



Independent Monitoring Board

HMP Bure

Annual Report

2011 – 2012

For the reporting period: 1st August 2011 to 31st July 2012

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, Deputy Director of Custody 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: -

- Wings 1 – 6 (six residential units) [Formerly A – F wings]
- 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 each of 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.

Regime: -

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

Education: -

Education is staffed by 32 full-time and 14 part-time teachers, through a well managed external contract. Education provision reflects an emphasis on Functional Skills (English, Maths & ESOL), Construction & Engineering, IT & Business and Vocational Skills. Available courses include Food Hygiene, NVQ Catering, Basic First Aid, Art & Design, Business Enterprise/Skills and a pre-release work programme.

Workshops and Programmes: -

The establishment provides vocational courses in barbering, industrial cleaning, plumbing and electrics, waste management, horticulture, painting and decorating, food preparation and health and safety. Accredited offender behaviour programmes include Thinking Skills Programme (TSP) and Cognitive Skills Booster (CSB), together with 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 6 PE Officers. 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 Borne 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.

SECTION 4

EXECUTIVE SUMMARY

ITEMS REQUIRING RESPONSES

FROM THE MINISTER: -

Elderly / disabled offenders

As highlighted in last two years reports the number of elderly and disabled offenders raise concerns that the in-cell and other facilities for such offenders continues to be inappropriate in many cases. If elderly offenders are to remain in the secure environment of a prison then their needs, by way of suitable accommodation and fully trained staff, are a requirement that successive governments cannot continue to ignore. In the main prison officers are neither trained nor qualified to act as “carers of the elderly.”

We therefore again ask the Minister to at the very least look carefully at the provision of additional living accommodation for disabled offenders being made available. [See page 12 of this report].

Indeterminate Sentences for IPP Offenders

Yet again we feel it incumbent on the Board to draw the Minister’s attention to the position of **IPP** [Imprisonment for **P**ublic **P**rotection] offenders in HMP Bure which 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 DEPUTY DIRECTOR OF CUSTODY: -

Proposed new accommodation facility for 100+ new offenders

As highlighted in the reports for the last two years there are still significant concerns over elderly / disabled offenders as highlighted to the Minister. The Board asks that before the “plans are signed off” it is ensured that improved facilities are provided in this new accommodation to reflect the significant number of such offenders at HMP Bure.

We understand that the additional accommodation, with increased capacity for workshops, will definitely proceed and we thank the Director for the continued support of this facility. We can only but hope that this time the government will not withdraw the commitment because of the perception of “fluctuating offender numbers.”

FROM THE GOVERNOR: -

We are pleased to say that as the Governor continues to address problems “as and when they arise” and reports fully to the Board at the monthly meetings that there are no outstanding or ongoing concerns to be addressed in this report.

SECTION 5

AREAS SPECIFICALLY 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 quality and range of learning programmes has developed considerably in the last year and a number of new courses are planned. There was no Ofsted inspection during the year, but it is encouraging to note that External Verifiers' reports during the period have commended both the management and the quality of training and assessment in the establishment. At the time of drafting some 81% of the population are registered on one or more courses and provision ranges from functional skills through to NVQ Level 3 together with distance learning opportunities.

It is commendable that the management are proactive in the provision of vocational courses, despite the very limited availability of workshop space. Links are maintained with employers' forums and labour market information is utilised to focus courses on future employment opportunities. An example being the planned introduction of a basic engineering course as market statistics demonstrate increased regional opportunities in that sector over construction.

As mentioned in the previous Report workshop space for the current population is very limited, the proposed construction of G Wing with an additional 100 offender places will put considerable further strain on that resource, together with taking land that is currently used for Horticulture. The department are developing plans to provide additional vocational opportunities, but the Board is extremely concerned that the plans to provide adequate new workshop space alongside the building of the new wing must be implemented should the wing go ahead.

This links with another key challenge for the year ahead, which is the introduction of OLASS 4 and the expected significant reduction in mid-sentence funding in order to support the emphasis on early days and end of sentence provision. Given the increasing cost of higher level qualifications and the needs of a relatively stable and long-term population such as HMP Bure, the provision of additional workshop space is critical for vocational opportunities for the majority of offenders.

The Learning & Skills Department has developed considerably during the year and continues to deliver a high standard of teaching and training together with an innovative and proactive approach throughout.

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)
- * 3.0 wte Healthcare Assistants
- * 0.3 wte Band 7 Pharmacist
- * 1.0 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 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 and Chiropody.
- 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.

The problems that we highlighted last year regarding the waiting times to see the dentist have now been partly addressed and the waiting time for an appointment is now at an acceptable level.

As we have reported in the last two reports 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. We also acknowledge that the Governor and her team are doing all they can to mitigate the issues faced by the elderly and disabled where they can [purchasing aids to help those with mobility problems and opening flat access showers on each of the six wings]. However with the growing elderly population it is essential that better provision is made for these offenders.

5.4 PURPOSEFUL ACTIVITY

As detailed under "Section 3 of this report there are a number of differing programmes being run at HMP Bure. However there are a number of offenders who do not have any purposeful activity to engage in and the board very much hopes that when the new wing is built that there will also be provision for a significant increase in working areas to enable many more offenders to engage in the work ethic.

5.5 RESETTLEMENT

This committee is chaired by the Head of Offender Management and 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, Carats Manager, PE Senior Manager, Co-ordinating Chaplin, Ormiston Centre Manager, CAB and IMB.

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

Resettlement into education and training: the target to ensure that offenders have been discharged into education/training on release has been exceeded this year, following the target being adjusted to a more realistic figure for this establishment.

Resettlement into employment: the target to ensure that offenders have been discharged into employment on release has not been achieved this year. However, the discrepancy between target and achievement is small and the board acknowledges that due to the nature of the offences at HMP Bure that this is a difficult area.

Resettlement to housing has again exceeded the target.

All members of the committee appear to work hard to improve the employment/training statistics. However, because of the nature of the offences of prisoners at HMP Bure, there have been problems with releasing offenders into employment, despite considerable work within the OMU in providing training courses relevant to the local area.

This Board is monitoring the effects of the proposed educational changes and how they may impact on the type of training that HMP Bure will be able to offer offenders; in consideration of the currently limited amount of workshop space, the nature of their offences and the restricted range of employment opportunities available to them on their release.

5.6 RESIDENTIAL SERVICES

The last year has been one of achievement and disaster for the kitchens.

Delivery was taken of bakery equipment and all rolls and bread required for sandwiches, and baguettes for the light meal are now produced "In house" It is hoped that bakery experience will be more beneficial on release allowing the chance to gain employment in a catering situation which is removed from close contact with the public.

The wages for kitchen workers has also been brought in line with other occupations in the prison resulting in this now being a more attractive area of employment.

Unfortunately serious problems have developed with the kitchen floor. This was built as a suspended floor with a set amount being allowed to deflect any movement.

The floor is now dipping badly in places resulting in a feeling of bounce and the cracking of numerous tiles. This has been recognised as a building fault and the replacement floor should be funded by the building contractors. While the work is being completed meals will be supplied by a field kitchen. The start date is

currently unknown as there is difficulty in obtaining a field kitchen due to the requirements of the Olympic Games and discussions are ongoing concerning the dates and practicalities of the work, plus the siting of the field kitchen when available.

In the meantime the prison maintenance department are patching up the floor and replacing the cracked tiles when necessary, in order to keep it operational. Praise must go to them for their hard and continuing work, and also to all kitchen staff for working in difficult and uncertain conditions.

We again reiterate the fact that the kitchen staff supplies meals to a current maximum population of 523 working with a budget of £2:10 per prisoner a day and have to provide three meals from that total. The IMB believe that it is becoming increasingly difficult, given the restrictive ordering regime imposed by the prison service, for the staff to operate to the high standards that they have been able to achieve in the past.

5.7 SAFER CUSTODY

The Safer Custody committee meets bi-monthly. The meeting is in two parts dealing with Violence Reduction, and Suicide Prevention. Well attended the meetings include offender's representatives from all wings. The Board attends the meeting as an observer.

Violence Reduction

There has been a small reduction in the number of suspected incidents of violence/bullying over the year. This can be put down to the work of the staff in monitoring all potential signs that could lead to problems.

Suicide Prevention

Over the year there has been an increase in the number of ACCT documents opened. There has been a new form introduced which may have had some effect, but in the main, the staff are much more aware of signs of potential problems. Incidents of self-harm have increased, and although they are all a cause for concern, they are all handled speedily, and with due care.

The Prison continues to retain a suitable number of Listeners on each wing, and they are ably supported by the local Samaritans.

5.8 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 two years reports 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 791 adjudications of which 292 [37%] 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; 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.

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 three of the four meetings.

6.2 ASSOCIATION

The concerns that the Board highlighted last year have been addressed and there are no such concerns again this year.

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

Problems have been experienced by Offenders during this past year in the timescale between staff handing out the order forms and the completed forms having to be returned for processing. It is hoped that it will be possible to alter the system so that the timescale is significantly lengthened. The IMB will continue to monitor the situation and if it becomes necessary to insist that the situation is remedied without further delay.

Offenders continue to order from the Argos and other hobby catalogues and are now able to return unwanted goods, in accordance with national policy, within 30 days for Argos items and within 14 day for items from other catalogues.

6.5 CHAPLAINCY

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

- Anglican Chaplain + Co-ordinating Chaplain
- Catholic Chaplain
- Buddhist Chaplain
- Free Church Chaplain
- Imam Chaplain
- Jehovah's Witness Chaplain
- Jewish Chaplain
- Mormon Chaplain
- Pagan Chaplain
- Sikh Chaplain

As well as the services held for the various denominations there are "Chaplaincy Quiet Times" twice a week on a Monday and a Thursday.

There are currently seventeen Prison Visitors working in the prison.

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 Board is pleased to report that they have no concerns in this area and that the management strategies introduced over the past two years have resulted in this good situation.

6.8 DRUG STRATEGY

The committee meetings are held every other month involving all relevant prison personnel who maintain vigilant control of the ongoing situation.

POPULATION ANALYSIS

Class A drug usage appears to have been at a negligible level and there is little evidence of cannabis use. The main issue has been the abuse of prescribed medication, but this has been significantly reduced over the last twelve months as the result of tight supervision, through general observation, security searches , strengthening checks prior to issue and scrutinising “ in sight” collection . Dog operations are effective, both within the prison and particularly in the visitor area.

CURRENT TREATMENT PROVISION

It is anticipated that the CARATS team will shortly be fully manned. Work continues in establishing incoming offenders’ problems with any “drugs of choice”. Similarly, the system of offender mentors on wings and key workers during group sessions are effective.

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

SECURITY

All wing officers are now fully trained in cell searches.

No security risk has been identified with the new polytunnel location which is between wings and relatively close to the perimeter fence.

Visits are generally acknowledged to be an area of low risk, although the increase in offenders transferring from London prisons has alerted staff to the need for even closer monitoring – throughout the prison.

6.9 FOREIGN NATIONALS

POPULATION

HMP Bure has, at the time of writing, 64 Foreign National Offenders and covers 35 different nationalities. This represents 12.4% of the total of HMP Bure’s prison population. This figure includes 15 detainees.

Jamaicans form the largest group with 9 offenders. The next largest group is Somalians.

ONGOING PROBLEM

Admittance of guilt is an ongoing problem, particularly for those Foreign National Offenders and those undertaking the Sex Offenders Treatment Programme. Offenders from Somalia (and to a lesser extent some other countries) have been charged in the UK with sex crimes that would not be an offence in their own country. Typically these crimes are sex with others who are under age. It therefore follows that the offenders because of their background and upbringing, find it almost impossible to admit their guilt to what is considered a crime in the UK but acceptable in their country of origin.

LOCAL INITIATIVE

HMP Bure is trialling the introduction of an information folder for use by Foreign Nationals. The folder contains:

- Pertinent Prison Service Instructions
- Local Foreign National Policy
- Contact details for all embassies
- Contact details for the UK Border Agency
- Postage and telephone costs to all parts of the world

The folder is held by the Foreign National Offender Representative. Having all the information that a Foreign National might need, together in one point and with easy access is proving to be very successful.

UK BORDER AGENCY

The UKBA have been undertaking two visits per month to HMP Bure, however it is expected that from August 2012 this will reduce to one visit per month. This is not seen as a retrograde step, but is due to the static number of Foreign National Offenders currently held at HMP Bure; 80% of which have already had UKBA contact.

Future visits will also include the presence of an immigration solicitor who has been recommended by 'Migrant Help'. The solicitor will overlap visits with the UKBA in order to clear up matters directly.

MIGRANT SURGERIES

HMP Bure gives help and assistance to Foreign National Offenders who will be returning to their countries of origin through its 'Migrant Help Surgeries'.

Priorities for those who wish to take advantage of the surgeries are based on release dates.

LoST

LoST is HMP Bure's Language Support Team. It now runs on a regular basis. LoST has compiled a database of those offenders who are fluent in other languages and who are willing to offer their services to offenders in need of document /conversation translation.

Foreign Representatives on the wings are encouraged to speak to other Foreign Nationals who have language skills, to have their names included on the database.

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 successful Amber/Green audit last year the Prison continues with their own internal audits to ensure they will retain a high standard in readiness for the next audit due in less than three years.

A Health and Safety Policy, plus a Fire Policy are up and running in the Prison, and are consistently being reviewed, and updated.

The Health and Safety Committee meets bi-monthly, and the Board attend as an observer.

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 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.

6.14 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.

6.15 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].

6.16 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.

6.17 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.

6.18 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.

6.19 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.

6.20 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.

6.21 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.

6.22 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.

6.23 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.

6.24 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.

6.25 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.

HMP Bure offenders in the main are subject to the MAPPA provisions.

The Security Department is responsible for collating, disseminating and reporting on intelligence information received, which should ensure that the prison remains secure at all times, coupled with the ongoing maintenance of public protection.

Regular monthly review meetings of representatives of all relevant teams ensures that the knowledge gleaned from those sources is filtered through to the appropriate agencies.

The Security Department recognises the additional risks inherent within the population of this particular prison and continues to actively focus intelligence gathering priorities towards public protection, by targeting sex offender networking groups and association between identified individual higher risk offenders. As well as working with the Police Intelligence team, the Security Department contributes significantly to the work of the VISOR project.

There continues to be a consistently high monthly total of SIRs (some 300 plus on average) across a wide number of categories, which reflects an awareness of security matters by uniformed and non-uniformed staff throughout the prison.

Following an influx of offenders from London prisons earlier this year, the department identified the increased risk of the passing of substances and commodities into the prison and so stepped up preventative measures. However, the level of detected drug and alcohol use has fallen, although evidence remains of the circulation of illicit images and isolated mobile phone use.

In May 2012 an E-listed offender was discovered attempting to escape (although apprehended in his cell with bed sheets tied together and admitting that he was *intending* to escape). In accordance with regulations he was immediately transferred to the Segregation Unit and then transferred to HMP Norwich.

At the June Security meeting, the departing Deputy Governor thanked the committee for their efforts over the previous 2 ½ years. “The collaborative approach of intelligence gathering continues to develop and is paramount in ensuring that the high risk population housed at Bure is well managed”, he said.

6.26 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 Deputy Governor post has recently changed.

6.27 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.

6.28 VISITS

In October 2011 the new contract to operate the Visits Centre was awarded to Ormiston Trust who 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.

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 still supplied by vending machines which is an ongoing cause for concern. It is understood that facilities to provide hot drinks and fresh sandwiches will be in place in the first quarter of our new reporting year. We await the outcome with interest.

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 four 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 one candidate in the autumn of 2011 [unfortunately the other candidate did not attend the interview process] and made the recommendation to the Minister that that interviewee be appointed. The appointment was made in January 2012.
- Two members completed their probation period in December 2011.
- The Annual Team Performance Review was conducted in February 2012, resulting in the picture of “a healthy board” with no further changes to be made in working practices following the changes made last year.
- Two members attended the National Conference during the year
- Currently there are 8 Board members and interviews for additional members will be held in the near future.

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	8
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	2
Total number of Board meetings during the reporting period	12
Average number of attendances at Board Meetings during the reporting period	6.75
Number of attendances at meetings other than Board meetings	235
Total number of visits to the prison (including all meetings)	316
Total number of applications received	300
Total number of segregation reviews held	39
Total number of segregation reviews attended	35

APPLICATIONS

RECEIVED BY THE IMB ANNUALLY

Code	Subject	2009/10	2010/11	2011/12	2012/13
A	Accommodation	01	13	08	
B	Adjudications	03	04	04	
C	Diversity related	00	03	11	
D	Education/employment/training	05	12	07	
E	Family/visits	11	19	02	
F	Food/kitchen related	09	12	11	
G	Health related	13	23	21	
H	Property	43	49	47	
I	Sentence related	00	00	00	
J	Staff/offender/detainee related	00	00	00	
K	Transfers	08	10	10	
L	Miscellaneous	42	61	57	
	Bullying	05	24	18	
	Canteen	00	15	14	
	Correspondence	20	16	25	
	Employment	12	08	15	
	IEP	13	31	17	
	Housing	03	12	10	
	Immigration	02	01	03	
	Legal	04	09	04	
	Offender Money	00	18	05	
	Other prisons	09	01	00	
	Programmes	00	16	02	
	Recategorisation	03	01	02	
	Regime	02	10	03	
	Smoking	00	00	00	
	Telephones	07	12	04	
	Total number of applications	215	380	300	

AN EXPLANATION FOR SOME OF THE FIGURES

- The increase in the number of applications in respect of correspondence is accounted for because there were a number of repeat applications from a small number of offenders reacting to the change in the rules relating to stamps being sent in by family friends [nationally this is no longer possible as only prepaid envelopes are accepted].
- The increase in the number of applications of diversity related issues is accounted for because one offender treats every application submitted as such an issue when in fact this is not the case.
- Overall it is pleasing to see that the number of applications is reducing as more and more of the problems are being dealt with directly by the staff.

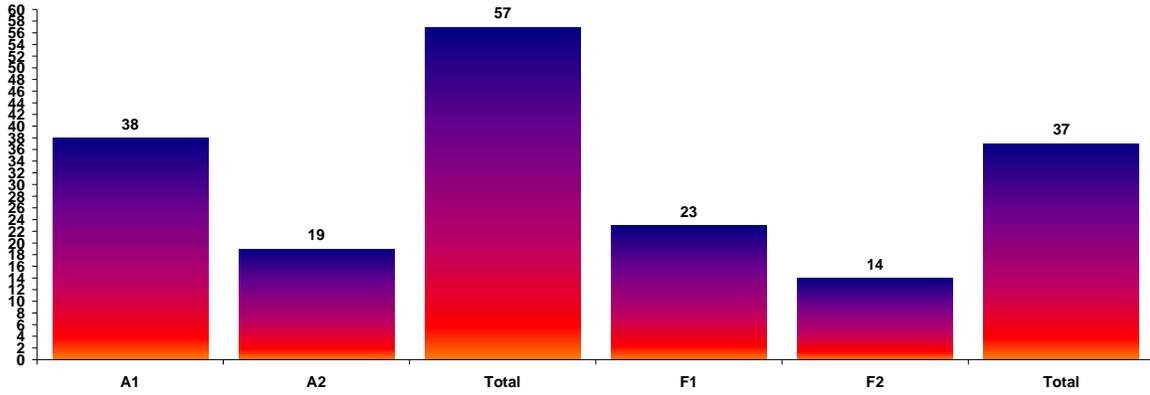
RECEIVED BY THE IMB MONTHLY FOR 2011/12

Month	No. of Applications
August	34
September	36
October	33
November	30
December	31
January	18
February	13
March	12
April	11
May	30
June	29
July	23
TOTAL	300

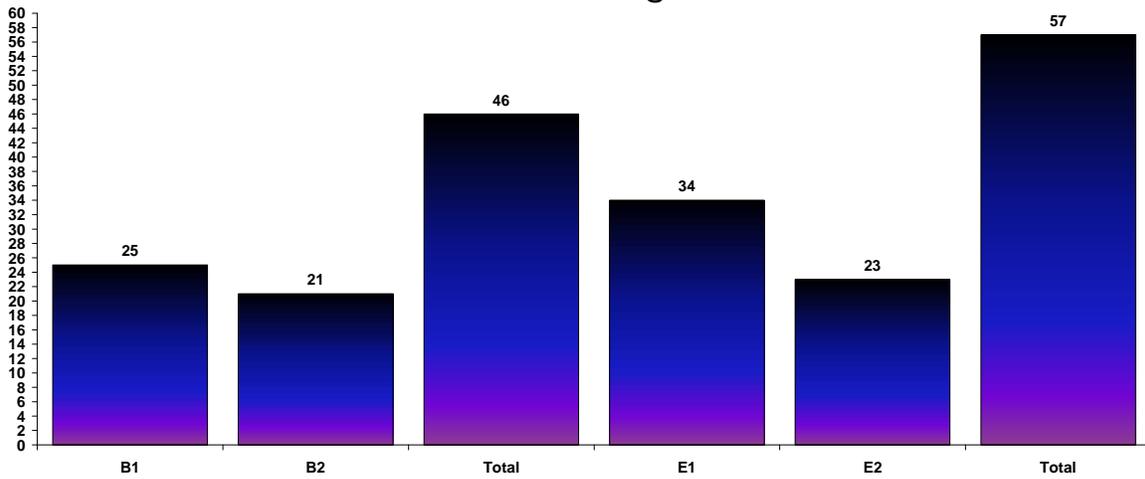
[An average of 25 applications per month]

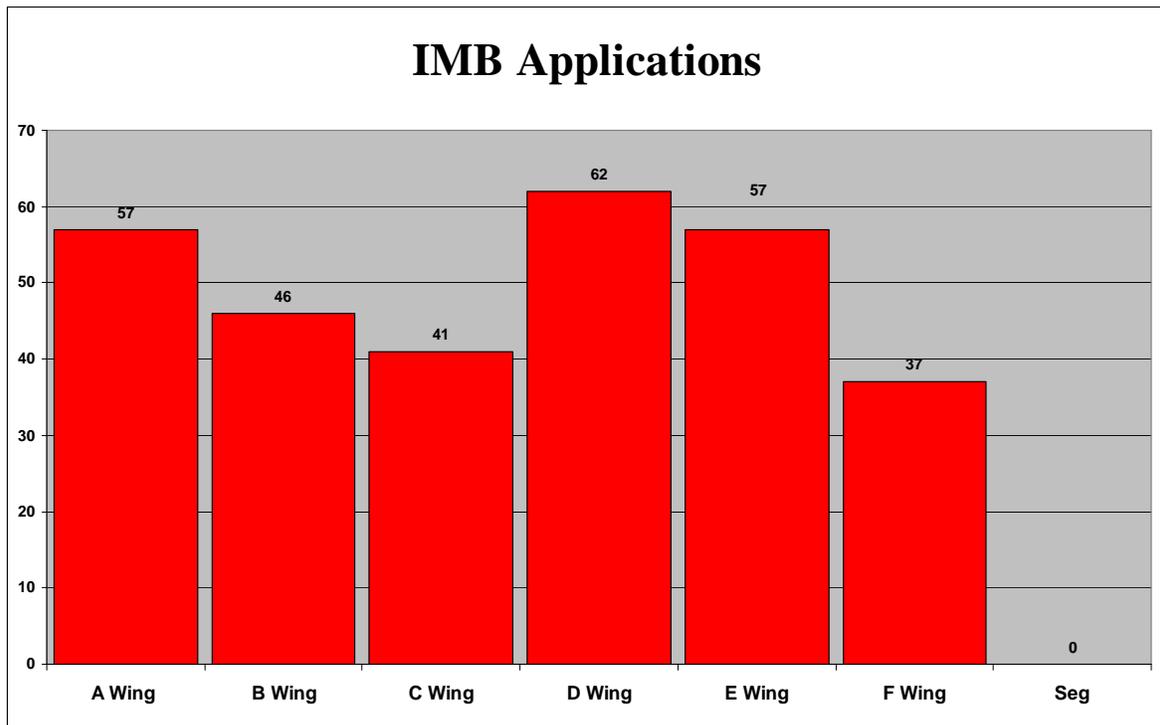
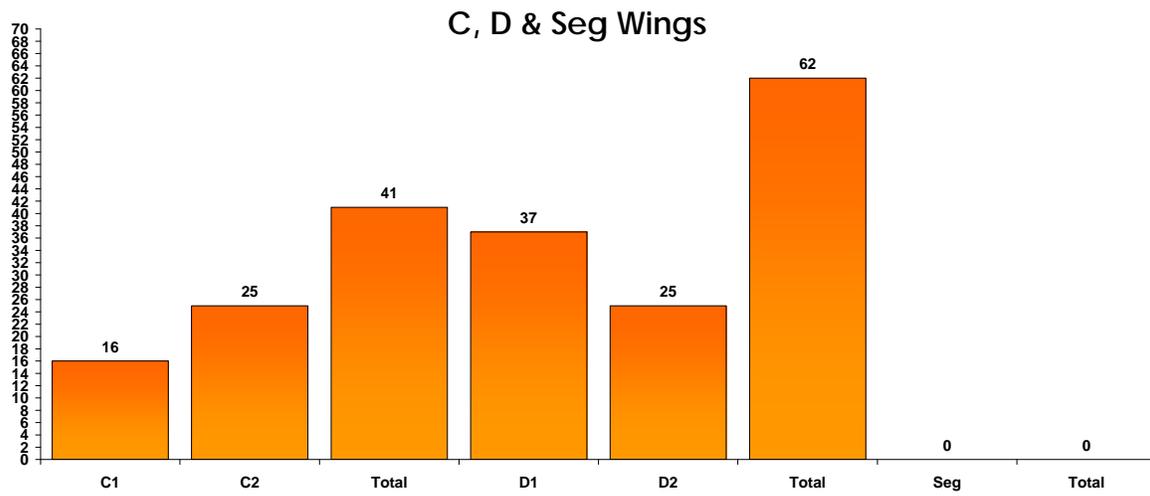
GRAPHS SHOWING BREAKDOWN FOR 2011/12

A & F Wing

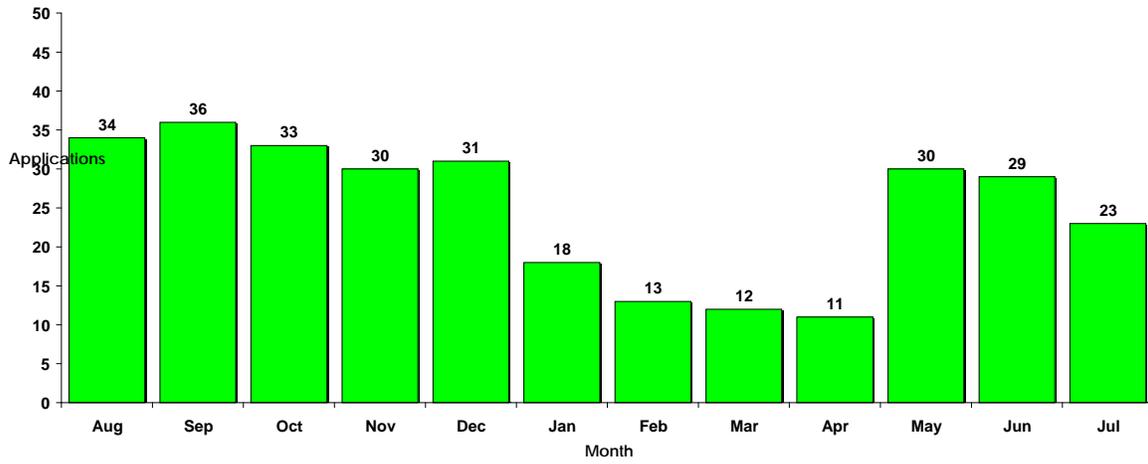


B & E Wing





IMB Applications By month 2011/2012



Ethnic Codes Overall Split Across All Applications

