



INDEPENDENT MONITORING BOARD

ANNUAL REPORT

FOR

HMP BULLWOOD HALL

FROM 1 AUGUST 2010

TO 31 JULY 2011

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Section 2 – Introduction

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Home Secretary from members of the community in which the prison or IRC is situated. The Board is specifically charged to:

- 1 Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release;
- 2 Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has;
- 3 Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

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

The approved complement of Members of the Bullwood Hall IMB is twelve. As at 31 July 2011, the actual membership was six, plus four probationary members.

Rod Salmon (Chair)
Paul Norton-Ashley (Deputy Chair)
Sarah Carr (Board Development Officer)
Barry Catling
Joe Hayden
Barry Robins

Probationary members:

Brian Ellis
Brian Wellman
Celia Moody
Peter Chipperfield

Section 3 - Description of HMP Bullwood Hall

- 3.1 HMP Bullwood Hall first opened as a borstal for females in 1962. The prison re-rolled in May 2006 to a male establishment.
- 3.2 HMP Bullwood Hall is a Category C male prison in Hockley, Essex, holding sentenced low-risk foreign national offenders in the last two years of their sentence. The operational capacity is currently 241 (at 7 September 2011).
- 3.3 During the year under review 878 prisoners (the churn) passed through Bullwood Hall.
- 3.4 There are seven wings, providing single and shared occupancy cells. 43% of the prison population share cells. Approximately 39% of prisoners have in-cell toilet and washing facilities, so the majority are subject to night-sanitation arrangements.
- 3.5 Bullwood Hall's facilities include dining hall and kitchen, chaplaincy, workshops, gym, exercise area, education centre, library, visitor centre and gardens.
- 3.6 Educational provision remains outsourced to Milton Keynes College. The prison library is provided by the Essex Library Service, and South East Essex Primary Care Trust provides healthcare services. The Visitor Centre is supervised by the Ormiston Trust, supported by representatives of the Mothers Union.
- 3.7 In addition to the various chaplains who attend Bullwood Hall, representatives from the following voluntary/community organisations also visit the prison: ADAPT, mothers Union (MUDPIES), The Vineyard Church, Alcoholics Anonymous, NACRO ELS, Jobcentre Plus, St Mungo's, Shannon Trust, Ormiston Trust and Foreign National Advice Service.

Section 4 – Executive Summary

4.1 Issues for the Minister

4.1.1 Sentence-expired prisoners (IS91)

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

An increase in immigration problems experienced by prisoners is demonstrated by the increase in IMB Applications on this subject which have increased by 34% between 2009/2010 and 2010/2011.

4.1.1.2 The Board is concerned that past improvements to HDC processes have now been reversed. Now, a prisoner will be considered as unsuitable for HDC until such time as UKBA advise that they have no interest in him. In the opinion of the Board, this is a retrograde step that leaves the prisoner and the prisoner totally in the hands of UKBA, which is not accountable to the Prison Service. There are already signs of a significant drop in the number of HDC applications as a result of this change of procedure. This will inevitably lead to a greater level of distress for prisoners. These changes may also increase the numbers of IS91 sentence expired prisoners at Bullwood Hall. The Board will closely monitor the impact of these changes.

4.1.3 Night Sanitation (night san)

4.1.3.1 The Board again brings to the attention of the Minister the archaic and inhumane night sanitation system (night san). 129 prisoners (54% of the total population) are subject to this system.

4.1.3.2 Only eight prisoners on each wing can register their request at any one time. So for many prisoners there can be a considerable wait even to get registered on the system. Some prisoners continuously tap the night san button until they are registered. Prisoners who understand the system and know how to use it, gain an advantage, whilst other less well informed prisoners suffer as a consequence. However, a leaflet explaining the night san system is available in several languages. The night san software is also subject to routine crashes which disrupts the queuing system. This is often caused by misuse/lack of understanding of the system by prisoners. Recently the night san computer system was upgraded and it is hoped that system failure rate will reduce.

4.1.3.3 One of the regrettable consequences of these delays is that some prisoners throw human faeces out of their cell windows. This is a hazard both to prisoners and staff, especially those who deal with prison waste contaminated in this way. See section 6.4.4 to 6.4.10

4.1.4 Prisoner Movements

4.1.4.1 The Board is concerned about the arrival of prisoners from other prisons at unreasonable times eg at lunch times and late afternoons. This becomes more of a problem with late arrivals on a Friday. These late arrivals disadvantage the processes for managing intakes of prisoners. This unacceptable situation may compromise the safety of prisoners and staff.

4.2 Issues that require a response from Prison Management

4.2.1 Gymnasium

An area of concern is the booking of gymnasium sessions for prisoners. Wing staff telephone the Gymnasium in the morning to book sessions for prisoners who have requested them. However, wing staff are sometimes told that sessions are not available. Unfortunately when prisoners go on work movement they are sometimes able to book the gym sessions that were not previously available. This undermines the authority of wing staff and can lead to resentment between staff and prisoners, it also puts Gymnasium staff in a difficult position.

4.2.2 Overcrowding

During September 2011 the accommodation in E wing which held thirteen prisoners in single cells, was doubled up and bunk beds installed in each cell to accommodate two prisoners, bringing the total number of prisoners in E wing to twenty six. This was partly the result of the need to increase prison accommodation following the riots. The Board is concerned that this represents overcrowding in a wing that has only two toilets and three showers. Although we understand that it is proposed that a “dry” urinal is to be fitted.

4.2.3 Safer Cell

The upgrade of the Safer Cell is still not complete. Work commenced in February 2011. Although, the Board understands that work to complete the project is now in hand.

4.2.4 Care and Separation Unit

The PSO on segregation states that: “Segregation staff should focus on helping prisoners manage their own behaviour rather than simply on punishment”. However, the Board is not clear whether there is much meaningful interaction between CSU staff and the prisoner apart from a routine check to see how the prisoner is and other housekeeping matters.

4.3 Areas of Recognition

4.3.1 Resettlement

The Board congratulates education and prison staff for implementing an accredited Employability and Personal Development course, available to all prisoners. This should better equip prisoners to find employment on their release.

4.3.2 Safer Community

The Board congratulates the three members of the Safer Community Team who received an award, in March 2011, from the Butler Trust for their work in promoting the effective support of those at risk of self harm in a prison setting.

4.3.3 Health and well-being

A Well Man service offers group workshops on healthy lifestyles for prisoners. These workshops deal with issues such as obesity, diabetes, exercise, smoking, sexual health, cancer and a host of other subjects. Wellman clinics are also held which are nurse driven and available to any prisoner who needs confidential support with a particular problem. Staff are to be congratulated on performing this important role.

4.4 Area of General Concern

The Board continues to be concerned about current levels of budget cuts and proposed future cuts in resources which in the board's view are likely to adversely impact upon services to prisoners. Furthermore any further cuts are likely to seriously affect staff and prisoner morale.

Section 5 - Areas that must be reported on

5.1 Diversity

- 5.1.1 The Board fully supports the governor and the establishment's continued commitment to diversity and equality of opportunity.
- 5.1.2 The Equality group has begun a series of courses for staff on cultural awareness and immigration law. This course deals with aspects of Culture, such as behaviour, attitudes and customs.
- 5.1.3 The Community Development Group has not been meeting as regularly as it should, the last meeting was held in March 2011. It is intended to restart the meetings in October 2011. The Board is concerned about this lack of continuity; however it is reassured that matters will be soon back on track.
- 5.1.4 The Board is pleased to note that the Imam is continuing to provide training for officers and staff in faith awareness.
- 5.1.5 The RIRFs (Racist Incident Reporting Forms) have been replaced by a DIRF (Discrimination Incident reporting form) and it is pleasing to note that for the full year there have only been five accusations of discrimination.
- 5.1.6 A new initiative introduced this year focuses upon disability, age and mental health, where a questionnaire is sent out on a monthly basis to all prisoners in these categories, requesting whether they have any concerns. We consider this is an excellent way of keeping in touch with vulnerable prisoners.

5.2 Learning and Skills

5.2.1 Education

- 5.2.1.1 The new OLASS contract has been implemented since August 2009 with Milton Keynes College and Tribal continuing as the providers for learning and skills delivery and the information and advice service respectively. The Learning and Skills contract is currently being re-tendered with a start date of August 2012.
- 5.2.1.2 The Board is pleased to note that the Education Department was successful in obtaining two funding streams, of £20K and £40K, to assist those wishing to set up their own business on release; and also a system to assist those with poor literacy and numeracy skills.
- 5.2.1.3 The Board is pleased to report that an employability skills course was introduced this year and currently 125 prisoners are working towards an employability skills qualification. This will undoubtedly aid resettlement and possibly have an impact on reoffending rates.
- 5.2.1.4 It is disappointing to note that the bricklaying course is restricted as the room is far too small for the prisoners needs. The classes are being held outside in the yard but only when the weather is clement. It is understood that funding for a covered area is being sought.
- 5.2.1.5 Milton Keynes College is to be commended for its role in the continuous improvement to the education provision. Furthermore an average of 90% of prisoners are engaged in vocational training and courses leading to a qualification.

5.2.3 The Library

- 5.2.3.1 Now stocks 27 different languages in the fiction section. Currently receives 10 different language newspapers as well as staff printing relevant pages from the BBC World News website. It is unfortunate that the availability of foreign language newspapers has been reduced due to budget cuts.
- 5.2.3.2 75% of the prison population are active members of the library.
- 5.2.3.3 Library is occasionally subject to temporary closure at short notice due to staff shortages. However, it is planned to recruit a new member of Library staff who will be shared between HMP Chelmsford and HMP Bullwood Hall.
- 5.2.3.4 It is good to note that library induction information is now available in different languages.
- 5.2.3.5 The 6 Book Challenge continues to be of value, in the three month period to July 2011, 22 prisoners completed the reading of 6 books. A recent Adult Learners week was well received with 91 entrants for the World Quiz.
- 5.2.3.6 The previous report stated that computers were outdated and of little value. All computers have now been replaced with current models.

5.3 Healthcare, Dentistry & Mental Health

5.3.1 Healthcare

- 5.3.1.1 Despite pressures on services from the high churn of prisoners and the lengthy delay in tendering for a healthcare provider, Healthcare provided a good level of service to prisoners.
- 5.3.1.2 The Board is again pleased to report that primary care services to prisoners have been delivered effectively, humanely and on a timely basis. This is supported by statistics that show that the Board has received very few complaints from prisoners about healthcare services. Healthcare staff should be congratulated on their caring attitude and the provision of a good standard of care to prisoners.
- 5.3.1.3 The Board understands that a tender process to establish a healthcare provider for HMP Chelmsford and HMP Bullwood Hall is at an advanced stage and it is expected that a contract for the provision of healthcare will commence on 1 April 2012
- 5.3.1.4 It is disappointing to note that it has not been possible to fill all staff vacancies. A further round of recruitment will shortly take place but it may be that further recruitment will have to await the appointment of a new healthcare provider. However, the head of healthcare is confident that sufficient healthcare staffing cover will be maintained in the interim.
- 5.3.1.5 A Well Man service offers group workshops on healthy lifestyles for prisoners. These workshops deal with issues such as obesity, diabetes, exercise, smoking, sexual health, cancer and a host of other subjects. Wellman clinics are also held which are nurse driven and available to any prisoner who needs confidential support with a particular problem.
- 5.3.1.6 It was expected that PCT pharmacists would run clinics to assist prisoners in understanding their medication. Unfortunately, despite the PCT agreeing to start these clinics eighteen months ago none have yet taken place.
- 5.3.1.7 The current service providers for the GP service and the dental service are currently under review and it is expected that new contracts for the provision of these services will be negotiated shortly.

- 5.3.1.8 The prison's IDTS programme, at the date of this report, has a client base of six prisoners. Current levels of incoming IDTS prisoners are within the clinic's capacity.
- 5.3.1.9 In July 2011 prisoners on daily medication now have in their possession a card stating their name, prison number and the times during which they can visit Healthcare for medication replacement/assessment. The key to this system working effectively is wing staff sending these prisoners at the allotted dates/times. To date this process is working well.

5.3.2 Dentistry

- 5.3.2.1 The Board has concerns that the dentist carries out very little in the way of oral healthcare of prisoners. It is hoped that the proposed appointment of another dentist will resolve this issue.

5.3.3 Mental health

- 5.3.3.1 There are, from time to time, concerns that mental health issues of individual prisoners have not been addressed, but generally prisoners mental health needs are met by the primary care mental health nurse. Currently, In-Reach works closely with the primary care mental health nurse to diagnose and discuss prisoners' mental health issues, and refer where necessary to a psychologist. It should be noted that prisoners with severe and enduring mental health needs should not be sent to Bullwood Hall as it does not provide 24 hour healthcare.
- 5.3.3.2 Recently a training session was held by the Criminal Justice Mental Health Team, for healthcare staff on the subject of prisoners being exploited by radicalism. Staff were given practical steps on how to identify changes in behaviour of prisoners and how to escalate any mental health concerns.

5.4 Safer Community

5.4.1 Safety

- 5.4.1.1 The Board concurs with the view that prisoners in Bullwood Hall are held safely and with respect.
- 5.4.1.2 It is good to note that CCTV cameras are to be upgraded in G Wing and newly installed in the CSU to allow additional safety for staff and to ensure appropriate monitoring of prisoners movements.

5.4.2 ACCTs and Self-Harm

- 5.4.2.1 The number of open ACCT's remain low although there is some evidence that while nationally the statistics indicate that more often self harm occurs at the beginning of a sentence, at BH the trend to self harm appears to be close to the prisoner conditional release date. This seems to be related to uncertainty about Immigration status. Incidents of self harm have increased from twenty one last year to thirty six this year, an unfortunate trend.
- Duty Governors are placing more emphasis during prisoner induction that deportation may be likely to manage expectations.
- Deportation documents will not be issued by UKBA on Fridays as there is less support available for prisoners at the weekends. The Board continues to monitor this closely.

- 5.4.2.2 Three members of the Safer Community Team received an award, in March 2011, from the Butler Trust for their work promoting the effective support of those at risk of self harm in a prison setting. The Board congratulates them on this achievement.
- 5.4.2.3 There has been some disruption to the availability of prison training courses. As a result the newly appointed Suicide Prevention Coordinator awaits ACCT Assessor training. The Board considers that there is also a need to have more ACCT Assessors available at the weekends, and at night.
- 5.4.2.4 All wings hold documents on ACCT, Bullying and Suicidal Thoughts, translated into different languages.
- 5.4.2.5 The refurbishment of the Constant Watch cell was completed in January 2011. In the last few days of July this cell has been used by one prisoner continuously but before that use has been minimal.
The upgrade of the Safer Cell is still not complete. Work commenced in February 2011. Although that this type of accommodation is not used often the Board is very disappointed that nearly six months later the work remains unfinished.

5.4.3 Bullying and Violence Reduction

- 5.4.3.1 Incidents of bullying in Bullwood Hall are extremely low and the Board considers effective policies to deal with bullying and to promote acceptable standards of behaviour to both prisoners and staff are in place and followed.
- 5.4.3.2 Violence Reduction Awareness training for staff was undertaken in December 2010. This was then removed from the Training calendar while the new CSRA training was undertaken. The Board suggests that Violence Reduction Training as well ACCT Foundation and Refresher courses should continue to be available at regular intervals.

5.4.4 Samaritans

- 5.4.4.1 The prison has no input from the Samaritans but 'phones with direct access to a Samaritan are readily available to prisoners.

5.4.5 Prisoner Representatives

- 5.4.5.1 Prisoner representatives continue to play an invaluable role within the prison community.

5.4.6 Safer Community Orderlies

- 5.4.6.1 Prisoner orderlies attend induction every day and assemble new prisoners for their inductions, and this saves time. They also walk the wings four evenings a week to assist prisoners in need. One orderly is located solely in Reception to greet and explain their role as a Befriender. They also explain expected standards of behaviour, safer community and what to do in the instance of bullying or violence, before the new intake is taken to the Induction Wing. They also help prisoners when necessary to complete paperwork, explain procedures or to help with interpreting. This is excellent work.
Since there is a high churn of prisoners at BH there is sometimes a shortfall in the number of Safer Community Orderlies but the Board is impressed how well the remaining Orderlies maintain the service.

- 5.4.6.2 All prisoners on the induction wing share a cell to ensure new arrivals on their first night are not alone.

5.4.7 Bullwood Befrienders

- 5.4.7.1 Befrienders (trained prisoners) feel their role of helping other prisoners is of great value as do the prisoners they support. They work on a rota basis to provide cover days, evenings and weekends. Although Befrienders support is not available during lock-in, this rule can be overridden by the Governor or Deputy Governor in exceptional circumstances, where there is a need.
- 5.4.7.2 Since there is a rapid churn of prisoners at BH there is sometimes a shortfall in the number of Bullwood Befrienders but the Board is impressed how well the service is maintained.
- 5.4.7.3 There appears to be minimal input from external immigration case workers during the early stages of imprisonment. On arrival at BH the prisoner often has very little knowledge about his Immigration status. This leads to frustration and uncertainty which sometimes continues up until the end of his sentence. UKBA now have better electronic access to case information so the Board hope that this will go some way in alleviating this problem. UKBA will use Big Word more often when interviewing prisoners with little or no English.

5.4.7 Orderlies and Befrienders Explanatory Leaflets

- 5.4.7.1 There remains a need for pamphlets to be translated into as many languages as possible, especially Vietnamese and Eastern European languages, as prisoners from these areas seem to be on the increase.

5.4.8 Family Support

- 5.4.8.1 Prisoners who do not have contact with their families now have a greater variety of support from Befrienders, Prisoner Representatives and Safer Community Orderlies. 2 new volunteer prison visitors have been recruited in the past year.

5.4.9 Prison Communities

- 5.4.9.1 There has been some concern in recent months about the large Vietnamese population in the Prison. It is difficult to recruit them as Bullwood Befrienders partly because they have little or no English but also they are generally a tight knit community. The perception of the other prisoners is that this group is closed off from the rest of the prison. They tend to ask to work either in the kitchen or in the Garment workshop and other prisoners feel they cannot apply to work in those places. It is easy for them to feel isolated on the wings (other than G) if there are no other Vietnamese resident. However, there is a Vietnamese speaker on the Education team who does provide language support in that department. An increasing number of Vietnamese prisoners are having ACCTs opened. Whether this is really a trend is too early to say and this situation will be closely monitored by the IMB.

5.5 Discipline, Use of Force, CSU & Adjudications

5.5.1 Discipline & Use of Force

5.5.1.1 Discipline within the prison remains fair and even-handed. Use of Force has to be (a) reasonable (b) necessary (c) proportionate. The Board is satisfied that these guidelines are being followed.

A copy of the use of force form is made available to the IMB on every occasion.

5.5.2 Adjudications

5.5.2.1 Punishment must be proportionate and take into account the circumstances and seriousness of the offence, the effect on the victim, the impact on the prisoner, the prisoner's age, the length of time before release and behaviour during his sentence. On the basis of the adjudications witnessed, we are satisfied that these criteria are being applied. Although the number of Adjudications remains relatively low the number has increased by 63% compared to last year.

5.5.3 Care & Separation Unit

5.5.3.1 The number of prisoners being held in the CSU either for punishment or for GOoD continues to be very low – in single figures in most months; this reflects the mainly good working relationship between staff and prisoners.

5.5.3.2 Prisoners are being treated humanely in the CSU. They are checked every hour, each morning they are asked whether they would like a shower / exercise / to make phone calls. Healthcare sees them every day, as does the chaplain and the doctor comes to see them every day he is in – as his first call.
The IMB has been informed within 24 hours of the segregation of a prisoner. The IMB is able to access the prisoner and documentation - (inc. governor's authority for segregation, initial segregation health screen and reasons for initial segregation).

5.5.3.3 The PSO on segregation states that: "Segregation staff should focus on helping prisoners manage their own behaviour rather than simply on punishment". However, it is not evident what meaningful interaction between CSU staff and the prisoner occurs apart from the routine check to see how the prisoner is and other housekeeping matters.

Section 6 – Other areas of the Prison

6.1 Preparation for Release

6.1.1 Resettlement

- 6.1.1.1 Approximately 30% of all prisoners that are released remain in the UK. And that does not include those who are transferred to an IRC. So clearly there is a real need to assist prisoners with their resettlement into the UK. In addition however, resettlement processes at BH focus on any prisoner requiring resettlement advice no matter where their final destination is likely to be.
- 6.1.1.2 Key staff at BH are designated champions of the eight resettlement pathways, which include accommodation, employment, children and families and drugs & alcohol. The Prison Service is currently carrying out a needs analysis of resettlement pathways so the result of this exercise should provide a useful benchmark.
- 6.1.1.3 There is a considerable effort to target prisoners who need resettlement help, and resettlement workshops target prisoners who are nearing release. A multi agency approach is taken. NACRO visit BH to work with prisoners. St Mungo Trust assists the search for suitable accommodation and Job Centre Plus also participates.
- 6.1.1.4 The Education department and work places offer a City & Guilds in employability skills. This is a key part of the process to improve a prisoners fitness to work.
- 6.1.1.5 Prisoners who have requested resettlement help attend a workshop, by appointment, in the visits hall and meet prison staff and representatives from Job Centre+, St Mungo and NACRO, who represent the eight pathways. These workshops take place eight weeks before a prisoner is released. The timing of these workshops is under review.
- 6.1.1.6 Closer cooperation is needed between resettlement staff and UKBA to ensure earlier identification of immigration status of prisoners, as this will greatly aid the resettlement process.
- 6.1.1.7 A further strand of the resettlement process is the risk assessment of prisoners for work in the prison grounds, outside of the gates. Currently two prisoners have been selected for outside working parties.
- 6.1.1.8 Resettlement processes will only work if all staff who subscribe to the project play their full part, and that includes all pathway champions. The Board congratulates the efforts of staff concerned and hopes that momentum is maintained.

6.1.2 Sentence expired prisoners (IS91)

- 6.1.2.1 The Board remains concerned that the number of sentence expired prisoners held by order of the UKBA continues, and at any level this is unacceptable. The number of sentence expired prisoners fluctuates but this problem continues unabated. It is the Board's view that one sentence expired prisoner remaining at BH is one too many.
- 6.1.2.2 It is distressing for prisoners who are expecting to be released or deported at the end of their sentence to be informed, often at short notice, that they will continue to be detained. The Board questions whether every effort is made by the UKBA to ensure that a prisoner's immigration status is determined before his sentence expires. The suggestion that the serving of an IS91 notice should not come as a shock to a prisoner may be correct but it is the manner and lateness of its serving that causes distress.

6.1.2.3 There is also a communication issue where prisoners are provided with information or documentation by UKBA which is poorly understood. Prisoners are frustrated because they feel that they do not receive adequate explanation of their immigration status, what choices they have and what action is open for them to pursue.

6.1.2.4 Whilst the Board recognises the hard work of UKBA staff it does consider on occasions there is limited dialogue between BH UKBA staff and CCD case workers, which delays decisions on prisoners' immigration status.

6.1.3 Home Detention Curfew (HDC)

6.1.3.1 Home Detention Curfew (HDC) procedures have recently changed. Previously prisoners were automatically considered for HDC and UKBA were then asked to confirm whether or not it will be deporting prisoner(s) in question. If no response was received within a reasonable timescale the prisoner was considered for release under HDC.

Now, a prisoner will be considered as unsuitable for HDC until such time as UKBA advise that they have no interest in him. In the opinion of the Board, this is a retrograde step that leaves the prison and the prisoner totally in the hands of UKBA, which is not accountable to the Prison Service. There are already signs of a significant drop in the number of HDC reviews as a result of this change in procedure. This will inevitably lead to a greater level of distress for prisoners. These changes may also increase the numbers of IS91 sentence expired prisoners at Bullwood Hall. The Board will closely monitor the impact of these changes.

6.2 Catering & Kitchen

6.2.1 There were few complaints about food, and prisoners generally are satisfied with the catering standards and the menu options available. The Board is impressed with the hard work and dedication of kitchen staff. At the report date four items of kitchen equipment were out of use (and beyond economic repair). The Board sincerely hopes that this equipment is soon replaced as its absence may compromise food safety.

Prison Shop (Canteen)

6.2.2 There are no issues with the operation of the canteen, which with the help of three prisoners mostly satisfy prisoners with their canteen requests. This is an improvement on last year when items were persistently missed off supplies to Bullwood Hall.

6.3 Prisoner Movements

6.3.1 Reception

6.3.1.1 Reception is housed in a Portakabin type building which has recently been extended and is now better suited for its purpose.

6.3.1.2 The Board is concerned about the arrival of prisoners from other prisons at unreasonable times eg at lunch times and late afternoons. This becomes more of a problem with late arrivals on a Friday. These late arrivals disadvantage the processes for managing intakes of prisoners. This unacceptable situation may compromise the safety of prisoners and staff.

6.3.2 Property at Police Stations

6.3.2.1 The Board is pleased to note that the number of IMB applications from prisoners has reduced dramatically from 2009-2010 to 2010-2011. This is largely a result of prison management intervening and providing all prisoners with the necessary services which facilitates their efforts to recover personal property at police stations.

6.3.3 Induction

6.3.3.1 The induction process is carried out during the first week at Bullwood Hall. The induction manager is currently producing an induction booklet for prisoners that will be available in different languages. In addition it is proposed to streamline the induction process and to give it a higher profile.

6.4 Accommodation

6.4.1 Wings

6.4.1.1 There is currently a maximum roll call of 241 prisoners, of which 127 are in single cells and 114 are in shared cells. Of the 114 men sharing, 80 on G Wing have shower and toilet facilities within their cells. There are 129 prisoners subject to Night Sanitation facilities, of which 16 prisoners are sharing cells.

6.4.1.2 During September 2011 the accommodation in E wing which held thirteen prisoners in single cells, was doubled up and bunk beds installed in each cell to accommodate two prisoners, bringing the total number of prisoners in E wing to twenty six. This was partly the result of the need to increase prison accommodation following the riots. The Board is concerned that this represents overcrowding in a wing that has only two toilets and three showers. Although we understand that a "dry" urinal is to be installed.

6.4.1.3 There are proposed changes to the lock-in times for prisoners which will mean a slight increase to the total time prisoners are locked in although this will not be significant.

6.4.2 Night Sanitation

6.4.2.1 The Board urges the Minister to replace the archaic, inhumane and totally unacceptable night sanitation system. 129 prisoners (54% of the total population) are subject to night sanitation. However, the Board understands that Bullwood Hall is now considering fitting privacy locks to certain cells in some areas of the prisons to reduce the dependency on night san. This will allow prisoners to come in and out of their own cell at their own behest. The model is being tested at HMP Blundeston and it is hoped that BH will be next in line for a trial of the proposed system.

6.4.2.2 It is of serious concern to the Board that it is not possible to monitor, or record, the length of time a prisoner has to wait before being released from his cell to use the toilet.

6.4.2.3 Only eight prisoners on each wing can register their request at any one time. There are up to 33 prisoners in a wing that are subject to night sanitation. So for many prisoners there can be a considerable wait even to get registered on the system. Some prisoners continuously tap the night san button until they are registered on the system. Prisoners who understand the system and know how to use it, gain an advantage, whilst other less well informed prisoners are disadvantaged because of this and so suffer even longer waits to go to the toilet. However, a leaflet explaining the night san system is available in several languages.

- 6.4.2.4 Prisoners can wait for two hours or more before they are released from their cell, and that is not counting the time between lock-in and the time Night San system becomes operational.
- 6.4.2.5 One of the regrettable consequences of these delays is that some prisoners throw faeces out of their cell windows.
- 6.4.2.6 While it should be noted that each prisoner has a disposable 'potty' in their cell, this whole issue remains extremely unsatisfactory in the Board's view.
- 6.4.2.7 The Board understands that improvements have been made to the software that controls the system. It is hoped that these changes will reduce the number of software crashes. Prison staff do their best to make the most of this antiquated system.

6.5 Visits

- 6.5.1 The visitors centre continues to provide an excellent service in terms of professionalism and a high level of respect and consideration to both prisoners and their families. It is impressive to observe the beneficial effect visits appeared to have on prisoners and the willing flexibility of staff in accommodating late arriving visitors.
- 6.5.2 Children's visits are important days in the calendar of prison visits, allowing dedicated time for prisoners and their children. The timetable of children's visits for 2011 got off to a poor start as the events were not effectively publicised. However, this has been rectified and we look forward to the next children's day on 27 October 2011. Further children's days are planned in December 2011 and February 2012.

6.6 Chaplaincy

- 6.6.1 The chaplains continue to make a vital contribution to prisoner welfare, both through one to one contact with individual prisoners and through provision of religious services. All faiths are catered for. In fact the Chaplaincy team has been strengthened with the addition of a Buddhist Chaplain.
- 6.6.2 A faith survey was issued to 226 prisoners in April 2011. It was disappointing to note that only 43 responses were received, undoubtedly influenced by the fact that the questionnaires were in English. Of the responses received it is worrying to note that a few prisoners did not understand how to gain access to a member of the chaplaincy team.

6.7 Finance

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

6.8 Drug Strategy

- 6.8.1 The Integrated Drug Treatment System (IDTS) at Bullwood Hall has currently a client base of 6 prisoners. The number of incoming IDTS prisoners does not pose any concerns to the service. There was an issue concerning a prisoner on an IDTS programme who felt the need to withdraw from Ramadan as he couldn't receive his medication at night (healthcare service not 24 hours).

- 6.8.2 CARATS reported a 47 client caseload and is now working on alcohol abuse issues. Tenders are out for an open access contract for a drug and alcohol action team contract.
- 6.8.3 The Board congratulates the CARAT team for being awarded a score of 83% on its recent audit.
- 6.8.4 Sharing of Drug Dog services between Chelmsford Prison and Bullwood Hall has resulted in sporadic cover for Bullwood Hall, with an unacceptable reduction in drugs dog cover at visits.
- 6.8.5 It should be noted that illegal drug use is not generally an issue at Bullwood Hall. In fact the last positive drugs tests was in November 2010. Mobile phones are a more frequent find.

6.9 Prisoner Activities

Gymnasium

- 6.9.2 Prisoners continue to be able to obtain a variety of personal and healthy lifestyle certificates as well as BWLA qualifications.
An area of concern is the booking of gymnasium sessions for prisoners. Wing staff telephone the Gymnasium in the morning to book sessions for prisoners who have requested them. However, wing staff are sometimes told that sessions are not available. Unfortunately when prisoners go on work movement they are sometimes able to book the gym sessions that were not previously available. This undermines the authority of wing staff and can lead to resentment between staff and prisoners.

Gardens

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

Cleaning

- 6.9.4 The wings and buildings are kept clean and tidy by designated wing cleaners supervised by staff members, although rubbish continues to be thrown by prisoners out of cell windows onto the ground outside. As stated elsewhere in this report some of the rubbish is hazardous and represents a risk to staff and prisoners. However, the Board now understands the Recycling manager is going to be formally trained in managing hazardous waste. He will then be qualified to train his workers which will be a much safer option than at present. It will also hopefully reduce the need for expensive external contractors to clean up from dirty protests etc.

Laundry

- 6.9.6 One member of staff supervises five prisoners who, in the Board's view, operate the laundry in a most efficient and effective way.

Roderick Salmon (Chair)
31 October 2011

Section 7 - The work of the IMB

7.1 General

- 7.1.1 Two members are on rota duty each week to ensure prompt response to applications received from prisoners. All areas of the prison are visited each week by the two Members on rota duty and where necessary attend meetings and training sessions.
- 7.1.2 Four new members were appointed in November 2010
- 7.1.3 Each Member has an area of special interest and contributes to the annual report.
- 7.1.4 The offices of Chair, vice-Chair and Board Development Officer remained unchanged.
- 7.1.5 The Board is indebted to its Clerk for the continued high level of service she provides.
- 7.1.6 The senior management team, prison staff and in-house UKBA staff have been cooperative. The Board is able to resolve issues and problems with prison management/staff as and when they occur, for which the Board is grateful. The Governor continues to provide an open door policy to the IMB and regularly attends our Board meetings.

Appendix A

Board Statistics

	10/11	09/10	08/09	07/08
Recommended complement of Board Members	12	12	12	12
Number of Board Members at the start of the reporting period	9	8	8	7
Number of Board Members at the end of the reporting period	10	9	8	8
Number of Members joining within the reporting period	4	5	4	4
Number of Members leaving within the reporting period	3	6	3	5
Number of Board meetings during the reporting period	12	12	12	12
Average number at Board meetings during the reporting period	7.1	8.7	7.4	5.3
Number of visits to the prison (including all meetings)	452	589	548	304
Number of weekday day rota visits	211	218	220	191
Number of weekend day rota visits	19	55	32	34
Number of all other non-rota visits	222	316	296	159
Number of applications received	287	310	214	210
Number of adjudications/reviews conducted	253	156	150	94
Number of adjudications/reviews witnessed by Members	115	81	81	57
Number of Use Of Force Incidents	38	31	14	8
Number of Use Of Force Incidents witnessed by Member	1	4	1	3
Number of incoming prisoners received annually	879	847	807	771
Maximum Roll	241	228	228	228

Appendix B

Applications by IMB category

All Applications	Total Applications dealt with in first instance:	10/11	09/10	08/09	07/08
		287	310	214	210
A Accommodation	A1 Cell quality	2	5		1
	A2 Wing/Cell allocation	2	2	1	3
B Adjudications, CSU	B1 Adjudications - Internal				
	B3 Rule 45/49 Segregation	1			
C Diversity	C1 Racial Issues referred to prison staff	1	3		
	C2 Racial Issues not referred to staff	1		1	
	C3 Other diversity issues (eg Disability)	2	3		2
D Regimes	D1 Education/Employment	6	1	4	14
	D2 Incentives & Earned Privileges	4	9	2	
E Family & Visits	E1 Visits	4	1	5	
	E2 Resettlement Issues	6	2	6	
	E3 Mail/Pin/Phones	2	1	1	7
F Food/Kitchen	F Food/kitchen issues	1	4	6	3
G Health	G Health Issues	19	11	8	9
H Property	H1 Property relating to previous prison	23	26	29	36
	H1B Property relating to police stations <i>f</i>	33	100	28	<i>f</i>
	H2 Property relating to current prison	11	11	5	5
	H3 Canteen/Bookers/Facilities list	3	3	1	2
I Sentence Related	I1 Basic sentence (incl remand time)	1	7	9	4
	I2 Home Detention Curfew	30	9	9	14
	I3 Immigration/Deportation	94	66	56	68
	I4 Categorisation	10	12	5	4
	I5 Police days		2		
	I6 Release on Temporary License		2	2	1
	I7 Parole Board				
J Staff/Prisoner	J1 Applications about staff	10	7	11	11
	J2 Applications about prisoners	1		1	3
	J3 Applications from staff	1	2	2	
K Transfers	K Transfers	6	2	4	1
L Miscellaneous	L Miscellaneous	13	19	20	16

f not recorded

Appendix C - Glossary of acronyms used in this report

ACCT	Assessment, Care in Custody and Teamwork
BH	HMP Bullwood Hall
BWLA	British Weight Lifting Association
CAB	Challenging Antisocial Behaviour
CARAT	Counselling Assessment Referral & Throughcare
CCD	Criminal Casework Division (UKBA)
CSRA	Cell Share Risk Assessment
CSU	Care and Separation Unit
DEAT	Diversity Equality Action Team
DDA	Discrimination & Disability Act
ESOL	English for Speakers of Other Languages
GOoD	Good Order or Discipline
HDC	Home Detention Curfew
HMIP	Her Majesty's Inspector of Prisons
HMP	Her Majesty's Prison
HNA	Health Needs Assessment
IAS	Immigration Advisory Service
IDTS	Integrated Drug Treatment System
IEP	Incentives and Earned Privileges
IMB	Independent Monitoring Board
IOM	International Organisation for Migration
IRC	Immigration Removal Centre
MIND	National Association for Mental Health
NACRO	National Association for the Care and Rehabilitation of Offenders
NOMS	National Offender Management Service
NVQ	National Vocational Qualification
OASys	Offender Assessment System
OFSTED	Office for Standards in Education
OLASS	Offender Learning & Skills Service
OMU	Offender Management Unit
PCT	Primary Care Trust
PTSD	Post Traumatic Stress Disorder
RARPA	Recognising and Recording Progress and Achievement
RIRF	Racist Incident Reporting Form
SFA	Skills Funding Agency
UKBA	United Kingdom Border Agency