



HMP/YOI BRONZEFIELD

INDEPENDENT MONITORING BOARD

**ANNUAL REPORT
2015/2016**



Monitoring fairness and respect for people in custody

Section 1

STATUTORY ROLE OF THE IMB

The Prison 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 from members of the community in which the prison or centre is situated.

IMB members are appointed to all establishments which hold prisoners or detainees - prisons, immigration removal centres and holding rooms. Independent Monitoring Boards are members of the United Kingdom's National Preventative Mechanism (NPM). The NPM was created to meet the obligations of the Optional Protocol of the United Nations Convention Against Torture (OPCAT). As such, in England and Wales IMBs work in partnership with other members such as the Prison Inspectorate (HMIP), and with bodies such as the Youth Justice Board (YJB) and the Prisons and protect anyone from subjection to torture or to cruel, inhuman or degrading treatment or punishment.

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.

Equality Statement

HMP/YOI Bronzefield Independent Monitoring Board is committed to an inclusive approach to equality and will not discriminate directly or indirectly against anyone because of age, disability, gender reassignment, marital and civil partnership status, pregnancy and maternity, race including colour, nationality, ethnic or regional origins, religion or belief, sex and sexual orientation, in recruitment, in the treatment of members and in the way that they monitor the treatment of those in custody. The IMB recognizes that a fully inclusive approach to equality must respect differences that cut across social and cultural categories such as mental health and literacy.

The Board values this approach to equality within its recruitment and board development practices to increase its repertoire of skills and to promote awareness amongst its members of the diverse needs and perspectives of the population within HMP/YOI Bronzefield.

All members of HMP/YOI Bronzefield IMB will undertake their duties in a manner that is accessible to everyone within the establishment regardless of their background or social situation. The Board will monitor to establish that the experiences and interaction between staff, prisoners, detainees and visitors is fair and without prejudice. Where this is not the case, the Board will alert appropriate authorities and individuals including the Director General, Deputy Director for Contracted Prisons, Minister for Prisons and Sodexo Justice Services.

REPORTING PERIOD

1st August 2015 – 31st July 2016

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Section 3

DESCRIPTION OF THE PRISON

HMP/YOI Bronzefield opened in June 2004. It is a privately run local prison, managed by Sodexo Justice Services Ltd which holds both remand and sentenced female prisoners. It is located in Ashford, Middlesex, close to Heathrow Airport.

The prison has a Certified Normal Accommodation (CNA) of 527 and holds approximately 50 Young Offenders aged between 18 and 21 who are accommodated in the same house blocks as the adult women and also accommodates a 12-bed Mother and Baby Unit with room for 13 babies. HMP/YOI Bronzefield serves 80 courts.

Primary GP services are provided by a private sector agency - Cimarron UK. Nursing staff are employed directly by Bronzefield and shortfalls filled by agency nurses. Secondary mental health care is provided through a contract with Central North West London NHS Foundation Trust. The prison has a 24-hour in-patient healthcare unit, but no dedicated mental health unit.

Education services are provided by Sodexo Justice Services. NCSE qualifications are awarded internally under the name of Woodthorpe College.

There are various outside organisations supporting family and community ties and linking to services that can help with resettlement after release. Among them are:

WISH (support for prisoners with mental health issues)

Samaritans (support for Listeners)

Safe Choices

CFO3 (Education/Employment and Accommodation support)

Alcoholics Anonymous

SHINE (self-esteem, victim awareness support)

WI (The Women's Institute)

Shannon Trust Reading Plan

Job Centre Plus

Friends of Bronzefield

Aurora Project (sexual abuse and sex workers)

Spark Inside (mentoring for young offenders)

SARC and RASASC (rape and sexual abuse)

Re-unite (mothers and children)

Nia (support for young offenders)

AGE UK

Royal Parks Harness the Horses

Women in Prison

Section 4

4.1

EXECUTIVE SUMMARY

This report covers the twelve months between 1st August 2015 and 31st July 2016.

We are asked to report on eight main areas of the prison (Section 5) and to comment on any other areas where we have concerns or where we wish to cite examples of excellence.

HMP/YOI Bronzefield is a well maintained, modern establishment, now in its 12th year of operation. The prison has a Certified Normal Accommodation (CNA) of 527 but due to the closure of Holloway Women's Prison, Bronzefield has implemented Additional Prisoner Places (APP) as part of the contractual agreement with the MoJ. At the end of the reporting period Categories A, B & C (15 additional prisoners per category) of the APP were in place. This therefore increased the capacity from 527 to 572 resulting in the doubling up of single cells to double cells. Staff attrition also impacted the regime offered to the prisoners.

Since the introduction in February 2015 of the Offender Rehabilitation Act 2014 (ORA), Bronzefield has experienced a significant increase in the number of Licence Recalls. This has resulted in a frequent turnover of the prisoner population which has increased demands on many areas including early days in custody, employment, purposeful activity, healthcare and in resettlement where our main concerns lie (*Section 5.5 Resettlement*). The level of healthcare provision which has been the subject of concern in the Board's previous reports remains good. A few concerns still remain. (*Section 5.3 Inpatients and Outpatients, Medication*).

The Senior Management Team (SMT) promotes an ethos of respect and decency for the individual. The SMT has identified the impact that the increased population has had on many areas within the prison and has been working to rectify the issues that have arisen. We thank them for their approachability and acknowledgement of our reports.

We have witnessed examples of care being given above and beyond that which would be expected.

4.2 Questions to the Minister

- The introduction of the Offender Rehabilitation Act (ORA) has resulted in many prisoners being returned to prison for short lengths of time, often just two weeks. This means that they may lose accommodation and jobs, and negatively impacts on any children and family relationships. This is also too short a time to help the prisoners in any meaningful way, including helping them with accommodation. Does the minister have any plans to review how ORA is working?
(*5.5 Resettlement*)
- The Community Rehabilitation Companies are now responsible for the "Through the Gate" services for prisoners, including accommodation. This has resulted in many

prisoners leaving prison with nothing more than a letter to a local authority. The Board is very concerned about the number of prisoners who are discharged with 'no fixed abode'. The issue of homelessness is of deep concern for this group of highly vulnerable women. For many of the prisoners, being homeless has been a contributing cause of their offending. What does the minister plan to do about providing better support to help women find accommodation?

(5.5 Resettlement)

- The Board remains concerned about the number of prisoners with serious mental health problems. What provisions are planned to address the increasing number of women prisoners who have mental health problems and to provide appropriate secure hospital places? *(5.3 Healthcare Inpatients)*

4.3 Questions to Sodexo

- What progress has been made on the question raised in the 2014/5 Annual Report concerning the provision of part-time work for retired prisoners, without affecting their benefits? *(5.1 Older prisoners)*

Section 5

5.1 EQUALITY AND INCLUSION

- HMP/YOI Bronzefield has a positive and proactive approach towards equality matters.
- The Diversity Team holds a monthly meeting, chaired by the Director, with Senior Managers and prisoner representatives who participate fully in all discussions.
- Prisoner surveys are conducted on an annual basis.
- Prisoner led focus groups for specific areas are chaired by the Diversity Peer Support Worker. They have been well received and have contributed to a reduction in complaints to the Board.

Foreign Nationals

- Foreign National (FN) prisoners report that they feel well supported by the proactive Diversity Team who demonstrate empathy and provide positive assistance.
- The FN population has fluctuated and is currently around 24% but there has been an increase in the number of nationalities now represented in Bronzefield.
- There has been an increase in Cultural Awareness days and these are now held on a monthly basis.
- There is a close and effective working relationship between prison staff and staff from the UK Border Agency who visit twice a week. The Local Immigration Team also visits to assist with care and advice for the FN prisoners.
- The house block 'pods' now provide interactive information in a large number of languages and the 'pods' have been upgraded with an enhanced number of pictures to assist FN prisoners.
- There is a good range of books in other languages in the Library.

- The canteen supplies have been updated and the product range increased to cater for a more diverse population, but there have been product shortages on a number of occasions.
- All foreign national prisoners can now receive free legal advice. This is provided by external charities, including Advice on Individuals Rights in Europe (AIRE), Bail for Immigration Detainees (BID), BHB Law (solicitor's firm) and Children and Families Across Borders (FAB)

Discrimination

- There is a dedicated complaint system for prisoners who wish to report allegations of discrimination. The Board has reviewed the Discrimination Incident Reporting Forms (DIRFs).
- The DIRFs are independently scrutinised by a representative from Spelthorne Council.

Disability

- Disabled prisoners are entitled to have a named fellow prisoner as a disability assistant. These assistants have a clear role description and are paid for their work.
- Disabled prisoners have equal access to all areas of the prison including the gym.
- The Board has observed an increased number of prisoners with learning disabilities, some of whom are apparently reluctant to self-declare.

Older Prisoners

- The number of older prisoners has risen.
- Retirement is optional when State Retirement Age is reached and retired prisoners are paid above the Prisoners Pay P80 recommended pension. There remains no provision for paid part-time work although retired prisoners may now do voluntary work.

Young Offenders

- The Duke of Edinburgh Award Scheme is no longer running. The Board has been told that there is an intention to purchase the licence so this can be reintroduced.

Board

- The Board has actively sought to increase its diversity but remains without visible ethnic diversity.

5.2 EDUCATION, LEARNING AND SKILLS

- The Education Department is fully staffed, with 10 teachers, and is making efforts to equip prisoners with skills and qualifications that will be of use to them once they are released.
- There are currently 6 maths and 6 English mentoring assistants working with prisoners with limited literacy skills who find it difficult to work in a normal classroom environment. This is proving a real success.
- Prisoners are encouraged to engage in education until they reach Entry Level 3. 40% of prisoners arrive below Level 3 and regularly hide from education; this is positively discouraged.

- Distance learning is available for prisoners who are eligible.
- Supported Learning (previously known as Special Educational Needs) has been running since April 2015 for prisoners who find it difficult to work in a normal classroom situation. On average 5 prisoners use this facility.
- The virtual campus is up and running.
- The Blue Sky workshop closed for business on 27/05/2016. The prisoners involved in the workshop gained qualifications in 'Sampling Fashion Techniques' and achieved 100% success rate in the qualifications taken. They participated in two Lord Mayor Fashion Shows and worked on numerous commissions for fashion companies such as Anya Hindmarch and Brora.
- Vita Nova, a café style facility for staff, opened for business in March 2016. At that time there were 7 prisoners working full time and the number was expected to increase to 10 by July 2016. The prisoners aim to complete Barista qualifications in "Coffee Making and Coffee Art". Over the year 8 prisoners achieved a Level 1 qualification in Catering and Hospitality as well as a Barista qualification.
- The Hair and Beauty Salon, 'Shades of Beauty', is a continuing success and is fully operational. The salon provides the prisoners and prison staff with hair and beauty treatments. During the reporting period, two 9 week courses have been completed with 100% success rate. The Vocational Training Charitable Trust assists with funding and New College, Swindon are the external examiners. 15 prisoners have passed the Level 1 Certificate and there are currently 5 prisoners who are being considered for the level 2 qualification.

5.3 HEALTHCARE AND MENTAL HEALTH

Inpatients

- The majority of the patients in this 18 bedded inpatient unit have complex mental health issues. Towards the end of the reporting period 10 prisoners were waiting to be transferred to secure hospital accommodation. The Mental Health Team is actively pursuing these transfers. The Board is concerned that there still remain lengthy delays in securing these places attributed to lack of availability and securing appropriate funding.
- Staff demonstrate a very good understanding and knowledge of the prisoners in their care and deal with them sensitively.
- The prison population at Bronzefield has significantly increased since the planned closure of HMP Holloway began, and the healthcare unit at Bronzefield is noticeably busier.

Outpatients

- Approximately 10% of medical appointments are missed by prisoners each month which is a small reduction on last year.
- The Board has been informed that the Well Being Representatives scheme (previously known as Patient Advisory Liaison Service (PALS)), introduced in 2014/2015 has been discontinued. No replacement service is yet in place.
- The dental, optician and chiropody services are running effectively.
- The Board has been informed that all prisoners are seen by a doctor within 24 hours of arrival in the prison.

Medication

- E-prescribing, which records all prescribed medication electronically, has been operational since March 2016. This has eliminated the need for paper records. All the medical staff now have SMART cards and their training has been completed. This enables the staff to access vital medical information from the prisoners' GP records. The system is not yet fully operational due to delays in compatibility of NHS records.
- The Board has received a high level of applications in relation to medication, the majority of which involved matters of clinical approach and judgment.

Mental Health

- The provision of Secondary Mental Health services is contracted to Central North West London NHS Foundation Trust (CNWL). This comprises a multidisciplinary professional team – the Mental Health Inreach Team (MHIT).
- The MHIT provide assistance to prisoners who have previously been involved with psychiatric services, whether in hospital or in the community and prisoners who have been convicted of serious offences or have learning difficulties and those with newly diagnosed severe and enduring mental illness.
- CNWL hold a referral meeting every day and prisoners are either referred to the primary or secondary mental health teams.
- The Primary Mental Health Service is provided by Sodexo. It is available to all of the prisoners including prisoners on short sentences and remand, by self-referral.
- The Primary Mental Health Team provide programmes and therapies for prisoners suffering from depression and anxiety. The programmes are run by assistant psychologists and are overseen by psychologists. It takes up to two weeks for a woman to be assessed for a programme.
- If a prisoner on remand or a short sentence is assessed as suitable for a Primary Mental Health Programme but she is leaving Bronzefield, a letter is sent to the prisoner's GP confirming that she has been assessed and recommending that she is offered the same service/programme in the community.

5.4 PURPOSEFUL ACTIVITY INCLUDING WORK

- The prison population having risen over the reporting period, due to the closure of HMP Holloway, has impacted on the availability of work placement. Attendance of prisoners in employment has fallen to 75%.
- Prisoners work as Peer Support Workers in many areas.

5.5 RESETTLEMENT

- The Resettlement Team have worked very hard implementing the increased demands generated by the Offender Rehabilitation Act 2014 (ORA).
- Since the ORA was introduced the Board has observed that Bronzefield has experienced a significant increase in the number of Licence Recalls.
- Some prisoners have told the Board that they are scared and angry about lack of support and accommodation, and they state that they will have no option but to reoffend in order to survive.
- Securing accommodation on release is one of the biggest problems for prisoners leaving Bronzefield. Prisoners frequently have no accommodation and, in this case, may be offered sleeping bags and a toiletry kit. The Board has been informed that around 50% of prisoners have no fixed abode on discharge.

- Prisoners on release who have been recalled to prison for breaking the terms of their licences have reported to the Board that they do not receive a discharge grant. They therefore leave Bronzefield with nothing but a travel warrant.
- Maintaining family links is encouraged and the prison is pro-active in this area, including organising family days.
- Limited Release on Temporary Licence (ROTL) has continued throughout the reporting period. The stringent requirements of the ROTL PSI have restricted the number of prisoners who are eligible. At the end of the reporting period 4 prisoners were eligible for ROTL.
- The Job Centre Plus visits weekly and is available for all prisoners pre-release.

5.6 SAFER CUSTODY

- The prison holds monthly safer custody meetings. Minutes and action points are circulated to all attendees. The IMB and Listeners (who are prisoner peer support workers) are invited to attend and the Listeners are given every opportunity to do so.
- The quality of the Assessment Care in Custody (ACCT) documents has been inconsistent and officers have tried to improve this. Nurses from the MHIT attend ACCT reviews and enhanced case reviews, if they are notified.
- Safer Custody has an open door policy and prisoners are encouraged to contact the department if they feel unsafe or have thoughts of self-harm.
- Intelligence is regularly gathered and information shared about where, when and how prisoners are obtaining drugs within the prison. Intelligence-led searches are then carried out.
- For the majority of the reporting period there have been 4 Listeners, who are trained by the Samaritans, where the optimum would be 12. This has been despite regular high profile recruitment drives. When Listeners are not available prisoners can access the Samaritans Line on the in cell phones or using the portable Samaritans phone.
- There have been two deaths in custody. The findings from the inquest into the first death made recommendations which have been put in place. The Board monitored both as Serious Incidents and observed a professional and caring attitude from all involved.

5.7 SEPARATION AND CARE

- This unit has 12 cells and is used for prisoners who are on Good Order or Discipline (GOOD), awaiting adjudications or serving cellular confinement awarded after an adjudication.
- For much of the reporting period this unit has been full which is observed to be associated with the zero tolerance policy on violence.
- There has been an increase in the number of prisoners held in Separation and Care (S&C) on ACCT documents. Initial Health Segregation Screens are always completed to determine if they can be held in this unit.
- The facilities and regime offered to these prisoners are good but the delivery is dependent on staffing levels. The Board has observed that at weekends the regime has been curtailed, particularly more so towards the end of the reporting period where shortage of officers has been noted across the establishment. This means the prisoners are isolated for longer periods.
- Additional funding for counselling and therapy has been made available for some prisoners and this has enhanced the reintegration programmes.
- The improved record keeping has continued.
- The Board is able to see every prisoner unlocked every week and to speak freely with them.

- The Board is informed within 24hrs when a prisoner is moved to the unit on GOOD and receives timely notice of the GOOD reviews. If the review procedures have not been properly followed the Board's observations are noted and acknowledged.
- The Board randomly monitors the adjudications which have increased over the reporting period.
- The special accommodation cell has not been used.
- The Board is invited to the quarterly Separation Monitoring and Review Group (SMARG) meetings and attend when possible.

5.8 RESIDENTIAL SERVICES

Reception

- With the closure of HMP Holloway the number of courts served by Bronzefield has increased to 80 and the pressure on Reception has grown enormously. Around 30 prisoners arrive daily and this figure has increased from approximately 30 prisoners arriving weekly. The Board has observed that transfers from courts can take a considerable amount of time. The Board also observed that waiting times in Reception can also be prolonged.
- The information booklet, the Rough Guide to Bronzefield, in English, has been unavailable for much of the reporting period. Alternative information is provided in the receiving cell.
- Implementation of PIN numbers is often delayed and causes distress to some prisoners.

Early Days in Custody (EDIC)

- This area has been constantly under review during the reporting period.
- The influx of prisoners from HMP Holloway has led to a change in the induction module.
- Prisoners who arrive into custody late in the evening miss seeing a prisoner peer support worker.
- The audit trail of Reception phone calls has not always been evident.
- All prisoners should complete the induction process regardless of location but may wait a prolonged time for the process to start.

Residential Units

- Houseblock 1 remains predominantly for prisoners who have drug and/or alcohol addiction issues.
- Written information on the notice boards is mainly in English and frequently out of date.
- 'Your Voice' prisoners' forum was reinstated and is generally well attended allowing full discussion of prisoners' concerns with a range of senior staff.
- As the planned closure of HMP Holloway began in December 2015 the population at Bronzefield increased from 527 to 572, and 45 single cells were refurbished as doubles across the house blocks. Prisoners complain that the new accommodation is very cramped with inadequate storage and lack of privacy when using the in-cell toilets. Additional storage space has been fitted under the lower bunk of the adapted double cells.
- The Board received complaints from prisoners that there were not enough chairs, however this has been rectified and all cells now have the prerequisite number of chairs.

- The cleanliness of the residential areas remains good and some of the bath/shower areas have been refurbished.
- There are new 'pods' in each of the houseblock spurs which have a facility for accessing information in 21 languages. It is now possible to send as well as to receive messages and the 'pods' appear to be much more reliable.

Kitchen/Food/Serveries

- The Board regularly receives complaints about inadequate portions and poor quality of food.
- The kitchen provided special menus supporting international festive and religious days which are popular and appreciated by the prisoners.
- The increase in the population at Bronzefield has impacted on the recruitment and retention of kitchen workers.
- The serveries are locked during service to prevent unauthorised entry by any of the prisoners. Concerns have been raised by the Board that servery workers are locked in the kitchen during meal times with no quick means of exit.
- The Board has observed that, on occasion, an officer has not been present to supervise the serveries.

Mother and Baby Unit (MBU)

- This continues to be an excellent facility catering for up to 12 mothers and 13 babies.
- The issues of food preparation and access to fresh food for the babies has been resolved.

The Gym

- The gym is well used, well equipped and offers a wide range of physical activities and health education. It is a popular and well run facility.
- The increase in the population, coupled with staff shortages, has impinged upon the time allocated to these activities, and the Board observed that the situation became worse towards the end of the reporting period.
- Prisoners have reported that the exercise programmes are helping them to combat low mood, anxiety and depression.
- Prisoners are given help to stop smoking.

The Chaplaincy

- The Bronzefield Faith Centre welcomes those of all faiths and offers a broad range of services and activities and is well attended.
- The Chaplaincy team daily visit the houseblocks, Separation & Care and Healthcare.

Section 6

THE WORK OF THE INDEPENDENT MONITORING BOARD

Each week Board members attend the prison to conduct rota visits. We also respond to the IMB applications, monitor meetings and prisoner forums. We attend Separation and Care reviews and randomly monitor adjudications.

Applications to the Board have risen with the increase in prison population.

The Board holds a monthly meeting which the Director, or his Deputy, attends in order to brief the Board on prison matters and to discuss issues from rota reports.

Four new IMB members were appointed during the year and are undertaking their training.

Board members gave talks about the IMB to new prison staff during their initial training.

Two Board members attended the IMB Annual Conference in 2016. Members have attended national training courses and hosted visits from IMBs from other prisons and have in turn visited another establishment (HMP Peterborough).

BOARD STATISTICS	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	16
Number of new members joining within the reporting period	4
Number of members leaving within reporting period	1
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	541
Total number of segregation reviews attended	202
Date of Annual Team Performance Review	Sept 2015

APPLICATIONS

Code	Subject	2012/13	2013/14	2014/2015	2015/2016
A	Accommodation	27	35	27	18
B	Adjudications	3	1	6	5
C	Equality & Diversity (inc religion)	24	19	21	32
D	Education/employment/training inc IEP	47	38	19	25
E 1	Family/visits inc mail & phone	65	83	52	53
E 2	Finance/pay	33	45	19	27
F	Food/kitchen related	9	20	10	28
G	Health related	207	167	136	165
H 1	Property (within current establishment)	74	45	28	56
H 2	Property (during transfer/in another establishment)	18	16	21	20
H 3	Canteen, facilities, Catalogue shopping, Argos	15	19	8	16
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	68	37	27	32
J	Staff/prisoner/detainee concerns inc bullying	73	110	87	87
K	Transfers	14	14	11	12
L	Miscellaneous Did not want to pursue	40	39 14	24 7	19 3
	Total number of IMB applications	723	729	507	598