



Independent Monitoring Board

HMP Bure

Annual Report

2010 – 2011

For the reporting period: 1st August 2010 to 31st July 2011

SECTION 1

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SECTION 2

STATUTORY STATEMENTS

INDEPENDENT MONITORING BOARD

HMP BURE

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 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 a right of access to every prisoner and every part of the prison and also to the prison's records

INDEPENDENT MONITORING BOARD

HMP BURE

Diversity Statement

The Independent Monitoring Board at HMP Bure is committed to an inclusive approach to diversity which encompasses and promotes greater interaction and understanding between people of differences including but not limited to race, religion, gender, nationality, sexuality, disability, age. We recognize that a fully inclusive approach to diversity must respond to differences that cut across social and cultural categories such as mental health, literacy and substance misuse.

The Board values this approach to diversity within its recruitment and Board Development practices to increase the repertoire of skills and awareness amongst its members of the diverse needs and perspectives of the population within HMP Bure.

All members of the Independent Monitoring Board at HMP Bure will undertake their duties in a manner that is accessible to everyone within the establishment. The Board will monitor to establish that the experiences and interaction between staff, prisoners and visitors is fair and without prejudice. Engaging diversity should enable all individuals to express their values, perspectives and beliefs without disrespecting or discriminating against others and that opportunities are open to all. Where this is not the case, the Board will alert appropriate authorities and individuals including the Governor, Senior Management, Area Manager and the Prisons Minister.

SECTION 3

DESCRIPTION OF HMP BURE

HMP Bure is a Category C prison accepting sentenced male sex offenders over the age of 21. The prison opened on the 30th November 2009. The Certified Normal Accommodation is 503 and the Operational Capacity is 523.

The site consists of: -

- A – F wing (six residential units)
- Healthcare Centre
- Segregation Unit
- Multifunction Building including gymnasium, programme delivery, and World Faith Room
- Learning Resources Centre

Accommodation: -

Comprises of mostly single cells however there are 4 cells in each of five of the residential suites that can be used as doubles. There are also 1 easy access cell on E and F wings. There are also Compact Based Drug Testing suites on each wing. Each cell has integral sanitation with the use of communal showers.

Reception Criteria: -

Normal reception arrangements apply. HMP Bure accepts adult male sex offenders – sentenced (Category C). Priority is given to East of England offenders although this cannot be guaranteed. Prior to April 2010 HMP Bure was unable to accept offenders IDTS/Methadone programmes.

Regime: -

The regime provides all those in the care of HMP Bure access to the following facilities: -

Education: -

Education is staffed by 14 full-time and 4 part-time teachers, through a well managed external contract. Within the establishment the education provision reflects an emphasis on basic Skills (Literacy and Numeracy), Key Work Skills, Social and Life Skills and IT. Other available courses include ESOL, Basic Food Hygiene, Basic First Aid, Health and Safety, NVQ Catering, Art and Craft and pre-release work programme.

Workshops and Programmes: -

HMP Bure provides vocational courses in hairdressing, multiskills, plumbing and electrics, industrial cleaning, painting and decorating, catering, horticulture and waste management. As from April 2010 accredited offender behaviour programmes have been run and these include **Thinking Skills Programme (TSP)** and **Cognitive Skills Booster (CSB)**, as well as programmes specific to the offender population.

Healthcare: -

HMP Bure has a Type 2 Healthcare Centre status, covering 7 days a week between 08:00 and 19:30 Monday to Thursday and 08:00 to 17:30 Friday to Sunday. There is out of hour's medical support and an on call Healthcare Manager System. Further details appear later in this report.

Gymnasium and Sports: -

HMP Bure has one gymnasium with programmes being staffed by a Senior Officer and initially 5 PE Officers and a games officer. The gymnasium offers a range of accredited and recreational programmes.

Faith and Religion: -

Regarding Chaplaincy, the following groups have ministers/representation: Anglican, Buddhist, Jewish, Muslim, Pagan and Roman Catholic religions. There is one large multi-faith room which is located in the Multifunction Building, which was opened in March 2010. Services are held as follows:

Friday – Muslim prayers; Saturday – RC Mass; Sunday – C of E / Free service; Thursdays' – Buddhist meeting and a monthly Pagan and Sikh meeting.

Drug Strategy: -

Offenders with a drug problem are identified at various stages – at the initial healthcare screening; on the induction programme; by CARAT assessment; by random mandatory drug testing; by self referral; or on receipt of previous medical records.

Arrangements can be made for detoxification, drug rehabilitation, treatment, education, CARAT assessment and Blood Bourne Virus (BBV) advice and support. Places are funded utilising the CBDT programmes (available across the establishment).

An area strategy has been devised so that HMP Bure has outgoing transfer arrangements (with HMP Norwich) for those offenders who require detoxification

or inpatient care. Norfolk Community Health & Care (NCH&C) is contracted to provide health promotion around the harm minimisation agenda (BBV). The establishment is represented on the local Drugs Alcohol Action Team (DAAT) and is also involved in community work. Community drugs agencies such as the Drug Intervention Programmes (DIP) in Norfolk and Suffolk are part of the Drug Strategy Team.

In our first Annual Report we made the following comment: -

“This initial report is essentially ‘work in progress,’ given that the first offenders did not arrive until the 30th November 2009, and it is the Boards intention to report in greater depth in its next report towards the end of 2011.”

As that report only covered a very limited period we did not refer to the vast amount of work that had been undertaken prior to the prison opening by way of extensive staff training [of which a great part was observed by the ‘original’ six members of the IMB present at the time] to ensure that from “Day 1” the prison was run in accordance with the “Bure Ethos.” Since the opening both the staff who were ‘new’ to the prison service and those already in the service and transferred from elsewhere have shown great commitment to the “Bure Ethos” and it a pleasure to be able to report that not only the IMB, through our observation of officers’ interaction with the offenders, but from also being told by offenders themselves, how calm and safe an environment has evolved at HMP Bure. Many of the work practices now the norm at this establishment are being copied elsewhere which is a testament to the work being carried out by all grades of staff throughout the prison. We congratulate all of those involved in the long planning process carried out in great detail before the 30th November 2009 and those carrying out the vision after that date.

This observation was very clearly demonstrated by the excellent response during the last week of the period covered by this report when staff had to deal with a very regrettable “death in custody” that occurred [see page 14].

SECTION 4

EXECUTIVE SUMMARY

ITEMS REQUIRING RESPONSES

FROM THE MINISTER: -

Elderly / disabled offenders

As highlighted in last years report the number of elderly and disabled offenders raise concerns that the in-cell and other facilities for such offenders is inappropriate in many cases. We again ask the Minister to give an assurance that he will look carefully at such provision with a view to further additional cells for disabled offenders being made available. [See page 12 of this report].

Education provision for offenders

Given the specialised nature of the population at HMP Bure and the fact that there are not enough adequate workshop areas the Board asks the Minister to give an assurance that if the government's stated aim to reduce education facilities over the whole of the prison estate comes to fruition that a full and thorough impact assessment is made and full consultation with all interested parties is undertaken before any decision is made [See page 25 of this report].

Indeterminate Sentences for IPP Offenders

The position of IPP [Imprisonment for Public Protection] offenders in HMP Bure reflects that of other prison establishments, in that there is a serious lack of opportunity for IPP offenders to complete their mandatory programs in order to be considered for release. Through no fault of the Prison Management, priority has to be given to offenders with defined sentences to allow release by their due date. Meanwhile some IPP offenders are held in custody far beyond a release date that they would otherwise have achieved. The IMB at HMP Bure believe that the situation is totally unacceptable and therefore ask the Minister the following:

In view of the flawed present arrangements for dealing with IPP offenders will the Minister use his good offices to bring to an end IPP sentences or at the least ensure, through liaison with the Secretary of State for Justice and his colleagues, the suspension of the sentencing exercise until a more robust structure is in place for dealing with this class of offender?

FROM THE DIRECTOR OF OFFENDER MANAGEMENT: -

Proposed new accommodation facility for 100+ new offenders

As highlighted in last years report as there are significant concerns over elderly / disabled offenders as highlighted to the Minister, the Board asks that improved facilities are provided in this new accommodation to reflect the significant number of such offenders at HMP Bure.

Whilst we appreciate that at the present time there is a moratorium on new build over the whole of the prison estate given the recent increase in the prison population the Board also asks that the proposed new accommodation be given a high priority during the coming year.

Return of goods by Offenders to catalogue companies

We have become aware that the prison service has adopted a policy of not allowing offenders to return goods ordered from catalogues if having seen their goods, they decide for whatever reason they no longer wish to keep them. This restriction on not being able to return goods (unless faulty) contravenes the UK law on distance selling.

The Distance Selling Regulations were passed to protect consumers when they shop online or enter into other contracts at a distance from the supplier. The rationale for giving consumers special protection in such deals is that the consumer does not have the benefit of meeting face-to-face with the supplier and inspecting the goods or services offered for sale.

Properly called the, *Consumer Protection (Distance Selling) Regulations 2000* they have been in force across the UK since 31st October 2000 and they implement a *1997 EU Directive on the protection of consumers in respect of distance contracts*.

This being the case, we urge for an early amendment to the rule that is taking away an offender's legal right under distance selling regulations.

FROM THE GOVERNOR: -

(i) Healthcare

The Board appreciate that in general the healthcare provision at HMP Bure is in the main good but it is concerned with the ever lengthening waiting list for dental appointments. It therefore requests that steps are put into place to rectify this problem and to monitor the situation on an ongoing basis. [See page 12 of this report].

SECTION 5

AREAS THAT MUST BE REPORTED ON

5.1 DIVERSITY

Thus far issues of Diversity have been actioned and monitored through the Equality Action Team [EAT].

All staff are fully aware of their responsibilities with regard to race equality, ensuring compliance with all relevant instructions, Orders and Standards. EAT oversees the handling of any racist incident report forms and relevant complaints; monitors data, including areas covered by Key Performance Tasks [KPT's], collates and disseminates good practice from both the wider Prison Service and external organisations, and ensures that staff and offenders are appropriately trained in diversity issues.

5.2 LEARNING AND SKILLS

The provision and quality of learning programmes continues to be very encouraging.

Last year we reported that there would be an Ofsted inspection in September 2010. This duly took place and we are pleased to be able to report that despite being up and running for less than a year the Learning and Skills Department achieved a creditable "Satisfactory overall" with a marking of "Good for capacity to improve and leadership management."

The department are now building on this firm foundation and are offering courses as diverse as Functional Skills to Business Enterprise and up to NVQ Level 3 qualifications.

A majority of the many courses run are by virtue of their nature classroom based and there are only a limited number vocational courses leading to qualifications [Barbers; Catering; Cleaning; Electrical Installation; Horticulture; Painting and Decorating; Plumbing; Radio Production]. These courses cater for about 30% of the prison population. There was to be a fork lift truck course but on closer analysis this was found to be unsuitable on security grounds bearing in mind the layout of the prison.

The Board are therefore extremely concerned at government proposals to introduce a 35 hour working week and to reduce educational facilities because at this establishment there are not the workshop areas available to cater for the majority of

offenders. The lack of workshops can partly be accounted for by the change in direction of the prisons classification between the time of inception and its opening, by which time it was too late to alter the building blueprint.

Despite all of the uncertainties as to the future the Learning and Skills Department continue to deliver a high level of teaching and training and we would not of course expect less of them.

5.3 HEALTHCARE AND MENTAL HEALTH

HMP Bure has Type 2 Healthcare funded by the NHS [Norfolk]. Serco holds the contract for the day to day management and financial control for all of the healthcare services and the service delivery. The contract is for covering 7 days a week; between 08:00 and 19:30 Monday to Thursday and 08:00 to 17:30 Friday to Sunday. There is also 'out of hours' medical support and an on call Healthcare manager.

The current Healthcare staff are: -

- * 1.0 wte Healthcare Contract Manager
- * 1.0 wte Band 7 Nurse (Primary care)
- * 2.0 wte Band 6 Nurses (including 1 Mental Health Nurse)
- * 3.0 wte Band 5 Nurses (including 1 Mental Health Nurse)
- * 2.0 wte Healthcare Assistants
- * 0.3 wte Band 7 Pharmacist
- * 2.0 wte Band 4 Pharmacy Technicians
- * 2.0 Administration Staff

Secondary Mental Health Care: -

- *1.0 wte Band 6 Mental Health Nurses (2 job sharing)
- *1.0 wte Vacancy for Healthcare Assistant (Mental Health)

[* wte = "Whole Time Equivalent"]

- There are weekly sessions provided by the Community Dental team.
- Monthly sessions are provided by the GUM Service, with Chiropody also available as required.
- A Physiotherapist and an Optician come in every two weeks.
- HMP Bure has a GP Service for 4 sessions a week.
- There are Nurse Practitioner Services for 4 days provided by "Health Horizons."
- There is a Smoking Cessation Adviser every Friday
- A Psychologist and a Psychiatrist attend for 1 session each week

- A range of other specialists come in to deal with offenders as and when required.
- The prison has its own pharmacy although medication is supplied from Lloyd's pharmacy.

There is still a long wait to see the dentist, which after a year is disappointing and in the Board's view unacceptable given the size of the prison population. However, referring to last years report the waiting time to see the optician, physiotherapist, and smoking cessation clinic have greatly decreased.

As we reported last year the Board finds that two cells for the disabled is totally inadequate, given the size of the elderly population at the establishment. Whilst we acknowledge that there are financial constraints at the present time we have to insist that this is not a situation that can be ignored indefinitely and must be addressed sooner rather than later.

5.4 SAFER CUSTODY

This establishment is committed to the management and control of those issues that can bring misery to offenders under its stewardship.

There are eight areas for this report to cover:-

i. Violence / Bullying.

Security intelligence and wing staff constantly monitor for those signs that could lead to incidents of violence. Any such event is defused before allowed to gather momentum.

Incidents inevitably do occur and, once in motion, are brought to a swift conclusion through the action of professional staff.

During the reporting year there were 481 investigations into alleged violent behaviour with 244 found to be genuine.

During the same period there were 130 adjudications relating to violence reduction 1 of which was dismissed. There was one incident when an officer's jaw was broken in an assault.

Full use is made of the Victim and Perpetrator compacts.

ii. Self-Harm.

With the benefits of the proactive ACCT system, that identifies offenders who exhibit signs of distress or suicidal tendencies, allows uniformed staff and other agencies to step in and offer support until the crisis has passed.

During the reporting year 98 ACCT (Assessment, Care in Custody and Teamwork) documents were opened and during the same period there were 47 cases of self-harm, some involving the same offender.

iii. ACCT procedures.

- a) This establishment operates within the parameters embodied within an ACCT plan.
- b) Each ACCT document is examined, on closure, by the S.O. (Senior Officer) / Safer Custody Manager who has complete ownership of ACCT document accuracy. It is his responsibility to check each document for accuracy, errors or omissions and direct his findings to the individuals responsible.

Considering the small number of ACCT documents opened each month, compared to a local establishment, it is not pleasing to witness the same level of minor inaccuracies reported at each monthly Safer Custody meeting when a 10% sample of completed documents are examined. Perhaps this calls for a re-evaluation of staff training in ACCT to emphasise the importance and necessity of accurate recording.

iv. Samaritans/Listeners

The offender's emotional needs are supported by the Norwich branch of Samaritans via a 22 strong team of Listeners.

The Listeners are spread evenly across the residential wings and provide support to those offenders who exhibit those behavioural signs that could possibly lead to self-harm and, ultimately, self-inflicted death.

Samaritans meet bi-monthly with Listeners to allow them to offload and discuss their support activities. Listener face-to-face contact with Samaritans is vital in ensuring unity and, more importantly, that Listeners operate within the framework they embraced when taking up their duties and thus perhaps Samaritan/Listener contact should be more regular.

Listeners have access to wing located mobile 'phones linked directly to a Samaritan branch should they require support or advice. Similarly, offenders have access to these same 'phones should a Listener be unavailable or when out of hours.

One seriously depressed offender, denied contact with the agency specifically there for the purpose of emotional support, could become a statistic this establishment spends valuable resources to avoid.

v. Safer Custody Team.

The team is of multi-agency composition including uniformed staff and meet monthly.

Meetings are normally chaired by the residential governor and were, until recently, well attended. As of late there has been a decline in the number of uniformed staff. Similarly, Listeners presence has become sporadic and with late arrivals.

vi. CSRA (cell share risk assessments).

Currently there are 61 high risk offenders.

vii. Safer cells.

There are no safer cells in this establishment.

viii. Deaths in Custody.

There was a recent incident where an offender collapsed in the gymnasium and died even after much effort by staff and the emergency services.

It is sad to have to report that whilst there was a "Rapid Response Vehicle" on scene after ten minutes and sixteen seconds, the ambulance took forty-one minutes and twenty seconds to arrive at the establishment.

The death is being investigated by the **P**rison and **P**robation **O**mbudsman [PPO] at the time of writing and the cause of death will be determined at the Inquest which will be reconvened by HM Coroner for Norfolk when all of the facts have been established.

5.5 SEGREGATION UNIT

The Segregation Unit [also known as the Care and Separation Unit or colloquially "The Seg"] is governed and run under the rules contained in Prison Service Order [PSO] 1700.

As with last years report we refer to the five criteria contained in the IMB paper *A Prison within a Prison*, which are: -

1. Staffing and Security in the Segregation Units
2. Cellular Confinement, special accommodation and mechanical restraint

3. Boards not being informed within 24 hours of admission of a prisoner
4. Whether Boards are able to communicate freely with each prisoner
5. The fair conduct of Reviews

At HMP Bure the situation relating to these five criteria are: -

1. The staff in the CSU are exemplary and the Unit is well managed by professional and dedicated staff who relate appropriately and humanely to the needs of the offenders, with the aim of returning them to their normal location at the earliest possible opportunity.
2. The cellular confinement is used sparingly and during the period covered by this report neither special accommodation nor mechanical restraints have been used.
3. The Board has always been informed within the timeframe of an offenders move to the CSU and also of the imminent review, usually via the IMB Clerk.
4. The Board has always been able to communicate freely with all offenders held in the CSU, whether there for cellular confinement or awaiting adjudication.
5. The reviews are carried out in accordance with the laid down procedures, with all parties in attendance and all paperwork correctly completed.

During the period covered by this report there have been 686 adjudications, of which 252 [36%] were adjourned for either the presence of the Reporting Officer or for the offender to obtain legal advice. The Board is therefore completely satisfied that all offenders on adjudication have every opportunity for a fair hearing, also borne out by the very few appeals to outside agencies and the very low number of successful appeals.

Again we can report that the CSU has, by comparison with other establishments, been used fairly infrequently.

At the time of writing this report there is one offender who has remained in the Segregation Unit for over eight weeks and whilst the Board appreciates the reasons for this we would not wish such a practice to become the norm.

SECTION 6

OTHER AREAS OF THE PRISON

6.1 ADJUDICATIONS

The Board has regularly monitored Governors' and Independent Adjudications. We are satisfied that the procedures have been correctly followed and the outcomes have been fair and appropriate

The Adjudicating Governors meet quarterly to review tariffs, the system, and to monitor diversity trends. This is the one committee that the IMB are statutorily obliged to be present at and have attended all meetings.

6.2 ASSOCIATION

The Board is concerned that again this year there have still been a few occasions when association has had to be delayed due to reconciliation of offender numbers taking far longer than was deemed appropriate. These problems now seem to have been rectified.

6.3 AUDIT DEPARTMENT

There are currently two members of the uniformed staff working in the Audit Department who are responsible for the internal audit of each of the departments within the prison. They have to ensure compliance with all of the necessary regulations governing the prison regime and monitor each department's progress against the **Key Performance Targets** [KPT's].

6.4 CANTEEN

Canteen order forms prepared by "Prisoners' Money" on a Monday afternoon detailing the prisoner's name and amount available to spend. These are collected by the wing officers and distributed. Offenders then complete their order for return Tuesday morning, and collection by DHL at 10am.

The orders are delivered to the prison stores on Thursday afternoon for distribution the following morning. Orders are in a sealed bag, with a receipt from DHL detailing the contents of the bag and the amount of money deducted. These bags should be opened in the presence of an officer.

Separate goods can be ordered from the ARGOS catalogue and there are facilities to order clothing, CDs and hobby materials from alternative approved sources. With regards to these, the order is detailed by the prisoner and authorised by Reception. "Prisoners' Money" then places the order.

At the moment the IMB is looking into problems experienced by some offenders in obtaining a refund for returned items that are not faulty. This problem relates to the legislation enacted in 2000 in the Consumer Protection (Distance Selling) Regulations 2000 not being properly applied by the Prison Service.

Loss of canteen can result from an adjudication, although the prisoner would still be allowed stamps, tobacco and phone credit.

6.5 CHAPLAINCY

The chaplaincy team at HMP Bure currently comprise eleven Chaplains representing the following denominations: -

- Anglican Chaplain + Co-ordinating Chaplain
- Catholic Chaplain + Deputy Co-ordinating Chaplain
- Anglican Chaplain
- Buddhist Chaplain
- Free Church Chaplain
- Imam Chaplain
- Jewish Chaplain
- Mormon Chaplain
- Pagan Chaplain
- Quaker Chaplain
- Sikh Chaplain

The Board is pleased to be able to report that after a lengthy period an Imam was appointed during the last few weeks of our reporting year. Similarly, as noted above, a Sikh Chaplain has also now been appointed

The Chaplaincy Team was operating in the 'Drop-in Centre' between 11:30 and 12:00 each Monday and Thursday during the first three-quarters of our reporting year but regrettably for operational reasons has not been able to fulfil this function for the last three months. It is hoped that they will be able to restart working there in the near future.

In last years report we mentioned that more Prison Visitors were needed. Again we are pleased to say that there are currently now eleven Prison Visitors with another three "in the pipeline."

Finally, once again, for the current year the budget for the Chaplaincy is 'very limited and challenging.'

6.6 CLOTHING EXCHANGE

The Board has no concerns in this area.

6.7 CORRESPONDENCE

All mail is still handled at Newton House which is located a short distance from the actual prison.

The concerns that were highlighted in the last report have now, in the main, been fully addressed and the number of complaints from offenders regarding the delay with both incoming and outgoing mail has reduced.

We are also able to report that the backlog referred to in last years report has also been fully addressed.

6.8 DRUG STRATEGY

POPULATION ANALYSES

Historically, Class A drug usage in the prison is low. Neither is there evidence of continuing cannabis use. The main issue continues to be the abuse of prescribed medication and there is therefore ongoing tightening of prescriptions, [e.g. a reduction of opiate based medications, coupled with supervision of “in sight “medicine queuing and security searches].

Declared alcohol usage by offenders has sometimes masked the use of other substances.

CURRENT TREATMENT PROVISION

There is evidence of understaffing of the CARATS team, although effective work is done on establishing incoming offenders’ problems with any “drug of choice”, coupled with a new system enrolling offender mentors on wings and key workers leading group sessions. Dog handlers’ work with both offenders and visitors is also effective.

The majority of cases are identified on induction, coupled with self-referral through the drop-in centre and forms being available on wings.

The CARATS needs analyses for the reporting year in relation to the Offenders under treatment are as follows: -

	<i>Active</i>	<i>Suspended</i>
August 2010	73	90
January 2011	99	75
March 2011	103	83
May 2011	109	Not available

Compacts issued	<i>% of population</i>
August 2010	62.5
January 2011	62.5
March 2011	62.6
May 2011	61.0

SECURITY

Some comment has been made on the need for *all* wing officers to be fully trained in cell searches.

The new poly tunnel locations have been identified as areas of increased risk as they are adjacent to the perimeter fence. Appropriate action has been taken to reduce such risk.

Visits are generally acknowledged to be an area of low risk.

6.9 FOREIGN NATIONALS

BACKGROUND

At the time of writing this report, there were 515 offenders in HMP Bure of which 64 were Foreign Nationals. This represents 12.37% of the population and is a fairly static percentage.

There are no large groups from any one country. The three largest groups at the time of writing are: -

6 Jamaicans, 5 Somalians and 5 Irish.

MEETINGS

HMP Bure holds quarterly meetings between Foreign National Representative Offenders, Prison Staff Representatives, the Chaplaincy and the IMB. These meetings are very successful and help maintain a good relationship between Staff and Foreign National Offenders.

Quarterly visits have also been arranged from the UK Border Agency to advise offenders on a whole range of matters including 'The Facilitated Return Scheme'.

Foreign Nationals are being encouraged to take up the Facilitated Return Scheme where there is a wish by an offender to return to his home country to complete his sentence.

The scheme is also being encouraged for offenders who are under threat of deportation.

The UK Border Agency advise offenders about the Scheme including if required, on a one to one basis.

PROBLEMS/ISSUES

It is pleasing to be able to report that there are no major problems with the Foreign National population, however smaller issues include: Food, Language and Religion.

Food

There is a request by the Foreign Nationals for a greater diversity of food to reflect the type of foods that they would eat in their home countries. The matter is being investigated to see if this might be possible bearing in mind budget restrictions.

Language

Language problems lead to misunderstandings between offenders and staff. The problems arise not from the offender's inability to speak English, but misunderstandings in the usage of the language interpretation.

Foreign National's Representatives who are bi-lingual and in some cases multi-lingual are being encouraged to help and also to find other bi/multi lingual offenders (including British offenders) who might be able to interpret and assist when misunderstandings occur.

Religion

Although not strictly confined to Foreign Nationals, there was an ongoing issue in the food serveries when Muslim Offenders were asked to handle pork. It was thought that so long as gloves and protective clothing were worn, there should not have been a problem. Muslim offenders were still unhappy so they are now offered alternative work elsewhere. There are still concerns however over cross contamination. The issues came as a result of a lack of understanding and interpretation of the Muslim Faith. All matters in this area should present no further concerns as a new Imam has now been appointed to the Chaplaincy and can advise where necessary.

6.10 GYMNASIUM

The gymnasium staff are all still as enthusiastic about their role in improving the health of the offenders at HMP Bure as they were last year. Apart from the regular gymnasium and exercise sessions in a well equipped gymnasium, they have developed, for those that are overweight and unfit, a 'Walking Club' (a quarter of a mile around the exercise area). There is also an 'Over 60's Club' where the offenders taking part can do anything from playing cards to indoor bowls on indoor mats. Provision of exercise for all abilities is a role which is continuing to be developed in other areas for those with disabilities. The "Toe by Toe" programme continues to be coordinated by the gymnasium staff with ongoing good results, culminating in the staff receiving a national award for good practice this year.

6.11 HEALTH AND SAFETY

After a first year of teething troubles and basically finding their way Health and Safety in HMP Bure, has within the past few months been subjected to an audit. It shows how well they have progressed in that they achieved a score of 88% - (in Prison Service parlance "amber green" falling just short of "green"); therefore we are pleased to be able to report that all of the work undertaken by the way of action plans referred to last years Annual Report have come to fruition.

The Health & Safety Audit achieved a figure of 88%.

6.12 INCENTIVES AND EARNED PRIVILEGES (IEP)

There are three categories of IEP status; Basic; Standard and Enhanced.

There have been a number of complaints [31 during this reporting year] from offenders regarding the working of the IEP scheme at HMP Bure. However on examination of those complaints the Board has found that in all cases looked at any reduction in the IEP status has been revisited within the working timeframe and offenders given every chance to lodge an appeal. These cases have all been carried out and revisited within the guidelines laid down in the **Prison Service Orders** [PSO's].

6.13 KITCHEN

The kitchen supply meals to a current maximum population of 523. The staff have budget of £2:10 per prisoner a day and have to provide three meals from that total.

The menu is on a rolling four week cycle. The choices are decided two weeks in advance and ordered via computer input by wing staff. The main meal is in the evening apart from Sunday, when a roast lunch is offered as the main meal of the day.

Halal, vegetarian and Vegan dishes are featured in the menus; special products are purchased for gluten free diets in accordance with a monthly allowance. Kosher meal requirements have to be authorised and signed for by the chaplain. New receptions to the prison get the vegetarian meal for their first day with their own choices being available after that.

Forty-nine prisoners are currently employed in the kitchen, all take NVQ levels 1 and 2 in Food Hygiene, some then progress to Food Preparation Level 1 or 2.

The kitchen uses produce grown on the prison estate, salad and vegetables.

It is proposed that during the course of the next year a bakery will be set up and bakery equipment is on order. The aim is to produce in house the rolls, bread and baguettes which are served for the light meal. It is also felt that bakery experience/qualification will be beneficial to offenders when looking for employment on release.

6.14 MAINTENANCE DEPARTMENT

The running of the Maintenance Department is the responsibility of the Estate Manager who supervises a team of carpenters, electricians and plumbers who are deployed to address the day to day maintenance defects that arise. The Board has no concerns that any such defects are not dealt with in a timeous way. Where there have been delays in remedying defects these have been found to be because of suppliers not being as quick in providing goods as would be hoped.

6.15 MANDATORY DRUG TESTING (MDT)

The Mandatory Drug Testing programme is well resourced and the use of illicit drugs does not pose a problem within the establishment. There has been some evidence of the misuse of prescribed drugs, either by purchase or bullying and there is now an ongoing review of the way in which prescribed drugs are distributed. The Board will be monitoring the situation and revisit the problem in the next annual report.

The KPT was less than 5% proving positive against an achieved figure of only 2% proving positive, which is an excellent result.

6.16 OFFENDER MANAGEMENT UNIT (OMU)

The aim of the Offender Management Unit is to work closely with key agencies and voluntary and community providers to deliver effective and purposeful sentences to encourage successful reintegration and resettlement into communities, within the Offender Management Model.

The “Drop in Centre” which is open Monday to Friday is a well used resource and offenders are able to easily obtain information relating to their resettlement needs.

Bearing in mind the nature of the offences which the OMU staff are having to deal with it is now possible for any member of staff to be able to be referred to a counsellor [see 6.29].

6.17 OBSERVATION, CLASSIFICATION & ALLOCATION (OCA)

Categorisation and allocation of prisoners is a critical task. Effectively assigning prisoners to the correct security category and allocating them to an appropriate prison helps to ensure that they do not escape or abscond or threaten the control of establishments. It also means that prisoners are not held in conditions of security higher than are necessary.

Categorisation, recategorisation and allocation are also vital to the sentence management of prisoners. The correct categorisation and allocation, balancing security issues and the needs of the prisoner, helps prisoners to use their sentences constructively, to tackle their offending behaviour and to prepare for release.

6.18 OFFENDER ASSESSMENT SYSTEM (OASys)

The use of OASys in sentence planning work is used to target appropriate interventions to change anti-social behaviour and thus reduce the risk of harm and re-offending.

There was some concern that a number of OASys reports were not being updated for some considerable time due to the number of offenders who had been received with these reports in considerable arrears. Outstanding OASys assessments are now being reviewed weekly to ensure that they are prioritised to coincide with other reviews that are required within a specific timescale.

6.19 OFFENDER COMPLAINTS

As a 'first port of call' many offenders are now using the 'Drop in Centre' which is in the Multifunction Building. This is open during association time and offenders are able to have their complaints and concerns dealt with in a short space of time.

The Board is pleased to note that the complaint system has been generally well used. However, some offenders have been reluctant to use the system, preferring to approach the Board in the first instance. Where this has happened the offenders have been instructed to go through the correct procedure as the IMB cannot look into any complaint until the prison have had a chance to deal with any problem, perceived or otherwise.

There does not seem to be any reluctance by offenders in using the complaints procedure.

6.20 OFFENDERS' PROPERTY

The Board received 49 applications concerning property during the reporting year and as we found last year in many instances the problems relate to other establishments, either on transfer or incidents that occurred before transfer.

6.21 OFFENDER REPRESENTATIVE FORUMS

These provide both staff and offenders with a structured group in which to discuss issues which affect all who live and work within the prison. Discussions take place in a relaxed and proactive manner, thus contributing to a safe and orderly environment. These groups are proving very useful in resolving many issues, thereby avoiding the need for offenders to use the complaints and applications process.

Within Healthcare the Offender Forum is now firmly embedded. Offenders involved are a stable group; they communicate well and are prepared to develop their role as Health Advisors. Apart from the waiting times for access to dental services they appreciate the standard of healthcare they receive and feel that they can instigate changes for the better.

6.22 POLICE INTELLIGENCE OFFICER (PIO)

There is a close working relationship between the prison service at HMP Bure and both the local and national police intelligence bodies. The police intelligence officer regularly visits the prison and also attends some security committee meetings.

6.23 PROBATION

The staffing of the Probation Service at HMP Bure is: -

- 1 Senior Probation Officer
- 3 Probation Officers
- 1 Probation Services Officer

The probation team is amalgamated within the OMU structure [see 6.16] and this system is operating very successfully. In this scenario the Offender Supervisors could be either a Probation Officer or a member of the uniformed staff.

The probation team deals with the highest risk offenders and is also responsible for many of the risk assessment issues and risk management.

Outside Probation Officers infrequently visit the establishment to attend sentence planning review boards, although more often than not these are now conducted via video link conferencing, as is the updating of the OASys reports.

6.24 PUBLIC PROTECTION

The offenders at HMP Bure are in the main subject to **Multi-Agency Public Protection Arrangements [MAPPA]**. Where appropriate offenders mail is monitored as well as screening of telephone conversations. This is to ensure that inappropriate contact is not made by offenders bearing in mind the nature of their offences. As explained under 6.27 [Security] a great deal of work is conducted under ViSOR and we are pleased to report that at HMP Bure this work is considered to be a regional model of best practice, with some aspects of the work being national good practice.

6.25 RECEPTION

As would be expected there continue to be offenders leaving the establishment at the end of their sentence and there are also transfers both in and out of the prison. In all movements the offenders are dealt with by a motivated group of staff in a professional and understanding way. The staff are instrumental in eventually solving many of the "Offenders Property" issues referred to earlier in this report.

6.26 RESETTLEMENT

This committee is chaired by the Head of the Offender Management Committee and is attended by representatives from the following departments: -

Head of Learning and Skills, Senior Probation Officer, Drug Strategy Manager, Resettlement Co-ordinator, NACRO Housing Worker, Mental Health Team Representative, CARATS Manager, PE Senior Manager, Co-ordinating Chaplain, Ormiston Centre Manager, CAB, and observed by IMB.

This is a dedicated committee, which places a great deal of importance and considerable commitment and expertise to the resettlement process.

To the end of the reporting year seventy-three offenders have been released. During this period seventy-two have been successfully released into accommodation.

The fulfilment of the Resettlement into education and training target poses more of a problem because of the current unrealistic target imposed on HMP Bure. As a prison with only sex offenders it is extremely difficult to place offenders into suitable positions, despite the hard work of the Offender Management team and their efforts to source suitable education, training and employment opportunities. There are also many who are either too old or infirm to work on release. To the end of this reporting period eight have been successfully discharged into education or training.

To the end of this reporting period twelve offenders have been released into employment. Both the employment and education/training resettlement figures show an overall improvement this reporting year over the last reporting period.

A further impact on releasing offenders into education/training/employment is caused by the possible higher risk of re-offending, which requires a greater level of surveillance on discharge.

During the year further education/training courses have been made available. A Hairdressing/Barber workshop has been inaugurated, which leads to a qualification. A Horticulture course has commenced, which will also lead to a qualification.

There continue to be minimal positive CBDT results.

Additional SOTP courses have started.

The staff at HMP Bure work hard to engage the offenders. However, this IMB is very concerned that the potential reduction and changes to the funding for education within the prison estate will have a very detrimental effect on their efforts. It will cause more problems for successful resettlement of offenders and generate low morale for both offenders and prison officers.

6.27 SECURITY

The first duty of the Governor and staff is to run a secure establishment and ensure that there are no escapes or absconds by the offenders in their care.

The second duty of the Governor and staff is to ensure public protection. As mentioned under paragraph 6.24 above at HMP Bure offenders in the main are subject to the MAPPA provisions.

The Security Department are responsible for collating, disseminating and reporting on intelligence information received which will ensure the prison remains secure at all times. It is also responsible for ensuring that public protection is maintained at all times. This also involves dissemination of knowledge gleaned from varying sources and ensuring that this is filtered to the appropriate agencies.

The Security Department recognises the additional risks inherent in the prison population and is now beginning to focus its intelligence gathering priorities towards public protection by targeting sex offender networking groups. As well as working with the Police Intelligence Officer [see above] the Security Department contributes greatly in the work of the ViSOR project [**Violent and Sex Offender Register**] and it is envisaged that this work will play a greater role in the working of the Security Department in the future.

A consistently high number of **Security Intelligence Reports** (SIR's) have again been received – an average this year of about 275 a month, showing a security awareness by all staff within the prison both uniformed and non-uniformed.

There have been no escape attempts during this period of reporting.

6.28 SENIOR MANAGEMENT TEAM

The Senior Management Team comprises: -

Governor	Deputy Governor
Head of Interventions	Head of Resettlement
Head of Indeterminate Sentences	Head of Learning and Skills
Education Manager	Head of Security and Operations
Head of Intelligence	Head of Residential
Head of Business Performance	Head of Business Change
Finance Business Partner	Head of Estates
Head of Healthcare	

- The SMT has remained fairly constant throughout the reporting year, although the Governor post has changed during that time.

6.29 STAFF TRAINING AND HUMAN RESOURCES

Staff training remains ongoing for all grades and covers all aspects of the work carried out by all staff working within the prison. There were 6.79 days of training for staff achieved against a target of 6.30 days

Staff sickness for the year was targeted to ensure that the number of days lost to staff sickness did not exceed 9 per member of staff. The achieved figure was 8.4 days.

For those staff working in the potentially stressful area of offender management there is now an option of referral to counsellors if the need arises.

6.30 VISITS

The Ormiston Trust is responsible for booking visits, meeting and greeting visitors, and running the visitor centre. Currently Ormiston employ 1 part time centre manager and 6 part time staff. There is also one volunteer.

On 1st October 2011 a new contract is due to begin which will involve every prison rather than each prison choosing its own service provider. As at 31st July 2011, Ormiston were still waiting to hear if they had been awarded the contract, the manager was expecting to know by the middle of August.

Up to 40 visits can take place during each session.

The only refreshments available in both the visit centre and the visit hall inside the prison are supplied by vending machines which is still a cause for concern.

Over half (50.7%) of complaints in the visitor complaint book are about the vending machines, either not working, empty, supplying out of date goods, or no healthy options. Unfortunately this appears to be a continuation of the situation we found and reported on last year.

Legal visits still take place in the main visits hall rather than in the privacy of small individual rooms. Offenders feel that conversations between themselves and their solicitor can be overheard by other offenders who also have a legal visit as well as staff on duty in the hall.

SECTION 7

THE WORK OF THE IMB

The Board consists of an elected Chair and Vice-Chair and Board Development Officer. There is also an appointed Information Officer. Currently there are six other members.

A Board Meeting is held every month and in addition members visit the prison at least three times a week on a rota basis, with additional visits for a wide variety of committee meetings, on either a monthly; a bi-monthly; or quarterly programme.

7.1 RECRUITMENT & BOARD DEVELOPMENT

The Board is pleased to report that: -

- The Board interviewed three candidates in the summer of 2010 and made recommendations to the Minister. All three were appointed in November 2010.
- Regrettably one new appointee had to leave the Board for personal reasons almost immediately on taking up the appointment.
- The other two are due to complete their probation period in December 2011.
- There were three transfers from other Boards during the year.
- There were three returns to other Boards during the year of colleagues who had “been dualling” with other boards.
- During the year the two members attended the ‘Foundation Course’ training.
- The Chairman attended a Chair’s course in November 2010.
- The Annual Team Performance Review was conducted in February 2011, resulting in a number of suggestions for “best practice” being implemented.
- Two members attended the National Conference in September 2010.
- Currently there are 10 Board members. A recruitment campaign may have to be undertaken in the coming months.

7.2 BOARD STATISTICS

2010/11

Recommended Complement of Board Members	12
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	10
Number of new members joining within the reporting period	5
Number of members leaving within reporting period	4
Total number of Board meetings during the reporting period	12
Average number of attendances at Board Meetings during the reporting period	9.25
Number of attendances at meetings other than Board meetings	62
Total number of visits to the prison (including all meetings)	289
Total number of applications received	380
Total number of segregation reviews held	15
Total number of segregation reviews attended	12

APPLICATIONS

RECEIVED BY THE IMB ANNUALLY

Code	Subject	2009/10	2010/11	2011/12	2012/13
A	Accommodation	01	13		
B	Adjudications	03	04		
C	Diversity related	00	03		
D	Education/employment/training	05	12		
E	Family/visits	11	19		
F	Food/kitchen related	09	12		
G	Health related	13	23		
H	Property	43	49		
I	Sentence related	00	00		
J	Staff/offender/detainee related	00	00		
K	Transfers	08	10		
L	Miscellaneous	42	61		
	Bullying	05	24		
	Canteen	00	15		
	Correspondence	20	16		
	Employment	12	08		
	IEP	13	31		
	Housing	03	12		
	Immigration	02	01		
	Legal	04	09		
	Offender Money	00	18		
	Other prisons	09	01		
	Programmes	00	16		
	Recategorisation	03	01		
	Regime	02	10		
	Smoking	00	00		
	Telephones	07	12		
	Total number of applications	215	380		

AN EXPLANATION FOR SOME OF THE FIGURES

- The increase in the number of applications reflects the fact that last years report only covered an eight month period. This fact also accounts for the majority of the increases of the subjects listed. We feel sure that a clearer picture will emerge when we are able to compare this years figures with those for next year. We will also be able to give a clearer indication of trends throughout the prison when we can compare “like with like.”

RECEIVED BY THE IMB MONTHLY FOR 2010/11

Month	No. of Applications
August	59
September	52
October	26
November	22
December	19
January	15
February	26
March	36
April	27
May	24
June	54
July	20
TOTAL	380

[An average of 31.7 applications per month]

- The higher figures for the first few months reflect the final transfers into HMP Bure and as expected these reduced in the following months.
- The increase for June is accounted for by the fact that 19 of the applications were returned as inappropriate because the offender had either not gone through the correct channels [i.e. had not submitted an application to the prison staff, as required] or had not waited for a reply to their application to the prison staff.