



HMP Buckley Hall Rochdale

Annual Report to the Secretary of State for Justice

Year Ending: 31st July 2016

1. STATUTORY ROLE OF THE IMB

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

1.1.1 The Board is specifically charged to:

1.1.2 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.

1.1.3 inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.

1.1.4 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.

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

CONTENTS

2. Description of the prison
3. Executive Summary
4. Matters for the consideration of the Secretary of State
5. Matters for the consideration of the Chief Executive of the National Offender Management Service
6. Reports
 - 6.1 Equality and Inclusion
 - 6.2 Education, Learning and Skills
 - 6.3 Healthcare and Mental Health
 - 6.4 Purposeful Activity
 - 6.5 Resettlement
 - 6.6 Safer Custody
 - 6.7 Segregation, Care and Separation
 - 6.8 Residential Services
 - 6.9 Other Issues
7. The Work of the Board
8. Appendix
 - 8.1 Applications to the Board: August 2015 – July 2016

2. DESCRIPTION OF THE PRISON

- 2.1 The prison is a Category C training prison for men, mainly from the North-West. It is built on a steep site on the edge of the Pennines, near Rochdale. Buckley Hall is a non-resettlement prison, housing men with sentences of four years or more.
- 2.2 There are four residential blocks - A, B, C & D -and the prison has an operational capacity of 455. Of the 410 cells in total, 49 are doubles and approximately 80% of prisoners are housed in single cells. D wing has a capacity of 60 single cells, each with its own shower and toilet and is now 'smoke-free'; as is half of B Wing. A dedicated Drug Recovery unit is found on A Wing and the Induction unit for new prisoners is on C Wing.
- 2.3 The prison opened in 1994 as one of four contracted prisons and was managed by Group 4 for a period of five years. In 2000, a 10 year contract was put out for tender and won by the Prison Service. During this contract, the prison held Category C Men, then Women, and then Category C Men again. In 2011, the Prison Service was successful in its bid to continue providing a Category C Male prison.
- 2.4 On the Prison Rating System for April 2015 – March 2016, HMP Buckley Hall continues to operate, overall, as a Level 3 prison. On the 'Decency', 'Reducing Reoffending' and 'Public Protection' dimensions, the prison has remained at Level 3. There has been a pleasing improvement to the 'Work in Prison' dimension to Level 2 in the last quarter of the year.
- 2.5 Seven services are sub-contracted:
- | | |
|-------------------------|--|
| Education | Novus [formerly Manchester College] |
| Catering | ESS Criminal Justice Division |
| Healthcare | Manchester Mental Health & Social Care Trust |
| Visitors' Reception | Partners of Prisoners & Families [POPS] |
| Library Service | Rochdale Metropolitan Borough Council |
| Drug & Alcohol Recovery | Lifeline |
| Facilities | Amey |

3. Executive Summary

- 3.1 Heraclitus wrote over two thousand years ago, “There is nothing permanent except change” and this Annual Report on HMP Buckley Hall confirms the view that a prolonged period of stability and consolidation in the prison service is unlikely. One significant change at Buckley Hall during the reporting year, is that the Number 1 Governor moved to another prison. The departing Governor was extremely well regarded by staff and prisoners and in the judgment of the Board, much of the improvement and progress seen at Buckley Hall has arisen during his stewardship. The prison is considered fortunate that the calibre and experience of the Acting Governor and Deputy Governor is such this forward momentum will be sustained.
- 3.2 In addition to the Governor leaving, Buckley Hall has been subject to the ‘Benchmarking’ exercise and then began to prepare for the resultant changes to its staffing and core day. These proposed changes to the core day were then put on hold when Prison Governors were offered the prospect of more autonomy by the Minister of Justice.
- 3.3 Towards the end of the reporting year there was a full HMIP Inspection. Finally, the decision to make Buckley Hall a non-resettlement prison, continues to alter the prisoners’ profile and, as a result, affects the behaviour of some and the way they have to be managed by staff.
- 3.4 The Report from the HMIP Inspection and this IMB Annual Report will be published within weeks of each other and for the reader with sufficient time and inclination to read both documents, the comparison should be of some interest. The HMIP Inspection was forensic, focused and intense. On the other hand, although Members of the IMB at Buckley Hall are less ‘expert’ they, perhaps, enjoy insights gained from more frequent contact and a longer-term relationship with the prison and its personnel.
- 3.5 Without wishing to steal the thunder of the HMIP Report, the Board concur with the Deputy Head of HMIP, who said in his feedback to senior staff, that Buckley Hall is a ‘good’ prison, with the potential to be an excellent one.
- 3.6 The Board welcomes the improved staffing levels for the prison as a result of the benchmarking exercise. It is to be hoped this will reduce the number of occasions workshops have to be closed, medical escorts cancelled and the daily regime curtailed. In addition, improved staffing should help to reduce the levels of stress experienced by staff and improve their work-life balance.

3.7 The People Survey showed that the staff at Buckley Hall recorded the third highest positive responses among North West prisons. Even though the prison is down from first place in the 2014 survey, this is still a very commendable result and reflects their commitment and loyalty to Buckley Hall. Staff development is taken seriously and this reporting year a significant number of Officers have received training in the 'Five Minute Initiative' scheme.

3.8 Buckley Hall Staff are committed to their work; for example between July 2015 and April 2016, in six out of the ten months, the prison had the lowest rate of Staff Sickness among North West prisons and for nine out of the ten months in its comparator group. During the reporting year, there have been a number of occasions when Staff have been thanked by Senior Management for their flexibility and willingness to put the prison's needs first. In this context, it is, therefore, difficult for the Board not to have some sympathy with the limited industrial action taken by the Prison Officers Association members, to highlight their concern over pay and conditions.

3.9 Taking the 'Four Tests of a Healthy Prison'

3.9.1 **"All Prisoners feel safe"**

In the judgment of the Board, the management of prisoner safety is good. Vulnerable prisoners are quickly identified and their needs discussed at the weekly multidisciplinary Safer Regimes meeting. The Safer Custody Department remains one of the 'jewels in the crown' at Buckley Hall and its staff are commended for their detailed and up-to-date knowledge of those prisoners giving cause for concern.

3.9.2 Board Members have attended a number of ACCT reviews during the reporting year and are satisfied that the procedures are being followed carefully and are well-monitored. In previous years, the multidisciplinary Management Plans for dealing with vulnerable prisoners have been rather informal constructs and it is pleasing to see the new Governor in charge replacing them with detailed written documents circulated to all those concerned.

3.9.3 The recent MQPL survey, suggests that prisoners now feel less safe at Buckley Hall. Despite this, it remains the case that Board Members on their visits to the prison do not have a sense that the general mood of the prisoners is one where the men feel unsafe and in danger.

3.9.4 The availability of Illegal Drugs, in particular NPS, continues to be a major problem for the establishment. The Board have viewed a number of incidents during the

reporting year in which prisoners thought to be under the influence of NPS have clearly put their lives at risk. The effect of NPS can be so uncertain, pernicious and at times calamitous. During the year, a number of prisoners have resorted to requesting and welcoming a period of segregation in CSU to try and wean themselves off it. Somewhat disconcertingly, the use of NPS is not confined to younger men alone. The consumption of NPS is not held in check by the threat of MDTs and staff are forced to make subjective judgments about whether a prisoner is under its influence. These judgments are then often the subject of challenge by prisoners. Staff vigilance and security intelligence throughout the reporting year has ensured that the prison intercepted a significant amount of the drugs being brought into the prison. However, the size and value of some of the finds causes concern, with its clear implication that trafficking drugs into prison is becoming the province of organised crime.

3.10 “Prisoners are treated with respect as individuals”

3.10.1 From their investigations, the HMIP team concluded there was a small number of Buckley Hall staff who do not treat prisoners with courtesy and respect. While the Board would not wish to challenge this judgment they are also aware that Senior Management would deal with such instances robustly, if they are brought to their attention. The vast majority of the Staff – Prisoner relations, witnessed by Board Members, are courteous and positive. Throughout the reporting year, Board Members have witnessed many instances where vulnerable prisoners have been treated with sympathy and understanding, those with mental health issues were shown patience and concern and recalcitrant prisoners were dealt with calmly and professionally.

3.11 “Prisoners are fully and purposefully occupied and expected to improve themselves”

3.11.1 In recent Annual Reports, the Board has been critical of the disappointing attendance at Work and in Education. Too often in the past, prisoners have not been sufficiently challenged or disciplined for non-attendance. The Senior Management should, therefore, be commended for their determination and resolve, over the past year, to improve performance in this area. As a result of new processes and procedures, there has been a significant increase in the numbers attending work and the monthly percentage for the Hours Worked in Industry has risen from a figure in the 50’s to one in the 70’s and at times, has been tantalisingly close to the target of 80.

3.12 “Prisoners can strengthen links with their families and prepare themselves for release”

3.12.1 Prisoners at Buckley Hall enjoy good contact with their families. The Parental Contact Visits, are an impressive initiative and the Family Visits equally good. The proposed change to the core day – in which prisoners are unlocked at lunch time and locked up earlier in the evening – would have made telephone contact with partners and children more difficult. It is to be hoped that the announced changes to Prison Governors’ autonomy will mean this does not have to be implemented.

3.13 In the judgment of the Board, the prison performs satisfactorily on each of these four criteria and, in doing so, provides the taxpayer with good value for money.

3.14 The Board wishes to place on record its continued appreciation for the patience, courtesy and cooperation shown to its Members by all grades of staff. The Board is particularly grateful that the members of the extremely busy Senior Management are approachable, fair-minded and prepared to engage positively with the Board. Board Members have particularly appreciated the fact that during the benchmarking exercise and all other significant events during the reporting year, Prison Management has been open and transparent with the Board.

4. Matters for the consideration of the Secretary of State

4.1 The Board recommends that the Secretary of State should implement the proposal of the previous Secretary of State to allow Prison Governors greater autonomy.

4.2 The Secretary of State is encouraged to provide the Parole Board with additional resources so as to reduce the length of time prisoners are waiting for their Parole Board Hearing. [para 6.5.5]

4.3 The Secretary of State is encouraged to accept the recommendation that there is a change in the burden of proof when the Parole Board is considering whether or not to release Indeterminate Sentence Prisoners. [para 6.5.6]

5. Matters for the consideration of the Chief Executive of the National Offender Management Service.

5.1 The introduction of a complete ban on tobacco products in prison must be underpinned by suitable and sufficient smoking cessation support. This is not the case at present (para 6.3.11)

6.REPORTS

6.1 Equality and Inclusion

- 6.1.1 In the judgment of the Board, work around Equality & Inclusion became somewhat moribund during the reporting year and in need of a clearer sense of leadership and purpose. This view is confirmed by the fall in the PRS score for Diversity & Equality and a similar fall in the MQPL survey. Prisoner meetings, reflecting the interests of those with protected characteristics, have not been held regularly throughout the reporting year. However, there are signs that this situation is improving which is pleasing, given the enthusiasm of the Equalities Prisoner Reps and the success they can achieve when actively encouraged. For example, the collection of food for the local Food Bank, as the prison's contribution to World Hunger Day was a laudable effort. The recent introduction of an Equalities Log is a welcome initiative and should help to provide a sharper focus for the work in this area.
- 6.1.2 The Equalities Reps have suggested that the small number of retired men in the prison should be offered a programme of tailored activities, but there does not appear to be progress on this sensible suggestion. The Reps have also pointed out that there is currently no provision within the Prison for prisoners who wish to address their gambling addiction.
- 6.1.3 From conversation, it is clear that not all prisoners have confidence in the DIRF system and some question whether such complaints are investigated speedily and with sufficient rigour. There is a risk that without clear and strong channels for prisoners to put forward issues, an unwelcome vacuum may emerge. Safer Custody staff can, and are, redeployed for operational reasons and it is not surprising if they feel obliged to prioritise Safer Custody work rather than Equalities, given the immediacy of the former.
- 6.1.4 The religious needs of Muslim prisoners are well provided for by the Chaplain. By working closely with the Kitchen staff, the Chaplaincy team ensure the period of Ramadan and feast of Eid, are positive experiences for the men. Christians and other Faiths are equally well catered for. The Chaplain is commended for his decision to implement a fairer distribution of celebratory feast days for all religions.

6.2 Education, Learning & Skills

- 6.2.1 In the opinion of the Board, Education provision within the prison is good and the Department well managed. This judgment of the Board is confirmed by the recent Ofsted Inspection, which formed part of the HMIP investigation. The recent change

in education provider from Manchester College to Novus appears to be primarily a rebranding exercise and does not seem to have had any significant impact on education provision within the prison.

- 6.2.2 Education induction is judged to be good, as is the initial assessment of the men's level of Functional Skills. Prisoners are allocated to appropriate courses and, indeed, the Department's retention rate has risen to 97%, from 96% last reporting year. Attendance is good and, in a typical week, in the region of 86%. The success rate for those completing courses is good and stood at 93% this reporting year although there is some difficulty in assessing the success rate of students because of the roll-on roll-off nature of the enrolments. There are established links between the Prison and the Education Department, which are particularly evident in the work of the Sequencing Board.
- 6.2.3 The Department is commended for instituting a monthly Student Forum at which the views of those enrolled in Education are now represented.
- 6.2.4 A Curriculum review has taken place to meet the changing needs of the long-term prisoners now housed in Buckley Hall. As a result, the range of course is considered good and it would appear that most courses are appropriate to prisoners' needs. However, one or two courses remain which, although of recreational and possibly therapeutic value, do not, at first blush, appear to improve a prisoner's prospects of employability. There are considered to be sufficient places for prisoners although there are waiting lists for the more popular vocational courses.
- 6.2.5 The OLASS vocational classes provide prisoners with good vocational skills; the relatively new Plastering Workshop has been successful and the Fitted Interiors, Carpentry and Groundworks Workshops continue to deliver sound vocational training. The Staff Mess and Horticulture provide an opportunity to gain appropriate qualifications and skills, in a realistic work environment and could, perhaps, serve as a blueprint for the others. Ideally, there needs to be an ongoing opportunity for prisoners to put their theoretical skills into regular and meaningful practice.
- 6.2.6 Classroom Teaching is good and tailored to the needs of the learner. Outreach provision for those studying Functional Skills is satisfactory. The Department's support for those with disabilities and additional needs is effective. The Board is particularly impressed by the Personal & Social Development class, which provides an educational experience for prisoners reluctant to join mainstream education provision, although the Board acknowledges the class makes relatively high demands on staffing

- 6.2.7 The requirement that all prisoners must achieve Level 1 in Functional Skills before going into the Workshops remains. The good sense of this is accepted but with the suggestion that there is some flexibility in its application for older prisoners in their 50's who do not have these Level 1s but possess other valid vocational qualifications.
- 6.2.8 The Department provides a wide range of courses, working with prisoners studying for Functional Skills, to those working at degree level. The degree ceremonies organised for those successfully completing their degree are greatly appreciated by the prisoners and their families. Students at all levels are encouraged to succeed and there are award ceremonies for everyone finishing their course, an Education Manager's Monthly Award and cash incentives for the successful completion of the Functional Skills courses.
- 6.2.9 The Library is well-organised and has a good range of reading material. However, prisoner access has been severely limited for much of the reporting year and unavailable for those prisoners not attending Education. In addition to having few if any opportunities to borrow books, the range of other activities previously organised by the Librarians has also ceased. For example, the small library in CSU has not been restocked for some considerable time. Although the cause of the problem was not of the Prison's making, it is judged relatively slow to address this entitlement. To be fair, the Prison has now put in place a temporary fix to the situation and, hopefully, a more permanent solution will follow.

6.3 Healthcare and Mental Health

- 6.3.1 Primary care services are considered generally good by the Board –a judgment confirmed by the recent CQC report - although there are, procedural efficiencies which can still be made. The Board is particularly grateful to the Healthcare Manager and her Deputy for being so positive and approachable in any dealings we have with them.
- 6.3.2 Although Board Members receive a number of complaints about the Healthcare provision, they have also seen letters written by prisoners expressing gratitude for the standard of care they have received. In the opinion of the Board, Nursing staff do a good job, given the stressful nature of what they do, the demanding nature of some prisoners and the heavy workload. At present, it is not possible to judge whether healthcare complaints have increased this reporting year because the complaints, concerns and compliments are all logged together – which is not ideal. It has been suggested to the Board that the Department may wish to consider whether a faster, detailed and more sympathetic response to the prisoner's initial complaint might reduce the number which go on to be formalised.

- 6.3.3 The Patients' Forum is well-established and provides a useful vehicle for prisoners to put forward their issues. A representative from Patient Advice & Liaison Service visits the prison weekly and investigates complaints presented by prisoners.
- 6.3.4 In the previous Annual Report, it was hoped that the link with the Healthcare Department of HMP Manchester would provide some symbiotic benefits over the long-term. Unfortunately, the Trust is to be disbanded and Healthcare will be provided by a new Trust from April 2017. This has created a measure of uncertainty and contributed to the number of vacancies unfilled.
- 6.3.5 There are some issues of patient privacy within Healthcare and, in the opinion of the Board, the Department may wish to consider a redesign of room use within Healthcare. Prisoners in the MQPL survey complained that the presence of a nurse in their GP appointment breached their right to privacy and did not mirror what happens in the community. Board Members have been informed that the presence of the nurse does not serve a necessary clinical function but is primarily to reassure the doctor, because of their isolation from other staff. Because the consulting room is adjacent to the prisoner waiting room there is also a question of the Doctor being overhead by prisoners.
- 6.3.6 Prisoners receive a health screen on arrival at the prison. The waiting time for prisoners to see a Doctor or Dentist is now low and much improved compared to the figures recorded in the Board's previous Annual Report. The Board has established that the Dental Service provides a full and comparable range of NHS treatment and enjoys good facilities. However, it is disappointing that the DNA rates for the GP and Dentist remain stubbornly high. If prisoners are unable to attend appointments, often due to operational reasons, this represents a waste of scarce resources and is a source of considerable frustration to the men.
- 6.3.7 This reporting year has seen fewer complaints from prisoners over the time spent queuing for medication. Placing an Officer in the Department at busy times, has given Medical staff some reassurance, leads to a calmer atmosphere, reduces incidents of bullying and the numbers loitering in the building or arriving without permission. It is to be hoped that this initiative remains firmly in place and supplemented by a fully functioning and operational CCTV system.
- 6.3.8 The Department has policies in place for adult safeguarding and for managing prisoners requiring palliative care. However, the Board have been advised by Healthcare staff that the bowel cancer kits for prisoners over the age of 60 are still, a year on, unavailable to the men.

- 6.3.9 At the end of this reporting year, it was announced that the funding for Treatment Rooms on the Wings has been approved. It is not yet immediately apparent, how these facilities will be deployed, so as to improve the quality of the service provided by Healthcare staff.
- 6.3.10 The Board is pleased to report that the lengthy waiting list to see the Physiotherapist is declining and is now being measured in weeks rather than months. Prisoners are unable to access the services of a Dietician under the terms of the present healthcare contract. Also, for part of the reporting year, the Department was not able to access regularly the services of a Psychiatrist.
- 6.3.11 The decision, during the reporting year, to make D Wing and half of B Wing 'smoke-free' has been implemented successfully. However, the Smoking Cessation waiting list remains high, which is of some concern, as the rest of the prison moves towards being 'smoke free'. In addition, prisoners enrolled on the course only receive one week's cessation products at a time so any failure to bring them to Healthcare from the Wings for their session means they receive no cessation products for that week and may be tempted back to smoking. There have been a number of complaints to the Board that the e-cigarettes which prisoners can buy are of poor quality and an inadequate substitute.
- 6.3.12 Prisoners who were subject to historic abuse can now access the services of a trained Counsellor. The Counsellor has seen evidence of the men involved making a real and verifiable improvement and commends the prison for its 'ground-breaking' work in this area. However, the room he uses for the counselling is not, in the opinion of the Board, ideal and should be refurbished and relocated further away from the prisoners Waiting Area.
- 6.3.13 A general counselling service is available through the Chaplaincy. The Chaplaincy also provides a commendable 'Living with Loss' group course. However, the Board has some sympathy with those prisoners who feel uncomfortable, discussing in front of other prisoners, their emotions following the death of someone close to them. The prison does not offer specific one-to-one bereavement counselling provision which prisoners can access.
- 6.3.14 In this reporting year, there were two deaths in custody from natural causes. In the judgment of the Board, both were handled sensitively, sympathetically and with due regard to the care and well-being of the prisoners' families, other prisoners and the staff. Healthcare and Prison staff are commended by the Board for the care of these two men and families.
- 6.3.15 The Mental Health Care staff continue to do a good job even though they remain understaffed. The Department has a high profile within the prison and their advice

carry weight with Officers and Governors. Recent years, have seen the staff spending more time at ACCT Reviews, Rule 45 Reviews, Multidisciplinary Reviews, Safer Regimes Meetings and attendance at a wide range of other meetings at which their presence and guidance is considered of value. Rightly or wrongly, this will take the CPN staff away from their one-to-one work with prisoners.

6.3.16 In the judgment of the Board there is a need for more Mental Health Training in the prison, targeted at Officers in Reception, Induction and CSU. Given the apparently growing number of prisoners considered to have Personality Disorders, training in this area may also be useful for all staff.

6.3.17 The Drug & Alcohol Recovery Service [DARS] is now under the Healthcare umbrella and during the reporting year, has faced some issues concerning the clinical side of its provision. The psycho-social aspects of its work are effective and now well established, offering a range of programmes and one-to-one work with prisoners. The Service provides a range of support for prisoners endeavouring to withdraw from drugs. The team have recently put forward a proposal to the prison to provide an extended six month drug recovery programme.

6.3.18 The DARS team work well with the uniform staff attached to the Wing but would benefit from being better integrated and regarded within the prison as a whole. Given the size and danger of drugs in prison, a coordinated whole-prison approach to the problem is essential. The Drug Strategy meetings do not always command the attention and commitment that might be hoped for from other areas of the prison.

6.3.19 The DARS team have had to provide their service while operating with a number of vacancies. In addition to their work on the Drug Recovery Wing, they have provided prisoner workshops on NPS and some staff training on NPS and on the growing problem of Steroids. There is a Narcotics Anonymous group in the evening and an Alcoholics Anonymous group is available through the Chaplaincy. Given the nature of its clients, staff would like to provide on-going weekly sessions for some men but have found this runs counter to the block programmes which the Prison would prefer them to provide. Some Dual diagnosis appears to take place with CPN but on a relatively informal and unstructured basis.

6.4 Purposeful Activity

6.4.1 In his initial feedback on the report, the Deputy Head of HMIP – Martin Lomas – told those present that the time out of cell in Buckley Hall is “among the best in the public sector”. From Monday to Thursday, the prison’s figure for time out of cell comes very close to the HMIP target of ten or more hours per day. However, it must also be reported that some prisoners dispute the accuracy of the official times for

locking and unlocking and Officers concede that incidents and issues with the roll call can, on occasion, lead to slippage.

- 6.4.2 The high score awarded by HMIP for this criteria is, in the opinion of the Board a just reward for the commitment and determination to make an improvement in this area. Attendance at work is much better and now regularly over 70% whereas a year ago, the figure was around 50%. Quite correctly, Management has endeavoured to ensure that other activities are not allowed to interrupt the working day. The prison now has better processes in place and is making a much greater effort to monitor and sanction those not going to work or education. However, there have still been a number of instances during the reporting year when workshops have been closed and prisoners had to remain locked in their cells due to Instructional Officers being ill or on leave. It is to be hoped that the recruitment of more Instructional Officers under benchmarking will reduce this problem in the coming year.
- 6.4.3 The Sequencing Board does an excellent job signposting prisoners to appropriate activities. The Board consider it a positive move that Prisoners attend the Board and are fully involved in its decisions. As one prisoner told his Sequencing Board, "it's nice to be asked what you want to do". Prior to the Sequencing Board's meeting, a representative of the National Careers Service interviews each prisoner at length and provides the Board with a detailed and useful review on each man.
- 6.4.4 This reporting year has seen a number of new Workshops being established and given that Buckley Hall is a training prison for men serving long sentences, it is only right the emphasis is on providing meaningful and purposeful activity. In conjunction with the charity 'Recycling Lives', prisoners are now dismantling and recycling old televisions. If targets are met, a very good wage indeed is achievable in this workshop. Moreover, 'Recycling Lives' offers the men help with resettlement or on their move to Open conditions. Given the potential of this contract, it is important that Recycling Live is satisfied with the output produced by the workshop. The logistics involved in moving raw materials and recycled products around the prison is improving and the lorry which the prison now has for the internal movement of materials is proving extremely useful.
- 6.4.5 The Workshop making pallets is run efficiently and effectively. The prisoners work hard and the attitude is always focused on the task in hand. Given the commercial nature of the operation and for the purposes of transparency it may warrant being treated as a separate profit centre and the prisoners paid accordingly.
- 6.4.6 Workshop 6 is a small workshop involved in recycling computers. This workshop is one of the few which takes Basic IEP prisoners and so does not always recruit those with the highest levels of motivation.

- 6.4.7 The Waste Management workers play an essential role ensuring a clean and hygienic environment. During the reporting year, they have experienced a number of difficulties in terms of recycling waste material and, it is to be hoped, that with improved staffing they will be able to do so more consistently in the year ahead.
- 6.4.8 Workshop 9 employs prisoners making garden furniture. A virtual shop for staff to buy its products has been set up and delivery is offered. It has been said in previous Annual Reports but if this could be properly marketed to visitors and even the general public the workshop has considerable potential to develop.
- 6.4.9 The Gardens Workshop does an excellent job maintaining the prison grounds and visitors often compliment Board Members on the overall neatness and colourful flower displays which they and the Horticulture Workshop provide. The Instructor and his men have worked hard in recent months reclaiming and restoring to use their outdoor compound, which had fallen into a poor state.
- 6.4.10 Overall, in the Workshops, the quality of work is good although pay levels and the wage differentials between some of the Workshops remain a bone of contention for a number of prisoners. Quite a few older prisoners continue to work past retirement age because there is no separate pay level for 'pensioners' and they cannot afford to 'retire'. In addition, the Board has some sympathy with prisoners who are ill and receive no pay even when they are in possession of a Sick Note.
- 6.4.11 Unlike the OLASS Workshops, the non-OLASS ones still do not offer the possibility of prisoners achieving vocational qualifications to go alongside the practical skills they are gaining. The rationale for operating two sets of workshops with one being underpinned by the Education Department has never been really apparent. It may be that a more autonomous Governor might wish to consider a radical review of the overall provision, in line with the principles of the Coates Review.
- 6.4.12 Restricting employment opportunities for particular workshops, based on a prisoner's security risk assessment level has credence, given that the procedures for establishing the risk is objective and structured. However, it has been suggested to the Board that not enough Workshops within the prison accept Basic IEP prisoners, irrespective of their security risk assessment level. This seems more difficult to justify and leads to Basic IEP prisoners not being dispersed across the workshops.

- 6.4.13 The Board continues to report to Prison Management, occasions when prisoners are not wearing the correct PPE. This has been an on-going issue and is of concern because of the risk of a serious accident or litigation.
- 6.4.14 The gym is very popular among prisoners – as is evidenced by the number running from the Wings for the start of their session! Over half the prisoners make use of the facilities and so it is disappointing to report the fairly regular closure of the facility at weekends, due to staffing issues. On average in June and July 2016, gym staff lost 25 hours each month, which led to an average of 510 lost prisoner gym hours in each month. Prisoners remain fairly philosophical about such closures, because they are communicated in advance and the prison does try to spread the effect of the closures fairly across the wings.
- 6.4.15 The gym induction is thorough and practical. Staff have good links with healthcare for those in need of remedial gym and there are recreational gym sessions offered and also sessions for older prisoners. The gym has good indoor facilities but unfortunately the floor has recently been deemed unfit for team sports or any activity which requires full movement. Restoring the gym to full use should obviously be a very high priority. Prisoners who attend the gym can study for a wide range of related qualifications. The Department organise a number of competitions throughout the reporting year and are commended for their charitable fund raising events.

6.5 Offender Management

- 6.5.1 The Board find Offender Supervisors and the Department's Administrative staff extremely helpful. Board Members consider the staff committed to their work and knowledgeable about their case-load prisoners. Given the importance and centrality of OMU for long term prisoners, it is pleasing to report that the Department enjoys good links with the rest of the prison
- 6.5.2 Within the Department, Probation and Uniform Offender Supervisors work harmoniously. The uniform Offender Supervisors are now located on the Wings, which should improve their contact with prisoners and provides an additional uniformed presence in case of any Serious Incident or emergency. However, it must be noted that these uniform Offender Supervisors are being regularly asked to perform operational duties, rather than their Offender Management work. As a consequence, the Board has received a number of complaints about delays in being seen and the completion of their prisoners' OASYS documents. This is, arguably, unfair on both staff and prisoners.

- 6.5.3 A significant number of prisoners continue to arrive at Buckley Hall without an up-to-date OASYS which imposes additional work on their Offender Supervisors. This problem is compounded for some prisoners by the completion of their OASYS being the responsibility of the outside Probation Service rather than Offender Supervisors. The Board also continues to receive concerns from some prisoners about the limited contact they have with their Offender Supervisor.
- 6.5.4 The proposed redeployment of some of the Probation Offender Supervisors working in Buckley Hall gives the Board a cause for concern and if the replacements are unused to the prison environment, it is important there is a sufficient and appropriate handover.
- 6.5.5 The Board is concerned that a prisoner's target date for their Parole Hearing bears little or no relation to the actual Hearing date. The Offender Supervisors cannot give any guidance to Prisoners anxious about the dates and the Board has been advised that the Parole Board is currently some nine months behind schedule. The IMB has been shown a letter from the Parole Board to a Buckley Hall prisoner acknowledging his due date is past and saying he will receive compensation. As the new head of the Parole Board said in his recent interview with the BBC, "It's not a good use of taxpayers' money". Moreover, the delay raises the possibility of Offender Supervisors having to undertake additional work updating their Parole Board reports. More fundamentally, this apparent disregard for the Parole Board's obligations does not set prisoners a positive example.
- 6.5.6 The Board support the proposals to change the Parole Board's burden of proof for ISP prisoners. Board Members frequently hear complaints from ISP prisoners, who are often considerably over tariff, saying they have no sense of purpose or direction. The uncertainty over their future does little to encourage or promote their good behaviour, especially in the short-term.
- 6.5.6 Board Members have attended the mock Parole Board Hearings organised by the Department and can report that prisoners found them extremely helpful and insightful. Members of the Department also do some laudable work with local youngsters on the cusp of offending.
- 6.5.7 Few, if any, prisoners now go on ROTL and it appears that of those eligible for consideration, most prefer to move to Open Conditions instead. However, there appear to be meaningful opportunities to make use of ROTL prisoners in areas just outside the immediate prison perimeter and it is unfortunate these cannot be accommodated.

6.5.8 The Head of OMU deserves particular credit for the time and effort spent trying to place prisoners who have requested a transfer or who need to be moved to another prison on the grounds of security and good order.

6.6 Safer Custody

6.6.1 In the judgment of the Board, most prisoners at Buckley Hall feel safe and although 2016 has seen some increase in incidents of violence, the increase is less than in many other prisons. The latest HMIP Annual Report states that nationally, assaults rose by 27% in the calendar year, 2015 but this figure does not appear to be reflected at Buckley Hall. The number of recorded prisoner assaults in the calendar years 2014 and 2015 was 47 and 46 respectively. The number of reported serious assaults in the year from July 2014 to June 2015 at Buckley Hall was 18, which compares to an average of 14 for its comparator prisons. In the year from July 2015 to June 2016, the figure for Buckley Hall was 17 and the average for the comparator prisons also 17.

6.6.2 In the opinion of the Board, the Safer Custody Officers and administrator perform an excellent job within the prison and are ably managed by the Governor with responsibility for the Department.

6.6.3 The Board have attended virtually all the Serious Incidents during the reporting year. Although there is no prison log kept as to the number of times the Command Suite has had to be opened, in the opinion of staff, there has been an increase in recent years. In particular, the prison has seen an increase in the number of incidents at height – from January to June 2016, there were 14 such incidents and it is thought this may reflect a change in the prisoner profile at Buckley Hall. In the judgment of the Board, the management of Serious Incidents has been effective. The Prisoner or Prisoners involved are treated appropriately at the end of the incident, their removal to CSU is videoed and they are always spoken to by a member of Healthcare. The Board has raised the question as to whether this medical check is better carried out by a General Nurse rather than member of the CPN team.

6.6.4 There has been an increase in both the incidents of self harm and in the numbers of prisoners who self harm. In the calendar year 2014, there were 84 recorded acts of self-harm and the figure rose to 102 in 2015. This increase of 21% reflects, fairly closely, the national increase of 25% quoted by HMIP in their latest annual report. The recent MQPL survey found that the prison was considered less good by prisoners than in 2013 at caring for those who were at risk of suicide or self-harm. However, in the opinion of the Board, it is the case that the care and support for those who self-harm or who threaten to do so, is good, even though such prisoners place heavy demands on staff. This reporting year, the Board has seen detailed multidisciplinary plans for managing these prisoners. Arguably, the prison needs to have a deeper understanding and more proactive response to those likely to self harm and

in this respect, the intention of the Department to establish a self-harm focus group is a step forward.

- 6.6.5 Board Members have attended the weekly multi-disciplinary Safer Regimes meeting and judge that it is well-supported, effective and thorough in its deliberations. The minutes of the meeting are widely circulated and any member of staff can refer a prisoner to it. The CSRA of prisoners is also discussed at this meeting. In addition to the weekly meeting, there is a quarterly Safer Custody meeting which takes a more strategic and analytical approach to the work of the Department. There are good links between Safer Custody and the Security and Offender Management Departments.
- 6.6.6 The Samaritan organisation has trained a number of Prisoners to be Listeners and they are now on a well-established rota. The Listeners have not had the number of callouts they would have anticipated and think that prisoners in need are being offered access to the Samaritan phone instead. Until recently, no log of the use of the Samaritan phone has been kept to verify or challenge this belief.
- 6.6.7 The Prison has introduced a Tackling Anti-Social Attitudes scheme which is now embedded into the regime and recently, revamped. The growing number of prisoners included in the scheme in the calendar year 2015, compared to 2014, suggests that it is becoming more widely used and accepted by staff. The application of the scheme has now been widened to challenge prisoners thought guilty of any anti-social behaviour and not just bullying. Results from the MQPL revealed that prisoners are more positive than average about bullying not being tolerated at Buckley Hall and approximately half the staff completing the Zero Tolerance survey felt that the TASA scheme manages antisocial behaviour adequately. Hopefully, the recent changes to the scheme will ensure that the contents of the document become widely circulated and do not remain Wing based.
- 6.6.8 Given the relatively small size of the prison it can be difficult for management to relocate vulnerable prisoners. The large number of prisoners who have a high risk CSRA places a further restriction on the ability to move prisoners around the Wings and it remains the case that, throughout the reporting year, a number of prisoners have engineered or requested a move to CSU because they claimed to be fearful for their safety.
- 6.6.9 In the calendar year 2015, the number of ACCTs opened was 151, an increase from 110 in 2014. The Board is confident that the ACCT documents and procedures are adequately completed and subject to regular quality control. While the intention of the prison is to raise the standard of the quality assurance of the documents, this places heavy demands on the Governors concerned. Prisoners are actively encouraged to participate in the ACCT process, as are parents or partners when it is appropriate to do so. The vast majority of prisoners appreciate the support they

receive from being on an ACCT document. However, it appears to the Board that the effectiveness and positive consequence of being subject to an ACCT can diminish the longer a prisoner remains on it.

6.6.10 During the reporting year, Prisoner representatives were encouraged to devise and conduct a Violence Reduction questionnaire. The major factor identified in their survey as leading to prison violence was drug abuse and the associated debt problems. In addition, the lack of differentiation between IEP levels was put forward as a reason. The absence of 'distraction strategies' such as quizzes and competitions as a result of reduced staffing levels was also mentioned. Replies to the survey were also critical of the induction procedure and that on the Induction Wing there was a lack of peer support and poor communications between staff and new prisoners. The results from this survey have been communicated to management and incorporated into the prison's Violence Reduction strategy. Instances of violence are analysed at the quarterly Safer Custody meeting and the intention, moving forward, is to identify and respond to potential violent 'hot spots' within the prison. Two thirds of those in the staff survey felt supported by managers to challenge violent and antisocial behaviour. During the reporting year, the Safer Custody Department organised an Anti-Bullying week, encouraging prisoners to take part in initiatives to counter bullying. The prison is also in the process of introducing a Debt Reduction strategy for prisoners in debt to others.

6.6.11 A Memorandum of Understanding with Greater Manchester Police Force has improved working relations with the police and helped to clarify the instances when the police will take forward charges of specific violent offences.

6.6.12 The Chaplaincy successfully organise the Sycamore Tree scheme, aimed at Victim Awareness. Board Members have attended some of the sessions and report that, with the right prisoners, the scheme has a powerful and cathartic effect on their attitudes and behaviour. In addition, the prison has been selected, as one of two in the country to take part in a Restorative Justice project.

6.7 Care and Separation Unit

6.7.1 The Care & Separation Unit is relatively small with 10 cells. Staff in the unit have to regularly manage prisoners who can be aggressive, disturbed and demanding. The fact they do so in a calm and professional manner is to their considerable credit. On occasion, the staff has to work with some of the prison's most challenging and difficult prisoners. In the opinion of the Board, they and the new Custodial Manager do a good job. During the reporting year, some of the prisoners have caused considerable damage to their cells and the Facilities team should be congratulated for making their repair a high priority, despite the many other calls on their time.

- 6.7.2 The CSU grounds are well maintained and credit for this must go to the prisoner charged with their care. In addition, the CSU prison orderly has been exemplary this year. The cells in the unit are fairly drab and spartan but clean and relatively free from graffiti. The regime in the unit is limited and it is regrettable that the small workshop which provided some of the Own Interest prisoners with an activity and source of income – for canteen and phone credit - appears permanently closed. Time out of cell is limited to daily shower, telephone call, exercise yard and collecting meals. Prisoners in CSU do not have access to the gym and there is no gym equipment in the unit. There are no televisions in the cells but radios are provided and a daily newspaper, jigsaws and a small library are available.
- 6.7.3 During the reporting year, Board Members have observed a number of planned moves of prisoners to CSU. The removals observed by the Board have been carefully planned and carried out with a minimum of force. The Special Accommodation cell in CSU has been used rarely during the reporting year. When it has been brought into use it has been for a short period of time and in appropriate circumstances.
- 6.7.4 The Board has expressed to Management some disquiet over the lack of confidentiality when the GP is doing his round of CSU. The GP speaks to prisoners at the door of the cell, in the presence of an escorting Officer and can also be overheard by other prisoners. There are obvious reasons why this should be the case but, at present, this is the default position rather than an exception based on a risk analysis.
- 6.7.5 The Board is informed whenever a prisoner is located in CSU and is satisfied that the Segregation paperwork is properly kept and up to date. Board Members are generally able to see and speak with each prisoner when they request to do so but, very occasionally, staffing levels can sometimes make this difficult to implement immediately.
- 6.7.6 Board Members attend Rule 45 Reviews and report they are fairly conducted and that prisoners are given every opportunity to contribute. A CPN member is in attendance at the Reviews and they are held in a timely fashion. The Board commend the practice among Governors conducting the Reviews, of emphasising and facilitating the maintenance of family ties for those by held in CSU. However, the Review Targets set are too often generic and have little or no impact on improving an individual prisoner's behaviour.
- 6.7.7 Board Members attend the quarterly SMARG meeting at which a thorough analysis of relevant data is conducted. It has been stated at the SMARG meeting that the CSU has a relatively high throughput and much of the credit for the relatively short stays must be given to the Head of OMU who is tireless in her efforts to move prisoners, when it is deemed necessary to do so. A number of prisoners hope that CSU is effectively a 'transit lounge' for those wishing to be moved to other prisons and so it is worthy of note to report that in the most recent quarter, 25 prisoners were reintegrated back to

the Wings as were 16 in the previous quarter.

6.7.8 During the reporting year, a relatively high number of prisoners held in CSU were the subject of an ACCT but Prison Management have assured the Board that each can be justified as being necessary to ensure the prisoner's safety and well-being. In order to reduce the time spent by some prisoners in CSU, effective use has been made of the Safer Cell on D Wing. However, it is important that prisoners in more acute crisis are not denied access to the Safer Cell as a result.

6.8 Residential Services

6.8.1 The Wings are kept clean and tidy. Given that the buildings have already exceeded their planned life, there is no easy or cheap way to make them look more attractive. Cells are adequately furnished although the cells and interior of D Wing are much better than those on the other three Wings.

6.8.2 In the previous reporting year the Board indicated that wing orderlies were frequently locked up during roll-call (which sometimes took up to two hours to achieve) and thus, were unable to complete their work. The Board raised this issue with the Residential Governors who in turn raised it at a Custodial Managers meeting. The issue is now resolved.

6.8.3 Benches and some exercise equipment have been installed for use during outside association. Each wing has a small gym although the facilities in them are relatively limited. During the year, flat screen televisions replaced the old models. The Board suggested that the new televisions should be individually numbered so that they can be tracked back to a specific cell and the prison has decided to do so.

6.8.4 The electronic kiosk system works effectively for ordering food, canteen, establishing account balances, viewing Notices to Prisoners and sending messages to Offender Supervisors. In addition, an increasing range of 'Frequently Asked Questions' has been added to the kiosk. In the opinion of the Board, although there are cost implications, the potential to develop the system even further should be explored. If this could be done successfully, it would remove some of the more mundane work from Wing Staff and, at the same time, give prisoners a greater sense of responsibility and control.

6.8.5 The Prisoner Consultative Committee meet regularly with Senior Management and other staff. They are given every opportunity to put forward their views and an action plan follows from each meeting. Members of the administrative staff meet regularly with prisoner representatives to agree the range of items on the Canteen List. In addition to the Canteen List and approved catalogues, Prisoners are being allowed a restricted amount of on-line ordering. The Board have been informed that even this is

placing a heavy burden on the Finance Department staff and so is likely to be reviewed. However, if the only available supplier is on-line, then this route should not be denied to prisoners.

6.8.6 Prisoners on A Wing have complained during the winter months that their window seals had perished, thus resulting in a cold draft entering their cell, especially during the night. On making enquiries about this situation, the Board were informed that the required seals were permanently out of stock; consequently, a makeshift remedy was all that could be offered. The Board are of the opinion that if this is the case, replacement windows may be the only solution.

6.8.7 Prisoners inform the Board that Wing Staff are not promptly reporting telephone faults. In addition, there are regular complaints that when Washing Machines and Driers on the Wings break down, repairs take a long time. Management lay much of the blame for these break downs on inappropriate use of the machines by prisoners. A high number of faults have also been reported about the communal showers on the Wings.

6.8.8 When a prisoner in a double cell is moved from the Wings to CSU, a standard practice is to ask his cell-mate to pack his belongings. While this is a convenient way to manage the situation, some prisoners claim that it has led to a large quantity of their property being stolen by others.

6.8.9 Complaints have been made by prisoners on A, B, and C Wings about having no privacy curtains in the cell to screen the toilet. The complaints have most validity from those in double cells. The Board have been informed that a supply of curtains has been ordered and will be made available to prisoners requesting them. However, few cells have tracks in the ceiling to hold the curtains and prisoners who currently try to screen their toilet have to resort to a number of 'Heath-Robinson' solutions.

6.8.10 Some Officers have expressed concern about the use of C Wing for the reintegration of prisoners from the Care and Separation Unit (CSU). The officers believe that there should be a long term management plan in place for each prisoner before they are returned to normal location. Otherwise, there is a risk such prisoners will say that they either cannot or will not move from C Wing. A similar argument applies to those prisoners placed on D Wing for their own safety and it is pleasing to report that the new wing Custodial Manager is looking at reintegration plans for these men. There are advantages and disadvantages to all the prisoners on D Wing having Enhanced IEP status rather than being spread over all the Wings.

6.8.11 Those security cell searches on the Wings which were observed by the Board have been conducted professionally and respectfully of prisoners' property.

6.8.12 Lost property, principally arising when moving to Buckley Hall from another prison continues to be a significant source of annoyance and irritation to prisoners. Prisoners also approach the Board on a regular basis, seeking assistance with their request for a clothing parcel to be sent in. Prison Management are trying to hold the line on such requests and are reluctant to open the floodgates of 'exceptional circumstances'. During the reporting year, the Board has become aware of inconsistencies between prisons as to what items prisoners are allowed to have. A greater degree of uniformity across the whole prison estate – public and private - is called for.

6.9 Other Issues

Catering and Kitchens

6.9.1 In the judgment of the Board, the food provided to prisoners is of a good standard and as varied and nutritious as can be expected within the limited budget available. Kitchen staff make an exceptional effort to provide meals to celebrate the various festivities throughout the reporting year. Prisoners with special diets for health or religious reasons are also catered for. However, the breakfast packs issued to prisoners are not very appealing. Prisoners can choose to take their meal in their cell or at tables in the communal area

6.9.1.1 The main issue concerning the Kitchens brought to the board's attention during the reporting year, has been the fairly regular break-down of its equipment and the difficulty of achieving speedy repairs. In a busy kitchen this is clearly not acceptable. In addition, the year saw the kitchen's 5* rating reduced to 4* because of a number of issues, mainly to do with repairs required to the fabric of the building.

6.9.1.2 Responsibility for the serving of food on the Wings lies primarily with Officers and it is on the Serveries that other issues have arisen, principally in connection with claims of cross-contamination between halal and non-halal food. Some relevant training has been organised but it is not clear how widely it has been delivered to all the Servery Workers. It has also been noted that Servery Workers are not always observed wearing their 'whites' as they are required to do. .

Incentives & Earned Privileges Scheme

6.9.2 There is evidence of downward pressure on the number of prisoners awarded Enhanced IEP status. In June 2015, 56% at Buckley Hall were Enhanced IEP prisoners while the figure for June 2016 stands at 48%. The corresponding percentage figures for the prisons in Buckley Hall's comparator group was 44% in June 2015 and 45% in June 2016.

6.9.2.1 Prisoners continue to tell the Board they are only informed about negative write-ups after these trigger an IEP downgrade. Prison policy is that prisoners should be informed of any negative write-ups. However, the frequency and apparent conviction with which this complaint has been made to Board Members, suggests that it should be given some credence. New prisoners receive a 14 day IEP review on arrival at Buckley Hall. During the reporting year, the Board has received a number of complaints from prisoners alleging they were deemed 'Enhanced' by their previous prisons – often for a lengthy period - but have been downgraded shortly after arriving at HMP Buckley Hall and told they do no longer are eligible for Enhanced status. They further complain that there are too few opportunities at Buckley Hall to demonstrate their suitability for Enhanced status. However, there is an appeal procedure for prisoners who lose their Enhanced status conducted by a senior member of staff and the Board is satisfied that the criteria for those applying for Enhanced IEP status is being applied fairly and with a sufficient degree of flexibility and a willingness to give prisoners the benefit of the doubt when it is appropriate to do so.

6.9.2.2 The Governor responsible for the IEP scheme has given a firm commitment to prisoners that not having Enhanced IEP status will, on its own, have no detrimental effect on their Cat D or Parole Applications. An IEP Board has recently been established which will review the applications for Enhanced IEP status, the 14 day Reviews and the annual IEP reviews. Although prisoners will not attend the Board, they will be encouraged to make written representations. The task facing the new IEP Board is a large one and the Governor and Custodial Manager organising it are commended for their efforts to bring a greater degree of consistency, structure and fairness to the present system. A Board Member has observed the Governor and Custodial Manager reviewing the IEP status of prisoners and was satisfied their decisions were fair and based on the national criteria.

6.9.2.3 A shortage of suitable clothing means that prisoners reduced to Basic IEP status often wear their own clothes. Some prisoners placed on Basic IEP for a prolonged period find it difficult to cope with the limited regime allowed and can, all too easily, transgress – leaving them on Basic for even longer. For such prisoners, rewards need to be attached to achieving shorter term goals. Arguably, placing every prisoner on Basic IEP for the same length of time, for a particular offence, is not always appropriate. While there are issues of fairness and consistency to consider, arguably Wing Custodial Managers should be allowed greater flexibility when dealing with some individuals. The scheme is used effectively to target poor behaviour but it becomes difficult for Basic IEP prisoners to demonstrate improved behaviour if they remain locked behind their door for 28 days. The Board applaud the decision of the Prison to allow the Basic IEP prisoners access to television and association over the Christmas period. The gesture was thoughtful and charitable.

6.9.2.4 In the Violence Reduction survey, some prisoners claimed that the lack of sufficient differentiation between the IEP categories did little to encourage good behaviour or to discourage bad. In the future, a Governor allowed more autonomy may wish to

consider making changes to the current IEP scheme.

Prisoners' Reception, First Night & Induction

- 6.9.3.1 The Reception Staff are welcoming, efficient and courteous in their dealings with new prisoners. The Reception area is kept clean and tidy and the waiting rooms have a range of relevant posters on the walls. However, Prisoners waiting to be processed have few diversions and no access to reading materials or television but are, however, offered a hot drink on arrival.
- 6.9.3.2 New prisoners are seen by a number of staff in Reception. They are interviewed by a member of Healthcare and by one of the First Night staff from the Induction Wing to provide some sense of continuity and 'known face' when the prisoner is taken to the wing. The Interviews are held in private and conducted thoroughly, if sometimes a little perfunctory. The worktop areas for checking a prisoner's property are relatively cramped. The Reception and Induction Orderlies perform a useful role advising, informing and reassuring new prisoners. A substantial quantity of clean DPA clothing store is stored in Reception.
- 6.9.3.3 Induction to the prison takes place on the Wing and is comprehensive. However, Members of the Board have been informed by some of the prisoners on the Induction Wing that they had been on the wing for five days and had still not commenced their induction programme. The Prisoner Induction Handbook would benefit from being updated and made more visual and easier to read. Not all the staff on the Induction Wing have completed CSRA training.
- 6.9.3.4 A separate induction to work has been set up in Workshop 11 and it is disappointing to report what little progress it has made. The intention behind it is laudable; namely to provide new prisoners with a mixed programme of work induction and actual work, before being placed in an appropriate education course or workplace. The reality is that for much of the reporting year, no work has been available for the men and the planned programme of activities and speakers only partially honoured.
- 6.9.3.5 Prisoners on the Induction Wing are not allowed their stereo equipment in the first few weeks. It is returned if they agree to move off the Wing following induction and is designed to discourage prisoners from refusing to relocate. While the Board understand this logic, it remains a relatively harsh policy, given that new prisoners often have to spend some considerable time in their first few days, locked in their cells.
- 6.9.3.6 Over the reporting year, the Board has expressed concern that new prisoners are held on C Wing, alongside established prisoners. Board Members do not feel such prisoners are always the most appropriate role models and have experienced

situations in which they felt new prisoners were being 'egged on' to complain. In addition, the majority of prisoners being reintegrated back onto the Wings from CSU have also tended to be located on the same wing as the new prisoners and, again, this has not always proved ideal. However, the prison has recently decided to make changes which should, hopefully, address these criticisms.

Prisoner Complaints

6.9.4.1 The number of Prisoner Complaints has risen during the year from July 2015 to June 2016, from an average of 86 per month in the first six months to 122 in the second half of the year – a figure now similar to that of its comparator prisons. The Board is satisfied prisoners receive timely responses and know that the Administrative staff have good procedures in place to provide reminders of any outstanding Complaints. The nature of Prisoner Complaints are analysed monthly and subject to regular quality inspections. However, in the judgment of the Board, the focus of those replying to the Complaints can, too often, be about how to move on quickly from the issue rather than investigating the fundamental cause of the problem and why it occurred. A number of the replies read by the Board were considered cursory and unhelpful. While it is accepted that Staff working under heavy workloads can find it difficult to investigate every prisoner complaint in detail and provide a comprehensive and pertinent reply, an improvement is possible.

6.9.4.2 It is clear to the Board that when a prisoner receives a response from the prison which is tardy, fails to address his issue or is dismissive, this can give rise to considerable and avoidable frustration.

6.9.4.3 In the calendar years 2014, prisoners submitted just over 2500 General Applications and an almost identical figure was recorded in 2015. However, this consistency was not mirrored on individual residential units. On one Wing, between the two years, the official number of General Applications more than doubled while on another, they fell by nearly half. The Board has some concern over the processes for recording and managing Prisoner Applications. Under the present system, it is not possible to analyse any trends or dominant issues among the Applications. Neither is it possible for Management to monitor whether Applications have been replied to in a timely and satisfactory fashion

Adjudications

6.9.5.1 There has been some increase in the number of Adjudications during the current reporting year. There has also been a noticeable increase in the number of adjourned Adjudications. One consequence of this is that some Adjudications have been attended by Board Members which used out of date Wing Reports on the prisoner.

6.9.5.2 Board Members have attended a number of Adjudications during the reporting year and consider them to be conducted in a fair and thorough manner. Prisoners are given a full opportunity to provide an explanation of the charge against them. Some of the Adjudicating Governors are judged by the Board to be a little more flexible when determining the award against a prisoner. Arguably, automatically imposing loss of pay or canteen may drive some prisoners even further into debt. Equally, imposing relatively long term awards on prisoners with mental health issues may not produce the desired effect on their behaviour. Governors are looking at the possibility that their awards may be higher in circumstances where they have identified specific 'hotspots' of behaviour they wish to confront

6.9.5.3 An interesting new development is the decision to publicise the awards made by the Independent Adjudicator, through a Notice to Prisoners. Hopefully, this may cause some prisoners to pause and consider the possible consequences of their actions. Adjudication checks are made at the quarterly SMARG meeting and the data relating to adjudications thoroughly analysed. .

Security

6.9.9.1 Local police and the prison have conducted a number of successful joint search operations of visitors, during the reporting year. This reporting year has seen the introduction of a regular Security Department newsletter circulated to the rest of the staff. This has improved understanding of the Department's role and priorities and the dialogue can only benefit both sides. The monthly Security Meeting has a high priority in the prison, is well attended and provides those attending with a detailed analysis of security information.

Offender Behaviour Programmes

6.9.10.1 The Programmes Department run two programmes for prisoners – Resolve and Thinking Skills Programme [TSP]. The staff are on track to meet the current targets for completion of both. However, a request has been submitted to reverse the two targets, on the grounds that there is a greater need for Resolve than TSP, among the prisoners at Buckley Hall. During the reporting year, the Department has had to call on operational staff to achieve their targets which has not been ideal for either the Officer or the Department. The new staff appointments to start later this year, will alleviate the need for this situation.

Resettlement

6.9.11.1 Unlike some other prisons, Buckley Hall conducts monthly Cat D reviews which present Senior Staff with an additional workload. However, it is a proud boast that the prison sends the highest percentage of prisoners in the North West from Cat C establishments to Open Conditions. Prior to these monthly reviews, the Offender

Management Unit circulate a list of names of prisoners due Recategorisation Reviews and invites comments from staff. Some informal standardisation of the recategorisation decisions by Governors takes place but the prison may wish to consider whether this needs to be done in a more systematic and formal manner. No log is kept as to the outcome of their decision to award Cat D. Neither are there separate logs kept as to the numbers of prisoners who appeal the decision or the outcome of these appeals.

6.9.11.2 The prisoners, who are Community Advisers, do good work advising men who are preparing resettlement plans for their Parole Board Hearing or Cat D reviews. During the reporting year, a Cat D Open Day was organised – with representatives from the Open Estate present – and was extremely well received by those who attended.

6.9.11.3 Although it is a non-resettlement prison, it remains the case that from January - July 2016, 35 prisoners were released from Buckley Hall. This relatively high number is due mainly to Parole Board decisions and the Board has been assured that the Parole Board require confirmation about issues such as accommodation before allowing a prisoner's release. However, for prisoners being released after having served a very long sentence, the Board considers that much more support than this may be needed, if they are to avoid reoffending.

6.9.11.4 In recent years, a prison orderly has provided an excellent advice service in respect of accommodation, benefits and debt. The Board hope that the prison will find a suitable replacement to continue his good work when he moves to Open Conditions.

Visits

6.9.12.1 The MQPL survey reported that prisoners were more positive than in other training prisons about the length, frequency and quality of family visits at Buckley Hall. Staff in the Visitors Centre are welcoming and helpful and the Centre itself is clean and tidy. However, the roller shutters in the Visitors Centre have been broken for some months and remain permanently in the down position. The Board have been informed that they cannot be repaired and need to be replaced.

6.9.12.2 The OSGs conducting the search in the Gate House are polite and courteous towards visitors. The Officers in the Visits Hall are universally commended whenever visitors are asked by Board Members and it is clear that the vast majority of Officers want the visit to be a positive experience for prisoners, partners and children. The visits Hall is reasonably smart but would certainly benefit from a deep clean of the furniture and carpets. There is an attractive and staffed play area for the children but the toys available are looking rather grubby and tired and in need of replacement. The prison has undertaken a project with UCLAN University, looking at how the visits experience can be enhanced for all involved.

6.9.12.3 The Board has reported its concern that Visits do not always start promptly and, as a result, prisoners and their visitors have been getting less than the expected time. The prison is aware of this and intends to introduce changes to address this problem. Evening visits on Wednesdays are to cease, which is regrettable. Legal visits have the use of private rooms and Legal representatives have advised the Board that they appreciate the speedy access they receive on entry to the prison. Prisoners subject to closed visits are regularly reviewed at the Security Meeting.

6.9.12.4 At present, there are seven Family Days during the calendar year, and they are extremely popular with the prisoners and their visitors. They are relaxed events in which children and their fathers can behave normally with each other. The Board considers them an excellent initiative and also welcome the decision to make Standard IEP eligible for such visits. The Parental Contact Visits each Sunday are another very positive step in maintaining family ties.

6.9.12.5 The staff who work for POPS are judged by the Board to perform an excellent service. They are flexible and responsive to prisoner requests and suggestions. This can be evidenced by the healthier food options they now make available to visitors.

6.9.12.6 In addition to the visits and for a number of years now, the prison has organised and run a popular and successful Story Book Dads scheme for prisoners.

7. The Work of the Board

Membership

Organisation of the Board

7.1 Each week a Board Member is on Rota Duty, one monitors Reviews & Adjudications and one is responsible for prisoner IMB Applications.

	Aug13 – July14	Aug14 – July15	Aug15 – July16
Recommended Complement	14	14	14
Members at start of period	10	10	11
Members at end	10	12	10
New Members	2	2	4
Board Meetings	12	12	12
Average Attendance	7	6	6
Rota Visits	102	111	92
Training of Probationary Members	90	26	140 *
Prisoner Applications Visits	100	78	58
Prisoner Inductions	10	3	0
CSU Reviews + Adjudications	110	124	75
Serious Incidents	2	7	10
Chair and Vice Chair Duties	20	42	28
Board Meetings	90	72	77
Miscellaneous	37	34	43
TOTAL VISITS	561	494	523

- * The number for 'Training of Probationary Members' includes the new Board Member accompanying established Board Members, while the established Member carry out other duties on the list.

APPENDIX

8. Applications to the Board August 2015 – July 2016 [and compared to the last two Reporting Years]

Subject	Total Aug13 – July14	% of Total Aug13 – July14	Total Aug14 – July15	% of Total Aug14 – July15	Total Aug15 – July16	% of Total Aug15 – July16
Accommodation	9	3.0	6	2.2	12	3.5
Adjudications	10	3.3	12	4.5	5	1.5
Diversity related	5	1.7	1	0.4	1	0.3
Education / Employment/ Training	25	8.3	17	6.3	19	5.5
Family / Visits	13	4.4	9	3.4	12	3.5
Food / Kitchens	1	0.3	7	2.6	8	2.3
Health	31	10.4	22	8.2	27	7.8
Property issues at Buckley Hall	30	10.1	47	17.5	35	10.2
Property issues arising outside Buckley Hall	33	11.1	27	10.1	64	18.6
Sentence Related	94	31.6	72	26.9	90	26.1
Staff / Prisoner	4	1.3	17	6.3	13	3.8
Transfers	12	4.0	6	2.2	14	4.1
Miscellaneous	31	10.4	25	9.3	44	12.8
TOTAL	298	100%	268	100%	344	100%