



# **Independent Monitoring Board**

**HMP Bure**

**Annual Report  
2013-14**

**For the reporting period: 1<sup>st</sup> August 2013 to**

**31<sup>st</sup> July 2014**

# 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 30<sup>th</sup> November 2009. The Certified Normal Accommodation is 604 and the Operational Capacity is 624.

**The site consists of: -**

- Residential Units 1 – 7
- 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 is also 1 easy access cell on both Residential Units 5 and 6. All cells on Res 7 are easy access, and one is wheel chair friendly. 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 provided 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, Art and Craft and pre-release work programme.

**Workshops and Programmes: -**

HMP Bure provides vocational courses in multi-skills (plumbing and electrics), industrial cleaning, painting and decorating, catering, horticulture and waste management. Accredited offender behaviour programmes are also run and these include the **Thinking Skills Programme (TSP)**, 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.

**Gymnasium and Sports: -**

HMP Bure has one gymnasium with programmes being staffed by 5 PE Officers .It is hoped a further officer will join in September. The gymnasium offers a range of accredited and recreational programmes.

**Faith and Religion: -**

Regarding Chaplaincy, the following groups have ministers/representation: Anglican, Roman Catholic, Buddhist, Jewish, Muslim, Pagan, Jehovah's Witness, Mormon, Free Church and Sikh. There is one large multi-faith room which is located in the Multifunction Building.

## **SECTION 4**

### **EXECUTIVE SUMMARY**

#### **ITEMS REQUIRING RESPONSES**

#### **FROM THE SECRETARY OF STATE:-**

##### **KITCHEN FLOOR**

In our last two reports we have brought to the Minister's attention the problems with the floor in the kitchen. It is disappointing that the matter was not resolved during the period of this report; although we have to say that at the time of writing work has now commenced on the repair with a projected completion date of late 2015. Whilst we understand that there has been a protracted legal dispute we also note that the project has consumed (and continues to do so) a significant staff resource from both the prison and from the MOJ nationally in order to keep it on track. Whilst the current action is positive we would also ask the Minister what plans there are to evaluate the performance of the whole contract once works are completed.

#### **FROM THE DEPUTY DIRECTOR OF CUSTODY:-**

##### **HEALTHCARE**

In April 2014 the Healthcare contract was awarded to a new provider. Since then the healthcare provision at HMP Bure has been beset with problems including lack of GP cover, a considerable shortage of nursing staff, irregular pharmacy supply and a further change in provider for mental health team.

Unfortunately, the majority of those problems continue at the time of writing despite ongoing attempts to recruit staff and introduce new systems. The existing staff work above and beyond to provide a healthcare service for the population but we have to record our serious concerns, based on the evidence of the last six months, about the ability of the overall contract to adequately provide for the healthcare needs of the prison population.

##### **PURPOSEFUL ACTIVITY PLACES**

In our last report we highlighted our concerns over the shortfall in purposeful activity places for the population. In the response to that report NOMS assured us that changes would be implemented in the next six months to provide purposeful activity for over 70% of the population. This included commissioning new workshops using equipment from other prisons and staff from external sources. At the time of writing (October 2014) much of the equipment is still not working because of a number of ongoing implementation issues outside of the control of local management. Possible activities identified by the Benchmarking exercise cannot take place for various reasons and the Board's view from evidence is that the external support and direction for this exercise has been poor. To their considerable credit local management have sourced a number of external commercial contacts, rescheduled internal arrangements and although not during our reporting year they have now hit the 70% at the time of writing, despite what appears to have been a lack of effective support from 1.3.1 Solutions, who were external leads throughout this exercise.

## **FROM THE GOVERNOR:-**

The Board is pleased that the Governor, and in her absence a deputy are always in attendance at our monthly meetings, and address issues raised rapidly and effectively. We therefore have no outstanding issues that need to be raised in this report.

## SECTION 5

### 5.1 DIVERSITY

Issues of Diversity have been actioned and monitored through the Equality Action Team (EAT).

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

Representatives of offenders are committed to their role, highlighting issues and offering solutions

### 5.2 LEARNING AND SKILLS

Education at HMP Bure is provided through an external contact with A4E. There are 15 full time and 9 part time tutors and courses provided range from functional skills to level 2. During the year some 89% of the population attended one or more courses.

Achievement levels in functional skills have given cause for concern during the year and additional resource was allocated. Success rates have increased somewhat but remain below target levels. Progression beyond Level 2 is now no longer possible under OLASS 4 funding. As mentioned in previous reports this is disappointing and means self-funded learning is required.

A4E staff at HMP Bure have introduced an innovative 'Pathway Passport' scheme allowing offenders to participate more directly in planning their learning with a focus on particular career goals. It is understood that this is being implemented in other establishments as an example of best practise.

HMP Bure's education provision has been hampered by the uncertain availability of courses and funding from the SFA (Skills Funding Agency). On a number of occasions we have seen evidence of courses apparently relevant to the needs of the population being funded, so they are implemented by the education provider, followed by funding being withdrawn by the SFA and the courses are then withdrawn. Often that funding is then re-instated at a later date. This uncertainty does not help education provision at the prison particularly during August where

the SFA appears not to understand the needs of the prison under OLASS 4 against the needs of colleges in the community.

### **5.3 HEALTHCARE AND MENTAL HEALTH**

Healthcare provision moved from Serco to Virgin Care in April 2014. From the outset staffing levels caused problems, with many personnel leaving and to a degree these problems persisted through to the end of our year.

Importantly the prison was without GP cover on many occasions until recently when a locum was put in place.

The staff shortages include the area of Mental Health where the loss of two experienced nurses left the prison relying on one nurse who had to work under great pressure.

There was also a change in service delivery for medication. The new supplier is Virgin Health Care with HMP Norwich (acting as the hub), replacing Lloyds Pharmacy. Inevitably given all the other problems the healthcare centre had there were errors in delivering medication to the prison.

Our concerns are laid out in our question on page 7 to the Director of Offender Management.

### **5.4 REDUCING REOFFENDING**

This committee is chaired by the Head of Reducing Reoffending and attended by the following representatives: RAPt, NACRO, Probation, CAB, Programmes, Learning & Skills, Visits Centre, OMU, Mental Health, Education, Activities, Job Centre Plus, Resettlement and the National Careers Service.

Resettlement into education and training: the target to ensure that offenders have been discharged into education/training on release has been exceeded this year, with an achievement of 17.35%. Although lower than last year these figures can be affected by the release of prisoners who are of retirement age.

Resettlement into employment: the target to ensure that offenders have been discharged into employment on release has been achieved following a strong effort during the year and stands at 27% against a target of 6%.

Resettlement to accommodation has again exceeded the target with virtually 100% success again this year.

## **5.5 RESIDENTIAL SERVICES**

The seven residential wings have been renamed numerically instead of alphabetically, in accordance with national policy. The wings remain in a generally good state of repair, with the exception of floor problems which are being addressed, and internally are kept clean and in good decoration.

We do have concerns that Res 7 only incorporates one cell that is specifically designed for wheelchair use which is disappointing; bearing in mind the higher than average age of the Bure population.

During the year there were regrettably two deaths in custody, both were due to natural causes, one is still awaiting an inquest. In both cases the Board was involved immediately after the deaths.

The kitchen continues with the floor problems unresolved, despite assurances made following the last two Annual Reports. However we are pleased to report that a commencement has been made to resolve the problem, but are disappointed that the work will take something in the region of 12 months to complete. Staff must again be praised for continuing to feed a population of over 620 prisoners within the daily monetary allowance in difficult circumstances. See page 7 for our question to the Secretary of State

The bakery is flourishing and provides a variety of rolls and breads. A range of special diets for medical and/or religious needs is produced. Sadly the kitchen is no longer able to offer any qualifications to those who work there following funding issues. Happily, we understand that NVQ levels 1 and 2 which were studied and assessed in the past may be reinstated.

Comments books are found in each Served area and there are food representatives on each wing. These hold monthly meetings, the minutes of which are available to all.

## **5.6 SAFER CUSTODY**

The Safer Custody committee meets bi-monthly. The meeting comprises of two areas, Suicide Prevention and Violence Reduction.

The meetings are well attended, and both parts have offender representation. The Board attends the meetings as an observer.

### **Suicide Prevention**

ACCT documents are well managed by staff to the degree that on occasions over the twelve months there have been no prisoners on ACCT.

The local Samaritans give good support to the Listeners, and Listener numbers are more than adequate. The opening of Res 7 last year required the number of Listeners be upped and this was comfortably achieved. The number of Listener contacts per month ranged from 70 to 100.

### **Violence Reduction**

Incidents of violence/bullying are well managed by staff. Systems are in place and any problem is soon picked up.

## **5.7 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 previous 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 special accommodation is used sparingly and during the year covered by this report it was used once for a very short period of time, there was no use of mechanical restraint.
3. The Board has always been informed within the timeframe of an offenders move to the CSU and also of the imminent review.
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 703 adjudications of which 248 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 Special Accommodation Cell has, by comparison with other establishments, been used fairly infrequently. Our records show one usage in the year.

## **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 obliged to be present at and have attended all of the four meetings.

#### **6.2 ASSOCIATION**

The Board has had no concerns about this area during the year

#### **6.3 AUDIT DEPARTMENT**

There is currently one member of the uniformed staff working in the Audit Department, which is responsible for the internal audit of each of the departments within the prison. It ensures compliance with all of the necessary regulations governing the prison regime and monitor each department's progress against the **Key Performance Targets [KPT's]**. There are plans to train when time permits a further two staff to assist in this area

#### **6.4 CANTEEN**

Problems experienced in previous years due to the short turnaround time between canteen forms being handed out and their return for processing have largely been resolved. The IMB will continue to monitor this area in the future.

#### **6.5 CHAPLAINCY**

The chaplaincy team at HMP Bure currently comprises of the following denominations: -

- Anglican Chaplain (full time)
- Free Church

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Catholic  
Buddhist  
Muslim  
Jehovah's Witness  
Jewish  
Mormon  
Pagan  
Sikh

For over a year now there has been no official Catholic Priest (the role being covered by a lady Catholic helper) The knock on to this has been the inability of the Priest to attend weekend inductions of prisoners..

There are currently eighteen Prison Visitors working under the 'umbrella' of the department. The set up at Bure is regarded as one of a National Model, and their expertise was marked by a visit from The Princess Royal earlier this year

## **6.6 CORRESPONDENCE**

The board is pleased to report they have no concerns over the way the prison deals with correspondence. Complaints from offenders about the opening of mail are mainly due to the failure of the senders to correctly mark the envelopes. Evidence of this is kept by the mail room.

## **6.7 DRUG STRATEGY**

The bi-monthly committee meetings involve all relevant personnel, maintaining vigilant control of the ongoing situation.

### **Population Analysis**

Class A drug usage continues 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 again been significantly reduced over the last twelve months as a result of tight supervision, through general observation, security searches, strengthening checks prior to issue and scrutinising "in sight" collection. A key new area has been the use of "spice", which are not detectable by drug dogs as yet mainly because the ingredients are constantly varying. Clear information has been circulated to offenders alerting them to the potential dangers of these substances, including the probable difficulty of locating antidotes..

Dog operations are effective, within the prison and particularly in the visitor area.

### **Current Treatment Provision**

Non-clinical services continue to be managed by RAPT (Rehabilitation for Addictive Prisoners Trust) in conjunction with NRP (Norwich Recovery Partnership). There is a very competent senior RAPT manager who is jointly

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responsible for both this prison and HMP Norwich. There was a delay in full implementation of new control and record systems backed by appropriate action plans, but these are now in place.

Work continues in establishing incoming offenders' problems with any "drugs of choice". Similarly, the systems of offender mentors on wings and key workers during group sessions are effective. This has been strengthened by an officer on each wing reporting on incidents/record keeping to each Drug Strategy meeting. The majority of cases are identified on induction, coupled with self-referral through the drop in centre and through forms available on wings. The Mandatory Drug Testing programme is well resourced and the use of illicit drugs does not pose a problem within the establishment.

## **6.8 FOREIGN NATIONALS**

The numbers of Foreign National Prisoners at HMP Bure has remained at a more acceptable level (45 at July 2014). The prison would say the United Kingdom Border Agency has done its job well. The agency visits the prison on a monthly basis. Every effort is made to provide prisoners with foreign newspapers, magazines and books.

The committee meets every three months and the Board attends as an observer.

## **6.9 GYMNASIUM**

The gymnasium staff are extremely enthusiastic about their role in improving the health of the offenders at HMP Bure. During the year action has been taken to re-site a number of exercise machines into the main hall of the gymnasium, thus reducing the damage that was occurring due to condensation. The condensation problem happily is to be resolved soon after the end of the year.

Apart from the regular gymnasium and exercise sessions in a well-equipped environment, they have developed, for those that are overweight and unfit, a 'Walking and Running Club' (a quarter of a mile around the exercise area) plus a 'weight-loss training schedule' which has proved popular. There is a dedicated 'Over 55's Club' where the offenders can take part in a variety of exercises. 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 now known as the Shannon Trust continues to be coordinated by the gymnasium staff with ongoing good results which were recognised by a national award last year..

## **6.10 HEALTH AND SAFETY**

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

The Prison's Health and Safety policy, and Fire policy are up and running and reviewed on a regular basis. However the Board understands that such policies will become regionalised shortly. Audits are constantly reviewed, and any training needs met.

## **6.11 INCENTIVES AND EARNED PRIVILEGES (IEP)**

There are three categories of IEP status; Basic; Standard and Enhanced. Reviews of the prisoner's status has been ongoing from last February. It is understood the impact at Bure is considerably less than in other prisons.

## **6.12 MAINTENANCE DEPARTMENT**

The running of the Maintenance Department at the time of writing our report 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. It is understood the area of Maintenance is to be put out to tender in the near future.

## **6.13 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" continues to be well used by offenders.

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. Towards the end of the reporting period approximately 150 OASys document reviews were outstanding, or non-existent for the population at Bure, and some two thirds of these were the responsibility of external Probation officers. The changes in the Probation Service have certainly impacted on the prison, and an improvement would appear to be some way away. The knock on for prisoners is that they have barriers placed on sentence progression, and for prison staff they are dealing with inadequately risk-assessed prisoners.

Probation staff, who are seconded to HMP Bure, are split across two teams, one deals with offender management, and the other with offending behaviour programmes.

The offending management team deals with risk assessment and management of offenders at Bure who are deemed to pose the highest risk. They deal with general supervision, completion of parole reports and attending the parole hearings of offenders. They also link with outside probation staff with information passing in both directions.

The programmes team assess prisoners for programme suitability, facilitate the range of programmes, and complete the specialist assessments linked to the various programmes. Our high opinion of the team is obviously shared elsewhere as Bure is being asked to pilot the new sex offender programme before it is rolled out to other prisons.

Both teams incorporate prison staff and probation staff which is a mix that works extremely successfully. Our understanding is that because of problems in the community based probation service we are at risk of losing valued personnel which would seriously affect how HMP Bure deal with their programmes.

## **6.14 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 higher than are necessary.

Categorisation, re-categorisation 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.

## **6.15 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 'face to face'.

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 general reluctance by offenders in using the complaints procedure. Both the Board and the prison have seen an increase in the numbers of complaints

## **6.16 OFFENDERS PROPERTY**

The Board received 41 applications concerning property during the reporting year against a figure of 31 the previous year. The increase can be partly blamed on the prison population increasing by around a 100 during the year but we do have concerns on the efficiency of the Prison Service to manage the long standing movement of prisoners' property. There seems to be no consistent approach to 'Volumetric Control'

## **6.17 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.

## **6.18 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 ensure that 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.

The monthly total of SIR's [Security Intelligence Reports] has trended slightly lower this year, still across a wide number of categories, which reflects an awareness of security matters by uniformed and non-uniformed staff throughout the prison.

Following the admission of offenders from London prisons, 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.

A key temporary area of security risk has been the building of the new residential wing and associated access route, within the existing security boundary. All staff were made aware and regularly reminded of the increased escape potential and asked to be vigilant in identifying strangers in higher risk areas of the premises. Congratulations are due to all staff for the successful completion of the exercise without any problems

The monthly committee meetings reflect a tight and proactive management stance to existing and potential security risk areas.

## **6.19 SENIOR MANAGEMENT TEAM**

The Senior Management Team comprises: -

Governor

Deputy Governor

Head of Corporate Services

Finance BP (Cluster)

Head of Learning and Skills (Cluster)

Head of Offender Management

Head of Reducing Reoffending

Head of Residence and Services

Head of Safer Prisons and Equality

Head of Security and Operations

Health and Safety and Fire Coordinator

Managing Chaplain

## **6.20 STAFF TRAINING AND HUMAN RESOURCES**

During the year we have seen almost constant change in staffing levels, and it is to the credit of the staff that training remains ongoing for all grades and covers all aspects of the work carried out by all staff working within the prison.

Staff sickness for the year has increased but within targeted levels.

## **6.21 VISITS**

Ormiston Trust has operated the Visits Centre since 2011 and is responsible for booking visits, meeting and greeting visitors and running the visitor centre. They currently employ one part-time Manager and 6 part time staff and have 3 volunteers. Volunteers are hard to find due to the remoteness of the prison and the nature of the population.

Providing refreshments for visitors is much improved with a Tea Bar, and refreshments available for families travelling long distances. The prison should be congratulated for completing this task.

Ormiston operates a Family Visiting Day the last Friday of each month especially for offenders with children. The Visits Hall is laid out like a Play Group and it is evident that young children enjoy the environment with both visitors and offenders assisted by Ormiston staff and Prison staff working together. In December 2013 Ormiston supported by funding from the local community, provided a very successful Christmas Party for children visiting relatives.

The visits hall has undergone changes this year to enable the hall be used by offenders for work related activities when not in use for visits. This seems to be working well. The main problem, which relates back to 2011 is with unreliable vending machines. These are the responsibility of the prison and they are aware of the situation. It is unacceptable that within the visits hall there have been times when no refreshments are available to families including young children. We understand at the time of writing (October 2014) this problem is in the process of being resolved by the prison.

## **SECTION 7**

### **THE WORK OF THE IMB**

The Board consists of a Chair, a Deputy who is also the Board Development Officer. Currently there are six other members, two of whom are within their Probationary period.

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 able to report that: -

- In Autumn 2013 the Board recommended to the Secretary of State the appointment of three new members.
- Two members completed their probation period in the year.
- The Annual Team Performance Review was conducted in February 2014, resulting in the picture of “a healthy board” with no further changes to be made in working practices.
- Three members attended the National Conference during the year
- Currently there are 8 Board members and a recruitment exercise is imminent.

## 7.2 BOARD STATISTICS 2013/14

Recommended Complement of Board Members	<b>12</b>
Number of Board members at the start of the reporting period	<b>6</b>
Number of Board members at the end of the reporting period	<b>8</b>
Number of new members joining within the reporting period (one member transferred in from IMB Blundeston)	<b>4</b>
Number of members leaving within reporting period	<b>2</b>
Total number of Board meetings during the reporting period	<b>12</b>
Average number of attendances at Board Meetings during the reporting period	<b>6.5</b>
Number of attendances at meetings other than Board meetings	<b>80</b>
Total number of visits to the prison (including all meetings)	<b>454</b>
Total number of applications received	<b>429</b>
Total number of segregation reviews attended	<b>41</b>

## 7.3 APPLICATIONS

### RECEIVED BY THE IMB ANNUALLY

Code	Subject	2010/11	2011/12	2012/13	2013/14
A	Accommodation	13	08	11	29
B	Adjudications	04	04	07	07
C	Diversity related	03	11	05	00
D	Education/employment/training	12	07	06	08
E	Family/visits	19	02	06	07
F	Food/kitchen related	12	11	02	06
G	Health related	23	21	23	67
H	Property	49	47	31	51
I	Sentence related	00	00	04	02
J	Staff/offender/detainee related	00	00	04	12
K	Transfers	10	10	06	48
L	Miscellaneous	61	57	46	86
	Bullying	24	18	12	02
	Canteen	15	14	03	02
	Correspondence	16	25	17	25
	Employment	08	15	23	20
	IEP	31	17	13	20
	Housing	12	10	01	00
	Immigration	01	03	00	00
	Legal	09	04	01	00
	Offender Money	18	05	07	24
	Other prisons	01	00	00	00
	Programmes	16	02	05	08
	Recategorisation	01	02	00	02
	Regime	10	03	03	01
	Smoking	00	00	00	00
	Telephones	12	04	00	02
	<b>Total number of applications</b>	<b>380</b>	<b>300</b>	<b>236</b>	<b>429</b>

## AN EXPLANATION FOR SOME OF THE FIGURES

The increase in the number of applications in excess of 80% was unexpected bearing in mind the previous two years had seen numbers decline, but this reflected a similar increase in complaints received by the prison. The prison did however open a new wing for 100 prisoners and this certainly led to an increase, as indeed did the changes of staff with transfers from HMP Blundeston following its closure, and overhaul of staff grades. Increases in applications for both 'Property' and 'Transfers' appear related to the increase in population. The considerable increase in applications relating to 'Healthcare' is already addressed in both the body of this report and in the Executive Summary. Towards the end of the reporting period there are signs of the number of applications reducing and again this is mirrored by a reduction in the number of complaints handled by the prison.

### RECEIVED BY THE IMB MONTHLY FOR 2013/14

Month	No. of Applications
August	30
September	41
October	45
November	40
December	34
January	39
February	38
March	31
April	31
May	38
June	33
July	29
<b>Total</b>	<b>429</b>

[An average of just under 36 applications per month]