

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

Facilities include a library, kitchens, a gymnasium, a multi-purpose block housing workshops and classrooms, further workshops, a healthcare centre (HCC), a separation, support and care unit (SSCU), garden facilities and a sports pitch.

Provision of healthcare was contracted to the Oxfordshire Primary Care Trust until April 2013 when it passed to Virgin Healthcare under a new contract. Education was provided by Manchester College until August 2012 when Milton Keynes College replaced Manchester College. Learning and Skills induction and assessment are provided by Tribal. Library Services are provided by Oxfordshire County Council. The Canteen is provided by DHL.

Section 4 Executive Summary

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

4.1.2.1 The rat infestation in the grounds, reported last year, continues to cause concern.

4.1.2.2 There is still a need to speed up the external processes for transferring mentally ill prisoners to secure treatment facilities.

4.1.2.3 The IMB would welcome Healthcare complaints being collected and logged by prison administrative staff.

4.1.2.4 The restricted use of Release on Temporary Licence (ROTL) to enable prisoners to work outside the walls limits progress towards rehabilitation.

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

4.2.1 The matter of allegations against a small number of uniformed staff, mentioned in the 2011-2012 report, is being addressed; the Board will continue to raise any concerns brought to its members. The Board continues to find that in the main the atmosphere of staff/prisoner relationships is positive.

4.2.2 The previous Annual Report indicated that inpatients on Healthcare were not receiving the same amount of association as on the wings. This situation has greatly improved and now meets the same standards.

4.2.3 There have been high sickness levels among staff for most of the year; this has increased the need to deploy officers elsewhere in the prison away from their assigned areas of responsibilities. This has resulted in backlogs building up and also made it difficult for officers to develop their experience/knowledge of areas. For example, the frequent deployment of Offender Supervisors to cover Wing duties has had a serious impact on the work of the Offender Management Unit.

4.2.4 The many organisational changes have increased the stress experienced by staff. Nevertheless, Board members have found many examples of staff showing great professionalism in the face of pressure and frustrations.

4.2.5 The uniformed staff have on several occasions shown great and commendable commitment to maintaining the normal prison regime when staffing pressures have been very high owing to colleagues having to attend inquests, bed watches, or incidents in other establishments.

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 further progress on the issues mentioned above would further improve the prison.

Section 5

AREAS THAT MUST BE REPORTED ON

5.1 Equality and Inclusion

5.1.1 About 69% of the prisoners are classified as White British or Irish with another 6% as other White including Irish; 11% are Black or Black British; and 7.5% are Asian or Asian British. Prisoners from Poland, India and Ireland were the most represented nationalities after British, followed by Jamaica, Nigeria and Pakistan.

5.1.2 The Black and Minority-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.

5.1.3 Concerns still exist about the small but continuing under-representation of the BME population on the Enhanced regime. Over the last 12 months, it has remained in range with a particularly positive movement between September and December. This significant improvement was due in the main to collaboration between the Equality and Diversity Officer (EDO) and other officers in tracking prisoners eligible for consideration and being proactive in encouraging them to apply. The Incentives and Earned Privileges (IEP) policy has been translated into 18 languages. Posters in five prominently used languages, namely, Punjabi, Urdu, Polish, Romanian and Vietnamese were put up around the prison. Efforts are continuing to encourage prisoners to apply for Enhanced status, but problems occur owing to lack of access to the necessary forms. However, application forms have now been given to E&D orderlies to help overcome this. All the above actions have helped to achieve the commendable improvement. It was reported last year that there was a lack of awareness by staff of the change of policy that now allows an application to be submitted after eight weeks rather than the previous 12 weeks. Staff awareness of this change is much improved.

5.1.4 The proportion of older prisoners is steadily increasing: over 50-year-olds represent just over 14% against 10% the previous year. This change can be attributed at least in part to the influx of lifer prisoners from Kingston. It is hoped that there will be extra activities arranged for elderly prisoners with help from charities such as MIND and RECOOP. The gymnasium provides two physical education (PE) sessions per week specifically for prisoners over the age of 50.

5.1.5 Work is continuing on addressing staff awareness of the needs of prisoners with learning disabilities and assessing how much support is available to this group. IMPACT assessment is scheduled to be commissioned on learning disabilities screening and due for completion by 30 September 2013.

5.1.6 The three E&D prisoner orderlies provide advice and help to prisoners on matters relating to equality and diversity; they are especially active in relation to prisoners who are new to prison life.

5.1.7 Gay, Bisexual and Trans-Gender Meetings are held monthly. A representative from the Terence Higgins Trust is in attendance.

5.2 Education, Learning and Skills

Two issues

5.2.1 The report of the July 2012 HMIP inspection was positive about many aspects of Bullingdon's education provision but raised concerns about two matters: the uneven quality of teaching, which was rated good or better in 40% of classes, and a significant shortfall of activity places.

Teaching.

5.2.2 Improvement of the quality of teaching can be brought about through more focused observation of classes and providing feedback. Milton Keynes College's (MKC) internal observation team has set a target of 75% teaching rated good or better. Observations this year at Bullingdon suggest teaching in 52% of classes is good or better but moderation by the MKC internal observation team may increase this proportion.

5.2.3 Time is eroded at the beginning and end of some taught sessions. For example, it can be lost at the end of free flow so that three-hour sessions are reduced to barely two and three-quarter hours.. One consequence of this is that (say) a 30-hour, two-week course may have to be extended into a third week in order to be completed, but MKC is still only funded for two weeks. It is hoped that the implementation of the new Core day from October 2013 will make more time available.

5.2.4 Room capacity presents some constraints since nearly all available teaching rooms will only accommodate eight learners. Targets can be met with groups of eight, provided all places are filled. Filling the places is a challenge given the counter-attraction for prisoners of paid work in the industrial workshops.

Activity places

5.2.5 Overcoming the shortfall of activity places is a task for the establishment as a whole. The prison does not have the capacity to provide all prisoners with opportunities to be purposefully engaged throughout the week. About 35% of the prison population were engaged in some form of educational activity.

5.2.6 Education provision suffers from the 'turbulence' of the prison population given the proportion of remand and short sentence prisoners. A substantial proportion (about 16%) of the prisoner population is on remand; as the duration of their stay is uncertain, it is difficult to plan activities for them. Moreover, about 13% of the sentenced prisoners are on sentences of 12 months or fewer.

Offenders' Learning and Skills Service (OLASS) 4 Contract

5.2.7 The main focus is on employability under the OLASS4 contract. As well as vocational courses, Skills for Life courses (literacy, numeracy, and English as a Second Language (ESOL)) are funded since these contribute to employability. Personal and social development courses (PSD), including parentcraft, money management and cookery, are also offered.

5.2.8 Payment is based on results rather than hours provided (as under OLASS3). MKC must reach a target of 80% achievements, i.e. 8 students in 10 obtaining qualifications. If targets are missed, funding is correspondingly reduced for the following year. Provisional figures show 2656 starts up to the end of August with a projected success rate of 79%. The aim for next year is 4000+ starts with 80% achievement.

5.2.9 About 450 education places are offered at any one time including upskilling courses for work in kitchens, farm and gardens etc. Offenders do not have the opportunity to gain a qualification if there are insufficient workshop places available for them to demonstrate that they meet the assessment criteria. Where suitable places are available, prisoners are able to take qualifications which can enhance their future employment prospects, for example City & Guilds courses are available in carpentry, plumbing, painting and decorating and tiling.

5.2.10 A well-motivated group of learners working towards National Vocational Qualifications (NVQ) Level 2 in Horticulture was observed and another learner was working with commitment towards Level 3 having gained confidence through successfully completing Level 2. The prison would like to expand the horticulture provision making full use of the grounds, but this will not be possible until the problem of rat infestation is solved (see 5.8.8 below). The changing facilities available place a further constraint on increasing the numbers of prisoners working in the grounds.

5.2.11 Opportunities to gain vocational qualifications can only be expanded significantly if ROTL is used more extensively, but at the end of the reporting year only one prisoner per week was regularly on ROTL.

5.2.12 The OLASS Offender Learner of the Year award at MKC was received by a Bullingdon prisoner studying for an IT qualification. The award is open to all the prisons in the area. He was able to attend the award ceremony on ROTL.

5.2.13 Tribal (under contract from the National Careers Service (NCS)) delivers a learning and skills induction for newly arrived prisoners plus an initial assessment of their literacy and numeracy. An application for education is filled out with each prisoner and an action plan attached to inform the Individual Learning Plan (ILP).

5.2.14 About 76% of prisoners are assessed as being at Level 1 on arrival. This is the hardest group to attract into education because they are literate and numerate enough to get by. However, employers want people with Level 2 (GCSE equivalent) qualifications.

5.2.15 Waiting lists exist for the more popular education courses, but waiting lists can sometimes be deceptively long, since some prisoners submit multiple applications for education and work. Fifty prisoners on the list may mean only 10 available in practice. If prisoners have to wait two weeks for a course place, they are likely to opt for (any) employment. Once on a work placement, they are not allowed to switch for three months. However, education (usually basic skills) is offered for all prisoners in the industrial workshops. Tutors collect learners from the workshops and bring them to the 'pod' in Workshop 1. This facility helps to offset the reluctance of prisoners to undertake education if it means they have to sacrifice earnings.

5.2.16 As Level 3 courses are not funded by the Government, learners have to apply for loans or bursaries to finance their studies. The increased presence of lifers in the prison brings an increased demand for Level 3 courses.

The Virtual Campus

5.2.17 The Virtual Campus (VC) is a facility for the whole establishment and is not used just by Education. It offers a range of provision (Job Club, Pre-release etc). Education would like to deliver more basic skills courses through the VC, but it is not easy to fit this in with other provision.

Library

5.2.18 The work in Education, Learning and Skills is well supported by a well-stocked library with helpful staff. Each wing has two library sessions per week. One of these is reserved for men who are working. Daily newspapers are available. DVDs are available to Enhanced prisoners only. The flourishing monthly reading group is attended by up to 20 men. 'Dads Aloud' is popular. Training by the Shannon Trust of mentors for the 'Toe-by-Toe' scheme has restarted with mentors based on most wings.

5.3 Healthcare and Mental Health

Healthcare

5.3.1 During the period August 2012 - March 2013, the Oxfordshire Primary Care Trust (PCT) maintained services while the Healthcare contract went out to tender. The inadequate provision of healthcare services by the PCT has been highlighted in the previous three Annual Reports. While some issues had been addressed such as on-going training of staff (including Agency staff), other issues remained: these included staffing numbers, retention of staff and low morale.

5.3.2 In April 2013, Virgin Care took over the responsibility for managing the service. A new Head of Healthcare was appointed and Virgin Care quickly began addressing the issue of staffing numbers, employing regular agency staff alongside implementing a rolling advert for all grades of permanent staff. One-to-one interviews take place in order to address staff morale and identify on-going training requirements.

5.3.3 Waiting lists for prisoners to see the GP were running at up to three weeks for much of the reporting year. From November 2012 an extra GP session was introduced but with limited impact. The situation had not been helped by having, at times, a 50% DNA (Did Not Attend) rate. Steps were taken to address this issue. Although the DNA rate is reducing, progress is slow.

5.3.4 Waiting Lists for Dental, Physiotherapy, Podiatry and Sexual Health Services also have been increasing. In January 2013 funding was allocated by the PCT to provide an extra weekly session for Physiotherapy and for Sexual Health to meet demand. No such funding has been forthcoming for Dental Services. The transfer of prisoners from HMP Kingston has had an impact on the Healthcare waiting lists, especially the Dental waiting lists.

5.3.5 In November 2012 Asthma and Smoking Cessation Clinics were recommenced on a weekly basis. A monthly Hepatology Clinic was introduced in January 2013.

5.3.6 The need to refurbish patient areas, highlighted in the 2011-2012 Annual Report, is now being addressed; for example, floor coverings are being replaced.

5.3.7 Overall shortages of staff have resulted in two wing-based treatment rooms remaining closed. Re-opening these areas remains a high priority once staffing levels have reached a safe level for its implementation.

5.3.8 Concerns have been raised by the IMB about the Healthcare complaints process which is managed 'in-house'. While it is appreciated the content of such complaints is often confidential to the individual patient, the process of collating and documenting complaints received should be transparent and accountable. The IMB would welcome Healthcare complaints being collected and logged by prison administrative staff.

5.3.9 There is concern about those prisoners who come into the establishment who have been prescribed anti-psychotic drugs. There should be a clear process through which to identify and register such treatments, on arrival in reception and 'first day' interviews, with subsequent ongoing assessment by the Mental Health Trust (MHT) and/or the GP service along with support from Pharmacy Services. The pharmacist (from Virgin Healthcare) is to conduct an audit to gather further information on current practice.

Mental Health

5.3.10 The MHT team has had unfilled posts and reduced administrative support for the most of the year. Despite this, along with a high workload level, the team have usually seen urgent referrals within 72 hours and routine referrals in 7-10 days.

5.3.11 There remains a need to speed up the external processes for examining and, if needed, transferring mentally ill prisoners to secure treatment facilities.

Substance Misuse

5.3.12 A new contract in October 2012 saw the development of the Integrated Substance Misuse Team (formerly Counselling, Assessment, Referral, Advice and Through-care Scheme (CARATS)) within the establishment. This team identifies those prisoners with a drug or alcohol addiction problem on entry and supports individuals through to transfer or release. There is now an Integrated Drug Treatment System in Prisons (IDTS) nurse in reception each evening seven days a week with all patients being seen on arrival. This initiative has seen a 50% reduction in the number of men requiring ongoing treatment compared with the previous year.

5.4 Purposeful Activity

See also 5.2 Education Learning and Skills above

Work Places

5.4.1 Various steps are being taken to increase the number of work places through more flexible allocation. For example, there is a morning and an afternoon shift in the kitchen to double the number of places to 36.

5.4.2 Prisoners working in Farms and Gardens have been integrated: this area of work is no longer limited to E wing prisoners (who were not able to fill all the available places) This change has created 10 extra places for other prisoners. Industrial cleaning is also integrated. The move towards more integration takes account of the changing security situation. For example, Category C lifers are a lower risk than many other prisoners and therefore may be deployed more flexibly and in integrated situations.

5.4.3 There are examples within the prison of prisoners tackling work with commitment, for example working through the lunch period when demand for a product is high (a hot-food trolley is provided so that they do not have to leave the workplace). Two unsupervised prisoners were observed working through the drizzle in one of the gardens even though shelter was available close by. One commented that 'time flies' when he is working.

Gymnasium

5.4.4 There is an extensive regular offer of PE sessions and courses ranging from Entry Level 'Introduction to Fitness' to a Level 2 Sports Leaders qualification. When there are vacancies for Health Trainers, a Level 3 course is arranged to provide a qualification.

5.4.5 For some months the offer of PE courses was restricted because a demountable classroom was out of action owing to water damage. Alternative accommodation is being used pending the re-equipping of this classroom.. The range of activities organised in the main sports hall and the numbers accommodated have been constrained by the floor being partially out of action for some 18 months owing to damp damage. However, the contractor is due to re-lay the floor in September 2013. The outside Astroturf pitch is having to be decommissioned because it is worn and potentially dangerous. Outside activities will be restricted until the prison is able to afford to replace this important facility.

5.4.6 The Gymnasium and the Chapel provide important venues for events such as family days.

5.5 Resettlement

Reducing Reoffending

See also 5.2 Education, Learning and Skills and 5.4 Purposeful Activity above.

5.5.1 About 5% of the Bullingdon population is in Category D. One Category D prisoner works outside the prison walls at present on ROTL. The aim is to increase such placements and also to provide opportunities with more responsibility inside the prison as a transition to placement outside. Two new jobs have been created for Category D prisoners who can work unsupervised (security cleared) within the grounds.

5.5.2 If the use of ROTL can be extended, there are various work opportunities outside the prison. Various possibilities for potential ROTL placement are being actively explored by the Business Community Engagement manager with a range of outside organisations.

5.5.3 The four Education, Training and Employment (ETE) officers are each responsible for particular initiatives (e.g. Family Days) alongside civilian staff. Individual support is provided for prisoners (e.g. sorting out bank accounts, preparation of CVs and job applications). The Virtual Campus is used for some of this work and could be used more when more staff are trained in its use. Other activities and links include: Job deal; Ready, steady work; and New Leaf (a new mentoring service from July 2013). The Citizens' Advice Bureau (CAB) visits the prison weekly.

Chaplaincy

5.5.4 The Chaplaincy team of full- and part-time staff comprises representatives from most Christian denominations and from other faiths. Memorial services and a wedding have taken place in the Chapel this year. The Chaplaincy is coordinated by the Iman as Managing Chaplain and is supported by a team of volunteers. An IMB member attends Chaplaincy meetings and members have also been observers at various courses, at Friday Muslim prayers; and at services at the weekend. New prisoners are seen by a member of the Chaplaincy team within 24 hours of arrival. Daily visits are made to the HCC, the SSCU and to prisoners on Assessments and Care in Custody Teamwork (ACCTs)). Daily visits are also made to Reception to see those prisoners being discharged.

5.5.5 The Chaplaincy runs a number of courses including one on Restorative Justice and Justice Awareness – the 'Sycamore Tree project'. This project is currently part of a nationwide research project sponsored by Cambridge University.

Offender Management

Offender Management Unit (OMU)

5.5.6 The OMU works with the Case Administration Unit which prepares paperwork for uniformed Offender Supervisors and probation officers. Offender Supervisors are involved with any prisoner who has a sentence longer than 12 months. They cover all aspects of offender management including re-categorisation, ROTL and Home Detention Curfew (HDC). Short sentence prisoners do not have an Offender Supervisor: about 300 men are in this situation.

Re-categorisation

5.5.7 Bullingdon is moving towards having a Category C regime except on B and E Wings. The Category B population was reduced during the summer from about 190 to about 80. A push on re-categorisation reduced the backlog from about seven months to about three months.

Indeterminate Sentence Prisoners (ISPs)

5.5.8 The transfer of prisoners from Kingston has increased pressure on the OMU as significant numbers of prisoners come up to parole stage. OMU staff have had very little time

(in some cases as little as a week) to get to know prisoners and work with them on their presentation to the Parole Board.

Deployment of OMU Staff

5.5.9 Deployment of Offender Supervisors to cover shortages elsewhere in the prison has deprived the OMU many hours of work, although the shortfall did come down between April and July 2013. Where officers are drafted into the OMU without prior experience of this work, there is a clear need for induction.

5.5.10 Personal officers have a valuable contribution to make to OMU work, but their availability is disrupted by their having to move around the wings to cover other duties; this situation has reduced the continuity of contact with the prisoners assigned to them.

Probation service

5.5.11 There is a move towards probation staff having generic rather than specialist roles. In the short term, three members of the probation team continue to concentrate on specialist functions: Bail; Public Protection – Prolific and Other Priority Offenders (PPO) and Multi-Agency Public Protection Arrangements (MAPPA); VISOR (Violent and Sex Offender Register).

5.5.12 Probation staff are continuing with certain tasks which in future could be more often taken by uniformed officers, for example they chair programme reviews such as Calming Anger and Learning to Manage it (CALM). Offender Supervisors generally need time and training to develop new skills and confidence.

5.5.13 Given heavy case loads (over 60 in some cases), it is difficult for probation staff to know prisoners well. The constant deployment of Offender Supervisors from OMU to cover Wing duties holds up training for their new roles. Offender Supervisors find themselves having to adopt a reactive approach driven by events (e.g. a release date coming up) rather being able to adopt a planning approach.

5.5.14 The delays on the Offender Assessment System (OASys) (completion rate running at more than 50% below target owing to staffing difficulties) further complicate the situation.

5.6 Safer Custody

5.6.1 There were three deaths in custody (DIC) of prisoners from E Wing.

5.6.2 On 21 August 2012, a man collapsed on the wing and was pronounced dead on arrival at the hospital. The Ombudsman has completed his report and an inquest date was set for 27 August 2013.

5.6.3 On 31 January 2013, a man with a history of serious health issues was found dead in his cell. The Ombudsman has completed his report and an inquest date has been set for 11/12 November 2013.

5.6.4 On 24 April 2013, a man was found hanging in his cell. The Ombudsman has completed his report but this has not yet been published. An inquest date has yet to be set.

5.6.5 On the occasion of each of these DICs, IMB members monitored prison procedures and noted that care teams were in place for staff and listeners available for prisoners. Full reports on each incident were made by IMB members.

5.6.6 During the year 380 ACCTs were opened [390 in 2011-2012] on prisoners considered to be at risk of self-harm including suicide. The new form introduced this year makes it simpler to open and update. It now includes more personal and next-of-kin details. The training of ACCT assessors is ongoing. A further innovation has been the appointment of a Safer Custody orderly to offer peer support.

5.6.7 Bullingdon has a good Samaritan support scheme with a rolling training programme for listeners.

5.6.8 Cases of violence reduction (VR) are recorded and monitored for 28 days: there were 109 cases during the year. Perpetrators were often moved to other wings and sometimes to other prisons. They are dealt with by behaviour warnings, adjudications and can be returned to the Basic regime.

5.6.9 The Safer Custody team meets monthly and is attended by a Governor, wing representatives, Samaritans, listener representatives, In Reach, Health Care, Psychology, Probation, CARATS, OCA (Observation, Classification and Allocation), OMU, Chaplaincy and the IMB.

5.7 Separation, Support and Care Unit (SSCU)

5.7.1 The unit continued to operate in a satisfactory manner.

5.7.2 The IMB attended 194 GOOD Boards during the year.. The Board is grateful to the staff for rearranging the timing of the Boards (but always within the required timescales for review) on occasions to facilitate the IMB's attendance.

5.7.3 in general, dirty protests were handled in a satisfactory manner. However, officers had to be reminded in some instances to allow prisoners out of their cells to take a shower..

5.7.4 The Board was generally kept informed within 24 hours of new arrivals in the SSCU and nearly all new prisoners were seen by a Board member within 72 hours. However, there were some delays in communicating information about new arrivals to the IMB.

5.7.5 At least two prisoners were held for more than 95 days in the SCCU. The reasons for 'long stayers' include lack of availability of specialist transport and waits for mental health unit beds. The Board repeats its concern that prisoners should not remain in the SSCU for long periods. The Deputy Director of Custody is notified by the Board when a prisoner is held in the SSCU for more than 90 days. The Board requests an action plan to enable the prisoner to return to normal location at the earliest possible opportunity.

5,7.6 The Board is concerned that staff are not always allowing prisoners to collect their lunch from the servery and they are being served at their cell door. When there are fewer

than 12 prisoners in the SSCU, they should be allowed to collect their lunch from the servery. The management is aware of this issue and has taken steps to remind staff.

5.7.7 Another issue of concern is the time it takes for new prisoners in the SSCU to receive their medication. Property remains in the wing cell until an adjudication has taken place. Medication is not routinely bagged and taken to the SSCU and so can be stolen/go missing. The Board has drawn the attention of management to this matter.

5.8 Residential services

Food and Prison Environment

5.8.1 The kitchen management staff have coped well with a further cut in their annual budget and continue to produce food and menus of a largely satisfactory standard. This financial year the cut was in the order of £57,000. This has involved a reduction in the daily spend on each prisoner from £2.10 to £1.96. By cutting out the daily provision of bread rolls to the prisoners the management have saved some £22,000. Otherwise, there has not been any apparent fall in quality of the food, apart from a decrease in the choice and quality of fruit on offer.

5.8.2 Problems have arisen as a result of the repeated failure of important pieces of equipment such as boilers, ovens and fryers; this has led to limited availability of certain basic items on the menu such as chips, custard and gravy. There remains a fundamental difference of opinion between the Estates Governor and the Kitchen Management about the cause of these breakdowns. The Estates Governor suggests that poor and reckless use of the equipment by prisoners working in the kitchens is a cause of many of the problems.

5.8.3 The Estates Governor states that he has almost used up his allowance for kitchen repairs less than halfway through the financial year, so it is doubtful that the equipment situation will improve much during the rest of the year.

5.8.4 There are problems with many of the trolleys used to transfer meals to the wings: this means that sometimes food is not kept up to temperature after leaving the kitchens.

5.8.5 There is a long-standing practice at the serveries of food being served by hand (mainly potatoes, sausages, burgers) and not using the portion control implements. The argument given is that the servery workers wear gloves. It is a matter of concern that, although it has been agreed by governors that this practice should not occur, they seem powerless to implement the change required. From a decency/respect perspective this is not in line with 'Every Contact Matters'.

5.8.6 There have been claims from servers on E Wing that food has been occasionally interfered with, or contaminated before reaching the servery, but the IMB members have been unable to substantiate this so far.

5.8.7 There remain problems of maintaining a full complement of prisoners working in the kitchen: at times less than half of the full complement may be available. In July 2013, the kitchen was functioning with about 80% of the full complement.

Environmental Health

5.8.8 Rat control, reported last year, remains an ongoing issue around the prison grounds in spite of the work done by the outside national contractor (Rentokil). Recent attempts to improve the kill rate by using new bait in far more numerous positions have been partially effective. The situation is exacerbated by prisoners throwing large quantities of waste from cell windows. A programme of replacing windows with new vented ones from which rubbish cannot be thrown has continued, albeit slowly, as finances have allowed. Part of one spur on B Wing has had its windows replaced in the 2013-2014 financial year; no funds remain to continue this work during the financial year.

First Aid

5.8.9 The IMB have observed several emergency situations where timely intervention of prison and health staff has been carried out in a very confident and professional manner. On at least two occasions, it would appear that lives have been saved.

Canteen

5.8.10 Canteen is run as a business by DHL and also supplies five other prisons. It employs prisoners and provides an opportunity for them to gain a Level 2 NVQ in warehousing. Men coming to the end of their sentence are able to apply for employment with DHL outside.

5.8.11 The Canteen has some 140 items on its list. This is reviewed regularly and prisoners have the opportunity to make requests for items to be added. There remains concern about pricing of some items compared with those charged in 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.

Residential Units

5.8.12 Bullingdon has one of the highest rates of cell sharing in the country. With planned closures of other prisons, it seems likely that this situation will not improve in the near future.

5.8.13 There have been issues of variable temperature control on some wings this year. The thermostatic control of wing heating systems is set centrally by Estates staff and some prisoners and wing staff feel it is not always set at the appropriate level.

5.8.14 There are no major problems on the wings other than the poor state of repair of some shower rooms. There have been complaints about the poor access on F Wing to the shower rooms for people with disabilities and long-term injuries. There is a disability friendly chair in the shower room but it is old and not fit for purpose. The communal lavatories on this wing are Spartan, exposed and seem seldom used, if at all. Some have been used as storage space.

5.8.15 During the year D Wing was affected by a proposal to designate Bullingdon as a regional centre for lifer prisoners and to make this wing a specialist unit for Category C prisoners serving life or indeterminate sentences.

5.8.16 Preparations were made to transfer all the prisoners from HMP Kingston, train the staff in handling lifers, and institute a Category C regime for the prisoners. In February 2013

prisoners started to be transferred from Kingston. The speed of decant was determined by the Population Management Unit and Bullingdon was unable to provide enough spaces each week to meet the requirement. Consequently, prisoners had to be sent to places available in other prisons in order to keep up with the decant plan which had been agreed. In the end, 67 prisoners came from Kingston. The plan to designate D Wing as a lifer unit was abandoned and most lifer prisoners will now be accommodated in F Wing, Spur 2.

5.8.17 These decisions led to frequent changes in the operation of D Wing and both prisoners and staff were subject to considerable uncertainties as the year progressed. Nevertheless, it is to the credit of the staff and the prisoners that there were no major disruptions to the regime or indiscipline.

5.8.18 F Wing Spur 2 has been devoted to Enhanced prisoners who have enjoyed the benefits of single cells and a more relaxed regime. Most prisoners of these prisoners have duties elsewhere in the prison that take them out of the wing each day. The main change this year has been the introduction of a hub on this spur for Indeterminate Sentence Prisoners (ISPs); this will involve a progressive move towards cell sharing in an already overcrowded prison environment.

5.8.19 E Wing is a dedicated sex offenders' residential unit. It reflects the prison's policy of segregating sex offenders from the rest of the establishment's population. The profile of prisoners is in line with the prison's Category C (the number of Category B prisoners is decreasing), but the age profile is higher than elsewhere in Bullingdon. In 2012 there existed a capacity problem affecting some new arrivals; this resulted in some being housed initially either in the HCC or in the SSCU. Neither of these locations was suitable and this issue was raised consistently by the IMB. The issue did not recur in the 2012-2013 reporting year.

Section 6

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

Reception

6.1 Reception is a busy and efficient area. In addition to uniformed staff, a first night officer, a listener and Healthcare staff are on duty in Reception every evening. Every prisoner coming from Court, from police custody or on a transfer is obliged to sit in the Body Orifice Security Scanner (BOSS) chair in order to help the search for illicit objects. Each prisoner entering Reception is assessed by the nursing staff on arrival. If necessary, he is referred to, and seen privately by, a GP whilst in Reception. However, there have been delays in GPs seeing new prisoners in Reception.

Induction

6.2 Prisoners arriving at Bullingdon go initially to F Wing Spur 1 which holds 60 prisoners in single cells, including two cells for the disabled. Induction runs five sessions per week, guiding prisoners in all aspects of Bullingdon's regime including gym, education, Chaplaincy, Diversity, Healthcare, RAPT (Rehabilitation of Addicted Prisoners Trust) and CARATS, employment and training. The morning after arriving, the prisoners are individually interviewed by a Supervising Officer who explains what to expect on normal location and the prison's expectations of prisoners.

6.3 Prisoners usually stay on Spur 1 for four to five days depending on the availability of spaces on normal location, unless they are on 'detox' in which case they will stay longer. Should a prisoner refuse to locate he will be put on 'Basic', and asked daily if he will move to normal location. If he continues to refuse he will be moved to the SSCU under Governor's orders. If he has valid reasons for not going on to a wing, his case will be reviewed.

Property

6.4. When prisoners are moved within an establishment or to another one, bags of possessions can be delayed or go missing. This is a cause of substantial frustration to prisoners and absorbs much staff time. Other common complaints include delays in property getting to prisoners, and loss of property following a cell clearance, for example when a prisoner has been moved to the SSCU. (see also 5.7.7)

6.5 In recent months Property has been staffed by Officer Support Grades (OSGs). There are now relatively few property queries/complaints from the wings or prisoners. There is rarely a backlog as property is regularly distributed onto the wings on the correct allocated days. The proportion of applications to the IMB concerning property reduced from 23% to 17% during the reporting year.

Prisoners' Monies

6.6 There is a transparent system and few complaints are received.

Visits

6.7 The Visitors' Centre is run by a voluntary Management Committee which employs a manager and eight part-time staff. Staff receive regular training relevant to their work. There is a snack bar in the Centre and one in the Visits Hall which also has a crèche.

6.8 Visiting time was reduced in January when a new prison regime came into force. The main complaint concerns the time it takes visitors to pass through the Gate Search area.

6.9 Centre staff advise visitors about the dress code and offer T-shirts and leggings to those deemed to be inappropriately dressed, but often this dress code causes delay at the Gate Search area. The prison accepts that there is, at times, inconsistency in enforcing the regulations and is considering further staff training to rectify this.

6.10 There have been a number of changes to the system for booking visits during the year. The latest, introduced at the start of July 2013, is a numbered entry system. The number is given at the point of booking. Visitors have largely welcomed this as it has removed the need to arrive several hours before the Centre opens in order to secure a place at the start of the queue.

6.11 A passive drugs dog and cameras assist staff in the Visits Hall although the cameras are not always in use and dog/handler not on duty.

6.12 An average of 10 men at any one time is on closed visits and closed visits are regularly reviewed. A few visitors are banned from visiting.

6.13 There has been an increase in use of video links for courts, probation, and legal visits.

Foreign National Prisoners (FNPs) and Immigration Detainees

6.14 FNP numbers have ranged between 12% and 15% of the prisoner population during the period covered by the report. Prisoners held in Immigration Holds (IS91) have increased substantially: the figure moved between 9 and 16 during the reporting year, with 16 awaiting deportation at the end of July. Two United Kingdom Border Agency (UKBA) representatives attend the prison weekly to liaise with Discipline and the EDO to provide up to date information to FNP regarding their case and to facilitate voluntary removals. However, owing to staff shortages at UKBA, this service is temporarily on hold. A Detention Advice Service representative visits every 3 weeks to give advice and guidance to FNP and sees on average 10-15 prisoners during each visit.

6.15 Some difficulties arise with foreign nationals who cannot speak English and a list of prisoners and staff willing to act as interpreters exists. However, in some circumstances it is obviously inappropriate to rely on other prisoners to act as interpreters and internal interpreters can no longer be used for sensitive or confidential issues such as ACCTs, medical matters, bullying etc. A contract for an external interpreting service has been awarded to Applied Language Solutions (ALS). Healthcare use a different provider, Language Line

6.16 The separate FNP Policy has now been integrated into the Equality Policy. This policy was redrafted during the reporting year.

6.17 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. Spaces in Immigration Removal Centres (IRC) are filled initially by people who have been picked up in the outside community in the UK who have not committed any criminal offence. IRCs will not normally accept detainees with a record of violence or sexual offences or on ACCT.

6.18 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 his team of orderlies.

6.19 The Equality Impact Assessments on Provision and Access to Education by FNPs has been completed and therefore access to Education (e.g. ESOL) has become available.

Security

6.20 The prison received an amber/green rating following a security audit.

6.21 Drugs continue to be an issue. The prison is above the 10% target for mandatory drug testing (MDT).

6.22 The prison is now predominantly a Category C establishment. This means management/staff have adopted a more intelligence- and risk-led approach towards security.

Complaints

6.23 A review of a random sample of 23 complaints was carried out by the IMB: these 23 complaints represented about 10% of those received in the month of April 2013. However, it was noted that, for a variety of reasons, not all complaints received will necessarily be answered. In such cases, the complainant will receive back his original complaint with a pre-printed form identifying the reason(s) why it is not being answered. No record is kept of the complaint in question or of its ineligibility. The IMB understands from the Complaints Clerk that the number sent back has been greatly reduced from approximately 60 per month in 2011 to below 10 per month.

6.24 The review was carried out in order to ascertain whether the responses properly answered the complaints. Other aspects of the complaint handling were not specifically reviewed but the quality and tone of the responses was observed. The responses appeared to be of satisfactory quality. However, there were five out of the 23 which had not been answered; it was explained that these were out of time but were being chased up

6.25 The availability was checked of the Complaints forms, Comp 1, Comp 1A and Confidential Access. It was found that all these forms plus envelopes were available in all residential areas. However, although Healthcare complaint forms were present on F Wing and E Wing Spur 1; they were not present on Wings A, B, C, E Wing Spur 2, SSCU and Healthcare Unit. There were no Healthcare envelopes in any area.

Section 7 The Work of the Board

(See also table below)

7.1 The Board held a training day in January 2013. The morning consisted of a session with a National Trainer covering 'Effective Monitoring' and the afternoon session was given over to the responses and discussions following the Annual Team Performance Review (ATPR). An Action list from the ATPR was drawn up to be followed up during the coming year.

7.2 Two visits to other prisons were made in March 2013. Five members visited HMP The Mount, a Category C training prison, and 11 visited HMP Wormwood Scrubs, a Category B Local prison. A visit from HMP Huntercombe was hosted during the year. A meeting was held with the EDO and his team of prisoner assistants covering issues particularly affecting FNPs.

7.3 The Board normally has a speaker at its monthly meetings. Topics covered recently included the St. Giles Trust, Labour Allocation, the Role of the Police Liaison Officer, the Sex Offender Treatment Programme, Violence Reduction, the Role of the Orderly Officer, The Visits Centre, and Healthcare. Separate training sessions have also covered Security, Safer Custody, and Incident Training.

7.4 More visits to the prison (631) were made than in 2011-2012 (470). Applications to the Board were significantly down on the previous year: from 969 to 815.

7.5 Owing to the many organisational changes and redeployment of staff during the year, it was sometimes difficult for Board members to obtain data which would have been more readily available in previous years. Prison staff were helpful but many were learning new roles in posts into which they had recently moved. Some data were not longer recorded owing to changes of policy.

Section 7

THE WORK OF THE BOARD

BOARD STATISTICS	2012/13
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	14
Number of new members joining within the reporting period	0
Number of members leaving within reporting period	2
Total number of Board meetings during reporting period	12
Average number of attendances at Board meetings during reporting period	12
Total number of visits to the prison (including all meetings)	631
Total number of applications received	815
Total number of segregation reviews held	?
Total number of segregation reviews attended	194

Section 7 (cont.)

Applications 2012/2013

Subject	2011/12	2012/13
Confidential Access	41	37
Transfer	37	37
Post / telephone/Newspaper	52	53
Property	220	136
Complaints	89	60
Complaints against staff	14	27
Medical/Dental	145	111
Visits	20	26
Monies	34	33
Adjudications/MDT	10	9
Regime	46	46
Education/Lib/Gym	14	15
Employment	23	25
Categorisation / IEP	32	20
Food / Diet	40	31
HDC /Parole /Release/ROTL	25	25
Deportation/F National	6	12
CARATS/Rapt	0	0
Canteen/Argos/M&M	13	13
Re settle/Sentence Planning /Probation	12	9
w/drawn	17	19
Police Liaison/legal/Security	12	8
Recall	7	1
Wing / cell Move	17	1
Heating	9	24
No Reason Given	1	1
Other	33	36
Totals	969	815