



# **Bullington Community Prison**

## **Annual Report**

**1 August 2014**

**to**

**31 July 2015**

## Section 1

### STATUTORY ROLE OF THE IMB

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

The Board is specifically charged to:

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

To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison and also to the prison's records.

The Board wishes to thank all the prison staff for their cooperation, and in particular the Governing Governor to December 2015, Mr Ian Young, the Acting Governor January to March 2015, Ms Helen Clayton-Hoar, and the Governing Governor from March 2015, Mr Ian Blakeman. On those occasions when the Governing Governor has been unable to attend the IMB monthly Board meeting, the Deputy Governor, Ms Helen Clayton-Hoar, has attended.

The prison was the subject of an unannounced inspection by HMIP, Ofsted and the Care Quality Commission (CQC) in June 2015. The inspection report was scheduled for issue in October 2015.

## Section 2 CONTENTS

Description of the Prison	Page	4
Executive Summary Issues, including issues requiring a response and overall judgment	Page	5
Areas that must be reported on	Page	7
Equality and Inclusion		
Education, Learning and Skills		
Healthcare and Mental Health		
Purposeful Activity (including work)		
Resettlement		
Safer Custody		
Separation, Support and Care Unit (SSCU)		
Residential Services		
Other areas of the prison on which the Board has issues to report	Page	21
The Work of the Board	Page	25

### **Section 3 DESCRIPTION OF THE PRISON**

Bullington Community Prison is a local prison designated as a Resettlement prison for the Thames Valley and Hampshire. The proportion of Category B prisoners (other than those on remand) is lower than in recent years and continues to reduce. The prison also holds young offenders for short periods; the number varies but can be as high as 50 at times.

With a Certified Normal Accommodation of 869, the prison has an Operational Capacity of 1,114 and operated with an average occupancy of 1100 between 1 August 2014 and 31 July 2015 (compared with 1093 in 2013-2014 and 1063 in 2012-2013).

The prison serves Oxford, Swindon and Reading Crown Courts and the Magistrates' Courts in Oxfordshire and Berkshire, and also Hampshire. However, owing to overcrowding throughout the prison estate, Bullington holds prisoners from many other parts of England and Wales. Prisoners are often transferred at short notice in and out of the prison.

There are six accommodation units or wings (A-F), which normally house the following categories of prisoners:

- A – A mixture of convicted and unconvicted prisoners
- B – A mixture of convicted and unconvicted prisoners
- C – A mixture of convicted and unconvicted prisoners
- D – A mixture of convicted and unconvicted prisoners
- E – A mixture of convicted and unconvicted prisoners (sex offenders)
- F - Spur 1 – Induction; Spur 2 – Lifer prisoners

The prison has generally good facilities but most of the prison is now over 20 years old: some of the building fabric no longer meets the latest standards and some of the intensively used areas are showing signs of serious dilapidation.

Facilities include a library, a chapel, kitchens, a multi-purpose block housing workshops and classrooms, further workshops, a healthcare centre (HCC), an area for delivery of programmes for sex offenders, a separation, support and care unit (SSCU), garden facilities, a gymnasium, and an outside artificial sports pitch (currently out of action).

Healthcare is provided by Virgin Care. Education is provided by Milton Keynes College and Learning and Skills induction and assessment by Adviza. Oxfordshire County Council provides Library Services.

## **Section 4 EXECUTIVE SUMMARY**

### **Overall summary and judgments**

During the reporting year, HMP Bullingdon has again had to cope with significant changes, not least the move to Resettlement status. It continues to experience difficulties in recruitment and retention and high rates of staff sickness; it struggles to maintain operational and non-operational staffing at Benchmark levels.

The high rate of prisoner 'churn' compounds the difficulties faced by the prison. Bullingdon serves as a 'local' prison for offenders drawn from a wide area embracing Hampshire and the Isle of Wight as well as the Thames Valley. It is a complex establishment holding a wide range of offenders drawn from other parts of England and Wales as well as its own area. In order for Bullingdon to fulfil its many roles and to meet the requirements of the range of courts which it serves, prisoners are often transferred in and out of the prison at short notice.

The churn has an impact on a number of functions, in particular on Reception and the Offender Management Unit (OMU), which have to cope directly with the high rate of movement. Rehabilitative provision, such as education and work activities, is difficult to sustain if many prisoners are at Bullingdon for short and/or unpredictable lengths of time. The education recovery plan is beginning to bring about improvements in course completion, but attendance levels need to be raised and the delivery of the curriculum under the new (June 2015) regime will present a challenge. Activity places, for example in the kitchen and workshops, can remain unfilled for some time when prisoners move to other establishments and their replacements have to be identified and security-checked. Overall, the IMB continues to be concerned about the level of purposeful activity and the high proportion of time prisoners spend behind the cell door; this situation cannot be conducive to rehabilitation and reducing reoffending.

Owing to staffing pressures, officers often have to be diverted from certain core functions, such as the OMU, to be deployed for example on the wings or walkways. Consequently, important casework and data capture can be seriously delayed. At times officers may have to be detailed for work in complex areas for which they have had little specific training, such as the Separation, Support and Care Unit (SSCU) which has been full or close to capacity for much of the year.

The IMB continues to be concerned about the impact of uncertainty on morale and the strain under which individual officers are working in some parts of the prison. Reported levels of violence and use of force have increased; the influence of drugs is a significant contributing factor. Such circumstances can make it difficult for officers to carry out their supervisory and rehabilitative responsibilities as effectively as they would wish. Despite this situation, the IMB wishes to acknowledge the commitment and professionalism which operational and non-operational staff demonstrate in carrying out their often challenging roles.

There have been instances of men being held for more than 90 days in the SSCU, These instances have been raised by the IMB, including reference to the Deputy Director of Custody (DDC).

There have been improvements in Healthcare where recruitment is now more effective, most waiting lists have reduced and patient attendance rates at clinics have reached high levels. The IMB believes there is room for further transparency in the collection and documentation of healthcare complaints.

Following the arrival of the present Governing Governor in March, various revisions of policy and practice have been initiated to bring about improvements across the prison. These include new approaches to violence reduction and safer custody, new procedures for activity allocation and the deployment of more Supervising Officers (SOs). The visibility of uniformed staff on residential units has been increased during the reporting period. The IMB believes that such initiatives are likely to have a positive impact but it is premature to draw conclusions at the end of the 2014-2015 reporting year.

## **Particular issues requiring a response**

### **Policy issues for reply by Minister**

Last year the IMB posed the following question: How is the declared commitment to rehabilitation to be reconciled with the significant reductions in purposeful activity and the increased time prisoners spend locked in cells?

This question is still highly pertinent since the underlying factors – staffing shortages, resettlement role and strong churn rate - remain significant issues.

### **Operational issues for reply by Prison Service**

Last year's report raised four new operational issues; comments from NOMS were received in December 2014 with the Minister's letter. The IMB has noted the comments and offers the observations below.

#### *1. The delays in processing prisoners' cases in the OMU*

Frequent delays continue although some backlogs have been reduced.

#### *2. The take-up of, and attendance at, education courses*

The recovery plan put in place in 2014 and new staff management appointments are bringing improvements to educational provision. Although attendance has improved significantly, it fluctuates significantly from month to month and has yet to sustain a satisfactory level in education, as in other activities.

#### *3. The delays in processing applications for family visits*

Some reduction in delays took place during the reporting year but the prison has struggled to sustain the improvement and significant delays were still being reported in June and July 2015. Difficulties in resourcing access to telephone booking were a major factor.

#### *4. The level of overdue responses to Complaints*

The timeliness of responses has improved, particularly towards the end of the reporting period; but there are often significant delays in receiving responses to complaints, typically those concerning property, referred to a prisoner's previous establishment(s).

## **Section 5 AREAS THAT MUST BE REPORTED ON**

### **5.1 Equality and Inclusion**

*See also Foreign National Prisoners 6.20 below*

5.1.1 During the 2013-2014 reporting year, the Equality Action Team was included in the quarterly general Safer Custody meeting, but it has recently been re-established as a separate group. This group is to meet quarterly and will cover all aspects of equality and inclusion.

5.1.2 There have been changes in the way statistics on ethnicity are collected. At the end of June 2015, the ethnic composition of HMP Bullingdon population was recorded as: Asian 94, Black 131, Chinese or other 9, Mixed 50, White 717, White gypsy/Irish traveller 11, White other 14, refused to state 14.

5.1.3 At the end of the reporting year 38 prisoners (as in July 2014) were aged 60-69 and 20 aged 70+, compared with 9 over 70 last year. Given the evidence in the media of the numbers of prosecutions of older men, it seems probable that the number of prisoners over the age of 60 will continue to increase nationally. Such a trend would present a significant challenge to an establishment such as Bullingdon.

5.1.4 Efforts continue to encourage disabled prisoners to declare a disability, particularly on arrival in Reception. However, as Reception officers are often under pressure during evening arrivals, this information is not always noted on the prisoner's computer entry. Since the introduction of the Health and Social Care Act in April 2015, a team provided and funded by the Local Authority has been working in Healthcare with the In-Patient Manager to assess those patients who require a high level of personal care. The previous report noted that a Disabled Prisoners' Forum had been arranged but was cancelled owing to lack of staff. This forum has not taken place during this reporting year. Access to opportunities in the Education Department for disabled prisoners has been constrained by the fact that the lift in the Multi-Purpose Unit (MPU) has been out of operation for much of the year.

5.1.5 A worker from SSAFA<sup>1</sup> visits the prison on a monthly basis and sees veterans who have been identified, or who have requested his advice and assistance. Lack of escorting staff has proved to be a problem and the worker now sees veterans in the Legal Visits area with men being given movement slips to attend without the need for special escorting.

### **5.2 Education, Learning and Skills**

#### Teaching

5.2.1 During the 2012-2013 academic year internal observations by Milton Keynes College (MKC) rated the quality of teaching in 52% of classes as good or better, compared with the 40% in the July 2012 HMIP Report. At the end of the 2014-2015 reporting year the proportion of classes in which the quality of teaching was judged to be good or better was over 70%.

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<sup>1</sup> The Soldiers, Sailors and Airmen and Families Association

5.2.2 A number of measures to improve the quality of teaching have been introduced in 2015. These include focused monthly 'learning walks' by senior members of staff, weekly meetings of subject teams and fortnightly staff training, for example on methodology.

5.2.3 Good relationships were evident In a sample of classes visited by the IMB and learners showed interest in explaining their work to a visitor. The teachers' concern to match individual learning needs was reflected in their planning and in differentiated provision. Clear explanations were provided and comments were offered in a constructive and encouraging manner.

5.2.4 Education is now almost fully staffed, but the delivery of the curriculum under the new regime will face challenges concerning the deployment of teachers and the availability of teaching rooms.

5.2.5 Attendance at classes has shown some improvement in recent months but there remain issues of fluctuating and unsatisfactory attendance: for example, average attendance in June 2015 was 66% and in July 69%, although it was over 70% earlier in the year. The performance of those prisoners who complete their course is improving since last year: success rates from 72% to 85%, and achievement rates from 83% to 92%.

#### Providing education for a diverse population

5.2.6 Educational provision is complicated by the composition of Bullingdon's population, given the proportion of remand and short-sentence prisoners. In July 2015 nearly a fifth (191) of the prisoner population was on remand and almost a half (534) of sentenced prisoners were on sentences of under six months. Such factors make it difficult to plan education and other activities.

5.2.7. The discontinuities caused by prisoners moving on, owing to (unexpected) transfer to other establishments or the completion of short sentences, contribute to the non-completion of courses. Non-completion has implications for viability and for progression: for example, in some subjects the pool of learners with Level 1 may never be big enough for a Level 2 course to be offered.

5.2.8 Some education places have to remain unfilled if prisoners are moved to other establishments. For example, a vacancy in a seven-week course cannot be filled by bringing in another prisoner who has missed a substantial part of the course.

5.2.9 The increased churn resulting from the development of Bullingdon as a resettlement prison<sup>2</sup> presents a significant challenge for planning and delivering the curriculum.

#### OLASS 4

5.2.10 The management of the Offenders' Learning and Skills Service (OLASS) 4 contract continued to be under considerable pressure at the start of the reporting year owing to long-term staff absences through ill health. The situation has improved during 2014-2015 following the appointment of a new OLASS 4 Manager in November 2014 and a new Head

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<sup>2</sup> Offenders are expected to move to an establishment in their own locality for at least the last few months of their sentence.

of Learning and Skills in April 2015. The Head of Learning and Skills chairs the Quality Improvement Group (QiG) which was re-established in May and meets monthly.

5.2.11 The recovery plan, set in place to address the areas for improvement identified in the September 2014 self-assessment report, is beginning to have an impact. A survey of learners' needs conducted in July 2015 will complement the plan (see 5.4.5 below).

5.2.12 In recent months there have been successful moves towards creating a more attractive learning environment, for example through redecoration and the development of more interesting and informative display.

5.2.13 Filling places on courses is still a challenge, given the attraction for prisoners of better pay in the industrial workshops. A further review of pay rates (see 5.4 below) is underway.

5.2.14 About 80% of prisoners are assessed as being at Level 1 (equivalent to GCSE Grades D-G) on arrival. This is the hardest group to attract into education because they are sufficiently literate and numerate to get by. However, employers want people with Level 2 (equivalent to GCSE Grades A\*-C) qualifications.

5.2.15 Prisoners who are assessed on arrival as below Level 1 in English and mathematics are required to complete Entry Level courses before they can undertake work. Those who need ESOL (English for speakers of other languages) tuition are required to attend ESOL classes as a prior stage. It is not possible to insist that prisoners obtain Level 2 qualifications before being allocated to work because those on short sentences have insufficient time to gain such qualifications.

5.2.16 A range of vocational courses is funded under OLASS 4, together with Skills for Life courses (literacy, numeracy, and ESOL) which also contribute to employability. Resettlement courses with a focus on personal development, behaviour and welfare are offered. These include parentcraft, money management and cookery.

5.2.17 Adjustments to the provision of vocational courses are proving beneficial, for example, the extension last year of the full-time course in painting and decorating, from four weeks to four months to provide a better preparation for employment. The successful horticulture courses, suspended owing to staffing difficulties, are to be resumed as soon as a tutor can be appointed. The courses will be open to both prisoners from E Wing (winter) and the main prison (summer).

5.2.18 The seven-week full-time 'Hospitality Academy' course, introduced in 2014, continues to be attractive. The course leads to BTEC Level 2 qualifications and offers a preparation for work in the hospitality industry, a major employer in the Thames Valley area.

5.2.19 Two prisoners graduated from the Open University in 2015; one of these is proceeding to a postgraduate qualification.

#### Library

5.2.20 The work in Education, Learning and Skills is well supported by a well-stocked library with helpful staff. Each wing has up to two library sessions per week. One of these is

reserved for men who are working. Daily newspapers are available. DVDs are available to Enhanced prisoners only.

5.2.21 The monthly reading group has been reinstated and is attended by up to 10 men. The 'Dads Aloud' scheme (a scheme under which prisoners can record stories to be sent to their children) remains popular. The library staff have recruited part-time orderlies on A, B, C and E wings for 'Turning Pages' (previously called the Shannon Trust Reading Plan). In addition, two 'red band' prisoners (those with privileges) are present at induction for this scheme.

### **5.3 Healthcare and Mental Health**

#### Healthcare

5.3.1 Healthcare services are provided by Virgin Care who have improved their provision of services in a number of ways. Challenges include the stabilisation of permanent staff numbers, retention of staff and ongoing staff morale.

5.3.2 Inspections by NHS England and the Care Quality Commission (CQC) in the previous reporting year identified five main areas that required improvement: staffing, processes, communication, prison-enabled improvements and communication between various contract providers. Following ongoing progress throughout 2014-2015, including the introduction of a fortnightly Sub-clinical Meeting to improve communications and information sharing between providers, a 'Compliance Notice' was formally lifted in January 2015.

5.3.3 Significant restructuring of staff grades (both clinical and non-clinical) has been undertaken in order to improve service provision across all areas. A Nurse Practitioner role was identified and implemented as part of the internal staffing skill mix and development process. A new Head of Healthcare and a Senior Nurse (Inpatients) were successfully recruited in November 2014. Owing partly to significant delays within the vetting system, the appointments were taken up in June and July 2015 respectively. Recruitment and retention of nursing staff has been a particularly challenging process, but with rolling adverts, recruitment drives and perseverance by Senior Management, more than 90% of posts have now been filled, although not all staff were in post by the end of the reporting period.

5.3.4 Waiting lists for prisoners to see a GP stood at about five days in July 2015. Nurse triage clinics to improve timely access to GP services have been introduced. Continued efforts to reduce the DNA (Did Not Attend) rate have led to significant and lasting improvements (rates had reached 50% in previous years). The DNA rate dropped to 5% during the reporting period making HMP Bullingdon the best GP Clinic performer across all the Virgin Care prison sites. However, work continues to maintain and improve this figure and to extend across other healthcare service providers.

5.3.5 Waiting lists for outpatient services, i.e. Physiotherapy, Nutrition and Dietetics, Podiatry, and Diabetes Services, are either equal to, or significantly shorter than, those found within the community outside the prison.

5.3.6 Demand for Dental Services remains high. Waiting lists for routine dental treatments

have at times reached 15 weeks. At the end of July 2015 waiting lists were 0-3 days for urgent referrals, 7-10 days for assessments and up to eight weeks for routine treatments. Funding issues regarding the repair or upgrading of equipment and facilities are recognised.

5.3.7 Delayed attendance of GPs in Reception during the evening has at times continued to cause problems and delays. Prisoners are kept in the holding cells for long periods waiting to be seen before being taken to the Induction wing (F1). Delays are also attributable to a lack of sufficient rooms and particularly of rooms suitable to ensure patient confidentiality during consultations. A review of room allocations by the prison has been ongoing.

5.3.8 Virgin Care Pharmacy Services facilitated the introduction of an emergency Saturday morning session 09:00-13:00 in August 2014. This additional initiative has been particularly beneficial to 'new receptions'. Medicine Review Clinics on a 1-1 basis have been established across all the wings. Smoking Cessation 1-1 sessions have also been introduced and Virgin Care are currently reporting a 60% success rate across both general prisoners and those suffering from chronic disease.

5.3.9 Funding issues remain concerning the repair of equipment and upgrading of facilities. In particular, the X-Ray machine, broken since March 2014 has still not been repaired. This has resulted in continued delays in diagnosis and in increasing referrals to hospitals; officer escorts have been provided for hospital visits. A feasibility study regarding the commissioning of a replacement machine versus costs associated with attending external facilities has been ongoing at the request of NHS England and the prison.

5.3.10 Health Champions were introduced on the wings in June 2014. This initiative though welcomed has not been sustainable over all areas, often owing to security and movement reasons. In the two areas that benefited from a regular health champion in post, this service appears to have been positively received amongst the prisoner population and also by staff.

5.3.11 The Board has raised concerns in previous IMB reports regarding the healthcare complaints process, which is managed 'in-house'. It is understood this system is followed in other establishments and is supported by NOMS. However, while it is appreciated the content of complaints is often confidential to the individual patient, the Board believes the process remains flawed. It considers an independent party should carry out the collation and documenting of complaints in order to ensure transparency and accountability. The Board would welcome healthcare complaints being collected and logged by a third party.

5.3.12 There remains inconsistency across the wings to ensure adequate availability of, and ease of access to, healthcare complaint forms and healthcare treatment application forms. Attempts to resolve this issue throughout the reporting year have been mildly successful but have not been sustained. In areas where a health champion is in post the system has presented fewer problems. The complaints clinics led by the Outpatients Nurse Manager which were introduced in April 2014 continue to be well received by patients. The requirement to hold clinics has now changed from a weekly to a monthly basis. 'Near Miss'<sup>3</sup>

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<sup>3</sup> A 'near miss' is an unplanned event that did not result in injury, illness or damage but had the potential to do so.

forms have been introduced and are discussed at the Sub-clinical Meetings (which are multi-disciplinary) and changes implemented as appropriate.

5.3.13 A steering group was set up in September 2014 to review the reception and discharge processes experienced by patients in Reception. Following recommendations, significant changes have been introduced. This includes nursing services being available as required in Reception six days a week between 08:00 and 21:00, a 'new reception' screening questionnaire and a 'patient information' tracker form for those patients attending outside facilities.

5.3.14 Following the implementation of the Care Act 2014, staff from the community-based Adult Health and Social Care Team are now accessing areas within Bullingdon to assess and provide appropriately targeted personal care for prisoners on all wings that would previously have been provided by Healthcare. This service was introduced April 2015. NHS England Commissioners also undertook a 'Health Needs analysis' in May 2015.

#### Mental Health

5.3.15 Primary Mental Health (MHT) services are managed and staffed by Virgin Care. At the end of the reporting year, urgent referrals were being seen within 48 hours. Routine referrals are triaged with the majority of patients being seen within 72 hours. At times non-urgent routine referrals are seen by appointment in outpatients within one week. Additionally, since September 2014 the team has been holding a weekly Mental Health Welfare Support Group in Inpatients, which has been well received. The team provides a regular weekend service.

5.3.16 Oxford Health delivers the InReach and Forensic services. Urgent referrals are seen within 72 hours and routine referrals are seen within 7 days. The service has been without a forensic psychologist for much of the reporting period. Successful recruitment has now taken place and the post will be filled from August 2015. All patients are managed and supported through CPA (Care Programme Approach). Individual management is recorded and updated on NOMS to promote the continuity of care whilst maintaining patient confidentiality. The Team Manager has made several ongoing improvements including standardisation of referral criteria, care planning, improved communication, in-house training support and sharing of information between providers.

5.3.17 The process of transferring identified patients to an outside 'secure unit' has on occasions taken some considerable time. Although transfers have been undertaken within the statutory time frames, the Board would recommend that these processes should be expedited, not only for the benefit of the patients concerned but also for prisoners whose 'core day' routines are considerably disturbed by them at times.

#### Substance Misuse

5.3.18 The Integrated Substance Misuse Service is jointly managed by the Rehabilitation of Addicted Prisoners Trust (RAPt) and Cotswold Medicare Ltd (CML). It has three main strands: 1) Clinical Intervention managed by CML, 2) Case Management and 3)

Programmes covering psychosocial intervention managed by RAPt. All patients identified on arrival in Reception by primary care nurses as undertaking substance misuse are referred to the Substance Misuse Nurse. If patients require medication on the first night, this can now be provided by a non-medical nurse prescriber, or patients may be referred to the Substance Misuse GP.

5.3.19 NHS England funding for detox officers was withdrawn April 2015. Regular 'Contracted' supervision by HMP Bullingdon has not been forthcoming and is an issue that needs to be resolved as soon as possible by the prison service.

5.3.20 In response to HMP Bullingdon's resettlement function, RAPt have been working on adapting their models of case management and treatment programmes in order to meet the changing needs and profiles of prisoners. The increasingly high turnover of prisoners and delays in the vetting process of newly appointed staff has presented considerable challenges to this process. Good liaison links with community teams are fostered to ensure continuity of care for patients upon release from prison.

5.3.21 A considerable challenge to the safety of prisoners and staff is presented, as in other prisons, by the extensive use of new psychoactive substances (NPS), notably 'Spice', by prisoners. 'Spice' is a synthetic cannabinoid which can be mixed with a variety of other substances. The components constantly change: 'Spice' is therefore difficult to detect by drug tests and clinical staff find it difficult to diagnose and treat a patient if they are unsure about the components of what he has taken. The symptoms of taking 'Spice' include paranoia, hallucinations and an unpredictable tendency to violence. The prison has organised training sessions to raise the awareness of staff about the very serious implications of 'Spice'. Information posters to warn prisoners of the dangers have been displayed around the prison.

## **5.4 Purposeful Activity**

*See also 5.2 Education Learning and Skills above*

5.4.1 The allocation to activities stands at about 70% overall and in education improved from 75% in January 2015 to 85% in June. However, attendance was at about 66%. The unsatisfactory attendance is partly related to Bullingdon becoming a resettlement prison. Prisoners in the last few months of their sentence are more reluctant to start new courses/jobs. The prison has moved to make attendance at educational programmes (literacy and numeracy) an essential part of their induction process (prior to job allocation) and a significant minority of prisoners refuse to attend these classes. At the moment, the prisoner applies for enrolment to these classes. It is intended that this should change and that the Activities Hub should fill in the required forms and send them to Security for vetting.

5.4.2 Most departments offering employment complain that they cannot get enough prisoners cleared for work in a timely fashion. Thus one often finds work areas such as the kitchens, tailoring, farms and gardens operating significantly below optimal staffing levels.

5.4.3 It is intended that the pay structure should again be amended so that jobs providing vocational training, such as painting and decorating, and all educational jobs are

incentivised. It is intended that there should be a move away from the present system of offering large bonuses in productivity-related jobs as has been the case for some time. Open University courses completed will attract performance-related pay.

5.4.4 DHL continues to perform well, although there are problems with higher levels of theft. It no longer employs only enhanced prisoners and some standard<sup>4</sup> prisoners now work there. The laundry continues to have full employment and maintains its contract for work done for a local laundry destroyed by fire. It continues to operate for 6 days per week.

5.4.5 There are early plans to start a 'barista' style coffee house under OLASS with educational links through the kitchens and outside providers.. This could happen in the 2016-2017 financial year. It is intended that the allocation process should move from prisoners doing what they want to do to what they need to do and the work opportunities should move from an earning environment to a learning environment.

5.4.6 A needs analysis survey has been carried out by the Activities Hub to find out more about prisoners' perceptions of employment and education and the reasons why they fail to attend.

#### Gymnasium

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

5.4.8 The new core day is still impacting on gym access for prisoners working full-time. They are now restricted to using the gym on evenings and weekends. Exceptions have been made so that, for example, servery workers can visit during the day. However, staffing issues mean instructors are often being relocated to cover staff shortages elsewhere in the prison and this can result in gym closures.

5.4.9 The demountable classroom which was water-damaged has now been furnished and is available for use.

5.4.10 Funds approved in March 2014 to relay the worn outside artificial sports pitch have been cancelled. This is a major setback for staff and prisoners. This restricts outside activities until the prison replaces this important facility. The prison is now investigating the possibility of private funding.

5.4.11 The Gymnasium and the Chapel provide important venues for events such as family days and Eid celebrations.

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<sup>4</sup> The Incentives and Earned Privileges scheme (IEP) places prisoners on three levels of privilege - basic, standard and enhanced - on the basis of a range of criteria including responsible behaviour and a constructive attitude towards rehabilitation.

## **5.5 Resettlement**

### **Reducing Reoffending**

5.5.1 The Reducing Reoffending function embraces a wide variety range of provision including Education, Learning and Skills (see 5.2 above), Purposeful Activity (see 5.4 above), Interventions and a range of rehabilitative opportunities.

5.5.2 A range of interventions is offered. The Offender Behaviour Programmes Manager has a team comprising two Treatment Managers and 12 facilitators (10 non-operational and 2 operational). The team work in pairs and there is flexible deployment of operational and non-operational staff to make up the pairs.

5.5.3 The provision of Offender Behaviour courses for 2015-2016 comprises:

Thinking Skills Programme (TSP<sup>5</sup>) (4 courses x 10 places)

RESOLVE<sup>6</sup> (4 x 10)

Sex Offenders' Treatment Programme (SOTP)'Becoming New Me' (BNM<sup>7</sup>) (3 x 8)

The SOTP Healthy Sex Programme (HSP) (10 completions over the year) is run by South Central Psychological Services on a one-to-one basis. There is a long waiting list for HSP; this situation can result in delays in a prisoner's case going to the Parole Board.

5.5.4 Recruitment and retention are significant issues: for example, the last three facilitators to leave have gone on to train to be forensic psychologists. Despite efforts to improve the gender balance, it remains the case that all the non-operational facilitators are women. Given the turnover, recruitment and training take up significant amounts of management time and staff have to be trained long-term to cover all the programmes offered. At the end of July 2015, recruitment was in train to fill two non-operational vacancies.

5.5.5 In May 2015 responsibility for various rehabilitative services previously provided by voluntary organisations such as the St Giles Trust (accommodation) and the Citizens' Advice Bureau (CAB) (for example, debt reduction) passed to the Thames Valley Community Rehabilitation Company (CRC). The mobilisation of some pre-release work has been slow and is a source of concern. Resources are stretched because Bullingdon's role as a resettlement prison now covers Hampshire (about 100 prisoners) as well as the Thames Valley.

### **Offender Management**

Offender Management Unit (OMU)

5.5.6 The core function of the OMU is sentence planning. The unit comprises two complementary branches: Case Administration and Offender Supervisors. Case

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<sup>5</sup> The aim of TSP is to reduce reoffending by developing participants' thinking skills, for example so that they stop and think about costs before they act.

<sup>6</sup> RESOLVE seeks to address aggression and violence ranging from verbal abuse to physical violence and criminal damage.

<sup>7</sup> BNM is an SOTP programme adapted for offenders with learning difficulties.

Administration prepares the paperwork; the uniformed Offender Supervisors (and some cases probation officers) do the interfacing with prisoners.

5.5.7 Case Administration, led by two Band 5 managers, has a total of 21.5 staff.

Maintaining full staffing presents a significant challenge: at the end of the reporting year there were four vacancies. Given the great diversity of the Bullingdon population and the range of sentences, a substantial period of induction and training is needed, particularly as some of the work, for example dealing with lifers' cases, is very complex.

5.5.8 An Offender Supervisor (OS) is allocated to each convicted prisoner serving a sentence of 12 months or more. The OS group is led by two Custodial Managers (CM) although one has been on long-term sick leave. The OS group is profiled for 28 officers (three vacancies in July); the equivalent of 16 of these is allocated to OS duties. Each OS has a hybrid role. This embraces residential and operational support duties: there are heavy calls on their time from outside the OMU, for example on Wings or in Reception. On some days virtually all uniformed staff have been deployed outside the OMU.

5.5.9 Each convicted prisoner is allocated a wing personal officer, who has a potentially valuable contribution to make to the daily life of the prisoner and to the work of the OMU. Unfortunately, the contribution is eroded by a range of factors including personal officers having to help out on other wings. Consequently, a prisoner may not have contact with his personal officer for three weeks or more.

5.5.10 The OMU is also placed under strain by increased churn. The Observation, Classification and Allocation (OCA) team receives a list from the national Population Management Unit (PMU) indicating how many prisoners should be transferred and to which establishments. Apart from about 10% of prisoners (for example, key workers and listeners<sup>8</sup>), the OCA has little choice about which prisoners to keep.

5.5.11 There are frequent drafts to other prisons to make room for prisoners awaiting trial and Bullingdon now receives prisoners from Hampshire courts. Bullingdon's increased resettlement role has further increased churn. For example, a local<sup>9</sup> prisoner with just over a year to serve may be drafted to another prison to make room for one moved to Bullingdon for the last three months of his sentence, only to be returned to Bullingdon as his local prison when he gets within three months of discharge.

5.5.12 Since January 2015 all prisoners newly arrived at Bullingdon have had a Basic Custody Screen (BCS) to signpost them to relevant services. A BCS is carried out by uniformed officers who interview a prisoner within 72 hours of his admission, unless he is transferring from another establishment. Bullingdon can receive as many as 50 new prisoners in one evening. The completion of the document itself should take about 20

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<sup>8</sup> The Listener scheme is a peer support service which aims to reduce suicide and self-harm in prisons. Volunteer prisoners are trained as listeners by the Samaritans.

<sup>9</sup> The definition of 'local' is quite broad: as Bullingdon is a resettlement prison for Hampshire as well as the Thames Valley, it can be the 'local' prison for a prisoner whose home is on the South Coast. In July 2015, over 100 of Bullingdon's resettlement prisoners were from Hampshire.

minutes but a range of factors (for example, language barriers, availability of computers and prisoners attending HCC) means that it can take much longer in practice and it is difficult to complete more than a dozen in a day. A monthly target of 90% completion was formally introduced in April and has been met.

5.5.13 Each prisoner has an Initial Categorisation Assessment (ICA) which determines his security category. ICAs are initiated by Case Administration but are passed to Offender Supervisors (or in some cases probation officers) for completion. An algorithm is applied to decide whether a prisoner should be placed in Category B, C or D, although this category may be adjusted later in the light of other factors. In July 2015 165 of the 187 ICAs due for completion in the month were completed in time.

5.5.14 The Offender Assessment System (OASys) is a risk and needs assessment tool comprising a sequence of computer-based forms with a total of 40 questions. The OASys document is based on previous documentary records and interviews with the prisoner. As well as various risk assessments, it includes positive statements, for example, concerning education and employment experience in prison.

5.5.15 The process of compiling an OASys document is time-consuming and results in delays. Priority is given to BCS, the General Parole Process (GPP) and Parole Boards, ICA, OCA, Public Protection and OASys for Category D prisoners.

5.5.16 In June 2015, 167 OASys dossiers were outstanding; of the 22 due for completion in the month, 13 were completed in time.

5.5.17 Significant delays in processing applications for Home Detention Curfews (HDC) have resulted from understaffing in Case Administration. The number of prisoners eligible for HDC at the end of July 2015 was 21; there were no successful applicants for HDC in the month. Eight applications for HDC were completed in time.

5.5.18 A new initiative in June 2015 set up a series of weekly workshops/surgeries on a different day in each wing. These are intended to provide an opportunity for prisoners to put specific queries to Offender Supervisors about their circumstances, for example their categorisation or eligibility for HDC. From August 2015 a rolling forum is planned to be held on Fridays on a different wing each week. These should enable prisoners to put general questions to OMU staff about OMU processes such as the calculation of sentence length or release dates.

## **5.6 Safer Custody**

5.6.1 The Safer Custody Team has been under-resourced and without senior leadership because of long-term sick leave for some of the reporting year. Some regular meetings did not take place, and data capture was inconsistent.

5.6.2 These issues were addressed towards the end of the reporting year. New leadership structures and a new Violence Reduction Plan are now in place. There are also new data recording procedures, including careful collation of information from observation books held on wings. This augurs well for the future, and means that there is now a growing body of good data that allows the Prison to identify trends and to implement ways to address them.

5.6.3 Recorded levels of violence and the use of force have increased, although they are lower than in comparable institutions. It is difficult to be confident that reported levels reflect actual levels, but this will be clearer in future if the current approach to data capture is maintained.

5.6.4 As part of the Violence Reduction Plan, body-worn cameras have been introduced in part of the prison. It is too soon to have any data demonstrating clear results but it is thought that the use of these cameras is starting to contribute to a reduction in violence and use of force in the prison.

5.6.5 There is very little CCTV coverage within the prison. Money would need to be made available from central resources if cameras were to be installed. However, the fact that Bullingdon has low levels of reported violence relative to comparable institutions means that it may not be prioritised in any allocation of national funding for this purpose.

5.6.6 Five hundred and twenty-eight ACCT (Assessment, Care in Custody and Teamwork) files were opened on prisoners considered to be at the risk of self-harm, including suicide. This compares with 413 ACCTs opened in the previous year.

5.6.7 There were two deaths in custody during the reporting year. On 6 May 2015 a man was found dead in his cell. The Prisons and Probation Ombudsman will issue a report and an inquest will take place. On 27 July 2015 a man died in the Healthcare Unit. Members of his family were with him when he died. The man, who had been diagnosed with a serious illness, had recently been transferred into HMP Bullingdon from HMP Stafford in order to be closer to his family. The Prisons and Probation Ombudsman will issue a report and an inquest will take place.

*See also Chaplaincy in 6.11 below.*

## **5.7 Separation, Support and Care Unit (SSCU)**

5.7.1 The SSCU has faced a number of challenges including the difficulty of relocating some prisoners who have been in the Unit for many weeks. On many occasions the SSCU has been filled almost to capacity and this has brought added pressures for officers, particularly when staffing is already tight. Despite the very demanding circumstances, the professional approach of officers contributes to the generally good relationships observed by IMB members between officers and prisoners in the SSCU.

5.7.2 The IMB attended 301 Good Order and Discipline (GOOD) Boards (288 in 2013-2014). On occasion, officers have been able to reschedule these to facilitate the attendance of the IMB; the Board appreciates such cooperation.

5.7.3 The prison does not now inform the Board of new arrivals in the SSCU, but, by routinely visiting the Unit, except for rare occasions, IMB members have been able to undertake their obligation to see each prisoner within 72 hours of his arrival in the Unit.

5.7.4 Two prisoners were held in the SSCU for more than 95 days during the reporting year. The IMB notified the Deputy Director of Custody (DDC) of their cases. The IMB repeats its

concern that prisoners should not remain in the SSCU for long periods. It supports initiatives to relocate long-stay prisoners from the SSCU back to wings or their removal to other more suitable establishments.

5.7.5 When there are fewer than twelve prisoners in the SSCU, prisoners individually collect their lunch from the servery under escort, although this is not always possible (for example, when the SSCU has been short-staffed). Towards the end of the reporting year when the SSCU was often close to full capacity, it was not possible for prisoners to collect from the servery and their food was taken to the cell door by escorted orderlies.

5.7.6 Delays in the transfer to the SSCU of property and medication do occur following the removal of a prisoner from a wing. These delays can cause the SSCU staff difficulties with their prisoners while the property is being located, and especially if the any items are missing.

## **5.8 Residential services**

### **Food and Prison Environment**

#### **Food**

5.8.1 An outside contractor runs the kitchens and employs a manager, a chef-manager, two head chefs and two chefs. Eighteen prisoners can be employed each morning and afternoon, although there is often a shortfall, particularly during visits and at weekends. At the end of the reporting year, the kitchen was operating with twelve and on occasion in recent months the number has fallen as low as six. The shortfall in workers is due to a range of factors including the reluctance of prisoners to apply, delays between the initial application and security checks, and movement within the Estate.

5.8.2 There are various consequences of operating with a reduced and changing workforce. For example, managers can be diverted from supervisory duties if they have to cover routine tasks themselves and the turnover of workers means more of managers' time has to be spent on induction and training. Maintaining high standards of cleanliness<sup>10</sup> with a smaller team reduces the time available for food preparation. The kitchen has to resort more often to using processed meals rather than preparing meals with various ingredients which would reduce unit costs and provide more flexibility.

5.8.3 During Ramadan, some Muslim prisoners are employed in addition to the regular workers specifically to prepare and fill vacuum flasks with the main meal for those fasting: over 150 men observed the fast throughout Ramadan. Preparing these meals presents a considerable catering and logistical challenge. This is particularly the case when the dates of Ramadan are in mid-summer as in 2015: the flasks have to be prepared at the end of the afternoon but the fast continues beyond 21:30 hours. The challenge was successfully met: the arrangements again ran smoothly this year. The additional workers were security-checked in good time for Ramadan; it is not clear why security clearance for regular kitchen workers is subject to considerable delays.

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<sup>10</sup> The prison has been recently confirmed, following an Environmental Health Officer (EHO) audit, as a Grade 5 food services operation (Grade 5 is the highest grade).

5.8.4 The caterers work on a budget of £2.02 per head per day (unchanged from last year). This amount includes covering the special diets, such as vegan, gluten-free or nutritional support, which are needed by certain prisoners.

5.8.5 A snack meal is provided at lunchtime (Monday-Friday) or suppertime (Saturday and Sunday). This normally includes a hot/cold choice.

5.8.6 The IMB receives few complaints about the main meals (evening on weekdays, lunchtime at weekends), but frequent complaints about the quality and particularly the quantity of the snack meals. These complaints rarely appear as comments in the Food Comments books which are to be checked weekly by kitchen staff. The books are not kept by the servery on every residential unit and 'wing reps' are not always aware of their location.

5.8.7 Repairs to defective or broken kitchen or server equipment, such as boilers, have been subject to considerable delays in the recent past. The non-availability of equipment, together with the staffing shortages, can add considerably to the pressures on kitchen staff producing meals on time twice a day for 1100 men. The non-availability has eased in recent months.

#### Prison Environment

5.8.8 Efforts have been made in recent months to improve the prison environment. Standards of cleanliness have started to rise but there is some way to go. The amount of litter has reduced but still reaches unacceptable levels in some areas of the site. A painting programme has been set in train but has been constrained by difficulties in ordering new stock. In some areas, for example in Reception, the flooring is in a poor state of repair. It has not been possible to obtain new furniture from Branston [the central store for the Prison service].

5.8.9 Progress has been made on overcoming vermin infestation but much remains to be done to eliminate rats from the grounds.

## **Section 6 OTHER AREAS OF THE PRISON REGIME ON WHICH THE BOARD HAS ISSUES TO REPORT**

### Reception

6.1 Reception has continued to be particularly busy over the reporting year with the 'churn' involving a substantial amount of additional work. From January 2015 the monthly average number of allocated transfers out of HMP Bullingdon was 162, with July at 215 being the highest. This figure excludes any prisoners leaving the prison at the end of their sentence and transfers exercised by the prison itself. This level of movements represents a change of more than 30% in the prison population each month, as the prison receives prisoners to replace those who leave. However, the officers have responded exceptionally well and in the main very positively to the challenge. The operations pool of 32 officers, who could be detailed to work in Reception, currently has two vacancies. Six officers have either left the prison or been assigned to other duties. Four new officers are learning about Reception as they go about their duties because, owing to on-going staff shortages throughout the estate, little or no training in their new roles has been possible.

6.2 On arrival, new prisoners are placed on entry regime and issued with prison clothing, which they change into at that time. Their own clothing is then logged, stored and retained until they go on normal regime.

6.3 As a result of the ongoing serious pressure on places in the prison and the number of new prisoners arriving every day, there are occasions when some new prisoners cannot be taken on to the wings until after 21.30 hours. Officers can sometimes be completing the required paperwork as late as midnight.

6.4. The holding cell in Reception for Vulnerable Prisoners (VP) is very small and inappropriate for the increasing number of VPs arriving at Bullingdon. Finding an alternative room is proving to be quite difficult.

### Induction

6.5 Prisoners arriving at the prison go initially to F Wing, Spur 1; this holds 60 prisoners in single cells. Induction sessions lasting approximately 30 minutes and presented by a prisoner orderly are run five times a week, or more often if required. These inform prisoners about all aspects of Bullingdon's regime including gym, education, Chaplaincy, Diversity, Healthcare, RAPt, employment, education and training, and the IMB. The morning after arrival, the prisoners are interviewed individually by an officer who explains what to expect on normal location and also the prison's expectations of prisoners. Separate induction is run for VPs on E Wing.

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

6.7 Following the recertification of cells in 2015, overspill VP are no longer held in Healthcare or the SSCU but on the top landing of Spur 1 of F Wing. This has meant an alteration to the normal regime so that the VP are not unlocked at the same time as other prisoners. Placing VP on F Wing has put extra pressure on the officers who have coped well, but have genuine concerns about holding VP on the wing. Senior managers are aware that this situation is unlikely to change soon and are looking at options for holding the overspill VPs where they can benefit from a more normal regime.

#### Property

6.8 When prisoners are moved within an establishment or between establishments, bags and/or items of property can from time to time be delayed or go missing. This is a cause of substantial frustration to the prisoner and in addition involves staff in a considerable amount of time trying to locate the missing items. Chasing up missing property from other establishments can take several weeks to resolve. Another area of complaint is the loss of property following a cell clearance, for example when a prisoner has been moved to the SSCU. Prisoners are now only allowed small personal items and legal papers in the SSCU; no personal clothing is permitted.

6.9 The introduction of entry level is going some way to controlling the volume of property held by any one prisoner, although a few prisoners transferring in to HMP Bullingdon are still arriving with anything up to eight bags of possessions.

6.10 Prisoners may receive parcels of permitted clothing or receive them at visits only if they have obtained permission from the Custodial Manager in Reception in response to a general application they have submitted listing the clothes they require.

#### Chaplaincy

6.11 Bullingdon has two full-time chaplains. One is Muslim and the other Christian. The former, an Imam, is the Managing Chaplain and Head of the Chaplaincy Team. The latter is an Anglican priest. The team also includes a number of sessional chaplains drawn from a range of World Faiths and different Christian traditions.

6.12 The Chaplaincy Team aim to see all new prisoners within 24 hours of their arrival in the prison; a Chaplain makes daily visits to HCC, SSCU, and to Reception to see prisoners who are about to be discharged. Where possible, prisoners on an open ACCT will be visited daily.

6.13 The Chaplaincy runs a number of courses including an Arabic Class, an Alpha Group, and a Bible Study Group. Funding cuts mean it is no longer possible to run the 'Time for Families' course.

6.14 The Chaplaincy is responsible for the management of a volunteer counselling service (including bereavement counselling) and a local prison visitor scheme for prisoners. Other volunteers assist the Chaplains in their faith-based work with prisoners.

#### Visits

6.15 The Visitors' Centre is run by a voluntary Management Committee which employs a

manager and seven (plus one vacancy to fill) part-time staff. Staff receive regular training relevant to their work. There is a snack bar in the Centre and one in the Visits Hall which also has a crèche.

6.16 There are still complaints about the time it takes visitors to pass through the Gate Search area. Visitors' Centre staff advise visitors about the dress code and offer T-shirts and leggings to those deemed to be inappropriately dressed, but often the interpretation of this dress code causes delay at the Gate Search area. The prison accepts that there is, at times, inconsistency in enforcing the regulations and is considering further staff training to rectify this.

6.17 The Board remains concerned about issues concerning booking visits. Friends and relatives complain about telephoning Visits Booking and not getting a response or facing long waits. However, staff are meeting the three-day response time for dealing with online email bookings. The total allocation of three permanent staff in visits booking has now been reached, following a successful recruitment campaign, although one of the three is currently on sick leave. Governors are monitoring ongoing issues.

6.18 A passive drugs dog and cameras assist staff in the Visits Hall, although the cameras are not always in use and a dog handler is not always on duty.

6.19 An average of 10 men at any one time is on closed visits; these closed visits are regularly reviewed. A few visitors are banned.

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

#### Foreign National Prisoners (FNPs) and Immigration Detainees

6.21 During the reporting year, the proportion of Foreign National Prisoners (FNP) fluctuated between 11% and 14% of the population. The nationalities most represented were Polish, Irish, Romanian, Somali, Indian, Jamaican, Pakistani, Portuguese, Vietnamese and Nigerian. The number of detainees (prisoners held beyond the end of their sentence on IS91 documentation from the UK Border Enforcement Force) continued to fall and was usually in single figures, compared with 14 at the end of the previous reporting year. Some detainees have been held for considerable times beyond the end of their sentence, due partly to difficulties in establishing a detainee's correct identity and details, or partly to arranging the actual deportation flights.

6.22 An officer from the Border Enforcement Agency now works at Bullingdon for at least two days per week and sees all FNP or detainees who are identified by details given to Reception. As noted in the previous Annual Report, the Detention Advice Service charity is no longer available, but an extensive folder of information has been compiled on all aspects of Detention, Bail, and the legal processes involved (including bail rights) and a copy is available on each wing for prisoners to consult. The Border Agency Enforcement Officer aims to see each FNP or detainee as soon as possible after reception at HMP Bullingdon

and updates him on his situation on a monthly basis mainly by correspondence but using the Language Line [interpreting] system where necessary.

Estates

6.23 The Works department (previously managed by the prison) has been run by Carillion since June 2015. As this was close to the end of the reporting year, it is not possible to comment on the overall impact of the change in this report.

## **Section 7**

### **THE WORK OF THE BOARD**

7.1 The Board normally invites a speaker to its monthly meeting. Topics covered during the reporting year included Litigation, Catering, Substance Misuse, Dietetics, Immigration, Adviza, Resettlement and Carillion.

7.2 Separate training sessions included the OMU Case Administration, OMU Offender Supervisors, an Applications workshop and Major Incident Training.

7.3 The Board made fewer visits to Bullingdon (489) than in 2013-2014 (600) or 2012-2013 (631), but still more than in 2011-2012 (470). (See p.26)

7.4 The number of applications to the Board in 2014-2015 stood at 805, compared with 934 in 2013-2014. Applications concerning property, 192 compared with 204 the previous year, accounted for almost a quarter of all applications (see p.26)

7.5 Owing to the many organisational changes and redeployment of staff during the year, it was often difficult for Board members to obtain data which would have been more readily available in previous years. Prison staff were helpful but many were learning new roles in posts into which they had recently moved. Some detailed data, for example on ethnicity, were no longer recorded by the prison owing to resource constraints or changes of policy.

7.6 Several long-standing IMB members left the Board during the reporting year (and another very experienced member is to retire shortly). This has had two consequences: the pool of experience on which the Board may draw has been significantly reduced and the total membership of the Board is lower than in recent years. Delays in the appointment of successful candidates at the clearance and confirmation stages have added to the pressures and some members have had to carry wider responsibilities than formerly. As a result, members have not collectively been able to carry out as many visits or to report on some areas to the extent that they would wish.

## Applications to the Board

Subject	2013-14	2014-15
Confidential Access	14	11
Transfer	65	76
Post/Telephone/Newspapers	37	34
Property	204	192
Complaints	105	62
Medical/Dental	116	94
Visits	22	12
Monies	40	35
Adjudications/MDT	5	9
Regime	26	17
Education/Library/Gym	13	13
Employment	13	8
Categorisation/IEP	44	34
Food/Diet	23	13
HDC/Parole/Release/ROTL	54	59
Deportation/Foreign Nationals	23	29
CARATS/RAPT	0	0
Canteen/Argos/M&M	25	9
Resettlement/Sentence Planning /Probation	16	17
Withdrawn	21	8
Police Liaison/Legal/Security	13	17
Recall	6	6
Wing/Cell Move	4	9
Heating	7	1
No Reason Given	2	0
Other	35	40
Total	934	805

Board Statistics	2014-15
Recommended complement of Board Members	20
Number of Board members at the start of the reporting period	14
Number of Board members at the end of the reporting period	12
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	3
Total number of Board meetings during reporting period	12
Average number of attendances at Board meetings during reporting period	10
Total number of visits to the prison (including all meetings)	489
Total number of applications received	805
Total number of segregation reviews held	N/A*
Total number of segregation reviews attended	301