



Annual Report
of the
Independent Monitoring Board

at

HMP Bristol

for reporting Year
August 2017-July 2018

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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

The Prison Act 1952 requires every prison 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.

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.

Introduction, Background and Concerns:

This Report presents the observations of the Independent Monitoring Board at HMP Bristol for the period 1st August 2017 to end July 2018 against the following background:

- The current Board is made up of just 8 IMB members out of a proposed quorum of 15 which, like last year, has necessitated a very lean approach to monitoring. Despite several recruitment campaigns the Board continues to struggle to find any volunteers who are willing and able to join the IMB. Where we have found interested parties, they have been deterred from their applications by a very lengthy and, at times, rather unhelpful appointment process e.g. they have shown interest but then been told there is 'no current live campaign' or appointments currently 'in purdah'.
- Again, like last year, the attached Note (Appendix 1) details visits made by senior officials to HMP Bristol during the reporting year who have shown no interest or extended any invitation to meet the local IMB to ask about what we see or hear during our regular weekly monitoring visits.
- No response or comment was received in response to last year's IMB Annual Report (dated 19th December 2017) until a letter dated 24th April 2018 (received 25th May 2018). The response, once received was disappointingly broad brush and did not address all the points raised in our report. The main points of our 2016/17 Annual Report and their current status are set out in Appendix 2. As noted before, it is disappointing and disheartening for IMB members that many of the observations of the Board are not addressed and simply carry forward year on year as they do again in this year's Annual Report. These are not insignificant concerns given Bristol's ranking as one of the top fifteen under-performing prisons (overall performance rated to be of serious concern) as reported in the MOJ Annual Prison Performance Ratings 2017/18 dated 26th July 2018.
- Our request to take photographs of the conditions we are seeing and the state of the fabric of the building at HMP Bristol, whilst supported locally, has been declined by MOJ on the basis that 'a written report is sufficient'. We still believe a tangible photographic record of conditions would provide incontestable evidence for the Minister.

Main judgements

Are prisoners treated fairly?

The Board consider that prisoners are generally treated fairly while in custody at HMP Bristol. However we refer to the following particular observations all of which have the potential to affect consistently fair treatment of prisoners:

- **Resourcing:** In short – not enough staff.
Staff numbers during the year have now, for the first time in several years, risen above the published benchmark of 154 to a total of 165 heads as at the end of the reporting year. However this rise in headcount is reduced in practice by a shortfall on average of 37 heads for various reasons including sick leave, temporary promotion, restricted or detached duties and POELT training. Resources are then further squeezed due to the regular and ongoing drain on resources required to provide constant supervision and bed watch duties in lieu of normal regime duties. And despite the overall increase in staff numbers, attrition rates remain relatively high (6/7 leavers per month) and appear to be increasing, demonstrating a problem with the retention of trained staff who are regularly lost to other employers offering better wages and working conditions. Despite the notional headcount, HMP Bristol continues to suffer a deficit in required resourcing by as much as 1310 hours of prison officer time per week.
- **Key Worker Scheme:** The lack of resources has also delayed the much needed roll out of a 'key worker' scheme which would enable prisoners to have a key worker allocated to them to act as a consistent point of contact and mentor during their time at the prison. Instead, prisoners are often unknown to wing staff and face a large degree of staff turnover on the general wings and hence lack of ownership or accountability for following up on prisoner issues. Roll out of the key worker scheme is now planned for 2019.
- **Daily Regime:** There remains a regular and ongoing inability to run a normal basic daily regime, largely attributable to lack of resources when these are diverted to other increasing or higher priority demands such as supervised visits and/or constant supervision and bed watch duties. A regular and reliable daily regime is key to meet the basic needs of prisoners and ensures stability and efficiency within the prison estate. When the daily regime does not operate as planned, the Board has regularly observed the knock-on effects of cancelled activities and appointments, more time in cell and disgruntled prisoners who cannot get their basic needs met. The number of Band 3 staff available most days to run the daily regime are usually only sufficient for an "amber/red" regime (i.e. with less than 50 band 3 staff). However a green regime (i.e. with 50+ Band 3 officers available to run a full and normal regime) was possible on more than 100 days during the whole reporting year (compared to just 5 days last year) which shows some improvement on last year. A red regime (i.e. 40 or less officers) was run on at least 29 days of the reporting year (excluding bank holidays and weekends).
- **Prison Communications:** The much awaited plans for digitisation of the prison were abruptly abandoned during the reporting year. Digitisation would have enabled a quick, effective and efficient mechanism for prisoners to raise both applications and complaints and for these to be easily tracked. With the loss of this

critical facility, prisoners will need to continue to rely on an antiquated system of locating and completing paper forms and submission into (often vandalised) boxes on the wings with manual admin logging and follow up. Using this system, it is hard to demonstrate and track that important requests from prisoners have been processed efficiently – certainly the Board have faced a large number of requests to follow up on applications or complaints that appear to have gone unanswered internally. The Board has also observed deficiencies in the general process of communication with prisoners e.g. lack of information on notice boards and poor quality of communication notices e.g. regarding changes to the daily regime.

- **Drug Testing Adjudications:** Due to lack of resources and training, not all prisoners who have tested positive for drugs face adjudication proceedings. As noted in section 8.8 below, this creates some inconsistency in the disciplinary response to drug use in the Prison.

Are prisoners treated humanely?

The Board consider that prisoners are generally treated humanely. However we refer to the following particular issues which have the potential to affect the environment of their confinement and demonstrate that HMP Bristol still has some way to go to improve:

- **Facilities and Accommodation:** HMP Bristol continues to have shocking and unfit for purpose facilities and accommodation - toilet and showering facilities are poor and often do not work; cells have been put out of action due to vandalism; flooring in some of the common areas has deteriorated beyond repair; washing machines have been out of action on 2 wings for over 5 months with prisoners forced to wash their clothes by hand in buckets; staff facilities have also been observed to be unhygienic. We understand that improvements are planned and can see that some works are now in progress, however during the reporting year the standard of accommodation remained disappointingly low. As with the cancelled initiative for digitisation noted above, it was disappointing that a promised £20m investment in prison fabric was also cancelled.
- **Cleanliness:** Wing cleaning is not consistently thorough across all wings. The Board (as well as other visitors) have noted that standards of cleanliness at Bristol are not always to a standard witnessed at other similar local prisons and still consider there is room for further improvement in the cleaning regimes that operate to bring Bristol up to a standard comparable with other local prisons. Although a deep cleaning task force was put together during the year, a lack of training facilities and the diversion of key resources have not enabled this task force to make any lasting impact on cleanliness.
- **Safety:** Unreported violence continues to remain a concern and the true picture of life at HMP Bristol is not apparent to the Board. Prisoners have on occasion approached Board members with concerns about their personal safety including those due to alleged staff treatment being disproportionately firm. An increasing number of prisoners have put themselves in the segregation unit and demonstrated a reluctance to leave the confines of segregation for fear of attack on the general wings. Data suggests no increase in recorded violence (the slight increase is probably linked to better recording of data), But violence is not always recorded and the Board fear a rising tide of concerns, witness unexplained injuries and hear numerous complaints from prisoners and staff alike of the volatility and bullying that is part of daily life on the wings. Where complaints have been raised, the Board is satisfied that these have been thoroughly and fairly investigated and resulting in robust action being taken but it is mindful that despite this, many prisoners still remain fearful or sceptical of reporting personal safety concerns.

Are prisoners prepared well for their release?

The Board has not seen any reliable data or evidence to enable it to conclude that prisoners are well prepared for their release (see Section 11 below). To the contrary, given other observations made in this report about HMP Bristol, this inevitably has a knock-on effect on the overall environment to enable successful reform and rehabilitation of prisoners to take place.

HMP Bristol is a Cat B local prison and this is reflected in its population which come largely from local courts (remand and short sentence prisoners and those awaiting transfer to settlement prisons) or are transfers to Cat B conditions or transfers in readiness for local release. The total population of HMP Bristol can expect to turn over up to 10 times a year with 5,000+ prisoners a year passing through its gates. For these reasons HMP Bristol, inevitably, cannot prepare its prisoners for release as well as a more permanent settlement prison environment.

The following observations are also relevant:

- **Induction and Activities:** The ongoing lack of resources and facilities during the reporting year have impacted on the running of a reliable induction programme. This, combined with poor engagement in purposeful activity and/or lack of workshop training places and facilities means that opportunities to improve resettlement outcomes may be missed;
- **Employment Prospects:** It is understood that only a small number of prisoners leaving prison engage in/receive work skill training and/or leave the prison with a job to go to. No data is available to indicate actual outside the gate job take up by newly released prisoners.
- **Rehabilitation and Reducing Re-offending:** Bristol's vision is to become a rehabilitation prison. Despite evidence of some good initiatives internally, the Board could, yet again, find no solid evidence to demonstrate the strategy, impact or success of this rehabilitation work, either by the prison or its partner agencies.
- **Resettlement:** The high turnover of prisoners makes effective resettlement work very difficult. One agency – Catch 22 - is dedicated to this work, but the lack of appropriate housing in the wider community means that an unacceptably high number of prisoners (circa 300 a year) are released to no fixed abode. This impacts significantly on the local community and reduces the prisoner's ability to settle and avoid further offending.

Main Areas for Development

TO THE MINISTER:

- Please address the resourcing constraints to enable an “amber/green” daily operating regime to be demonstrably run on a regular and consistent basis. In particular, how can the current benchmark headcount of prison officers be freed up for daily regime duties for the benefit of the whole prison population, rather than being diverted to constant supervision and bed watch tasks; and what steps will be taken to halt the increasing levels of attrition amongst trained staff?;

- Please confirm sufficiency and reliability of funds to ensure that the basic fabric of the prison can finally be brought up to acceptable and decent standards within a reasonable time – there are a large number of requests for funding of urgent capital works at HMP Bristol that need attention in order to make the prison fit for purpose including those noted in Appendix 3;
- Psychological support still needs to be addressed including more accessible services for prisoners whose issues are not acute or not covered as primary mental health care needs. It is inevitable in a prison environment that a general sense of wellbeing can be affected and prisoners will have increased tendency to suffer from stress or depression, which can be exacerbated by the limitations of the prison regime. A lack of regular access to resources to provide support for general anxiety, wellbeing or provide counselling and group activities is often observed by the Board and needs addressing;

TO THE PRISON SERVICE

- Lost property remains a huge issue, an administrative burden for everyone involved and a great source of anxiety for prisoners when their personal property goes missing. The whole process for personal property recording and movement needs urgent attention and it would be helpful if the Prison Service could address and report on its plans for improvement in this area;
- Day-to-day maintenance issues are simply not being carried out promptly as evidenced from a review of requests and their resolution timeline on Planet FM. Since Carillion went out of business, it seems that the GFSL maintenance resources are prioritising tasks designed to meet Government-led KPIs rather than what actually and reasonably needs to be done locally. What plans are there to allow more local control of the GFSL resources?;
- Accessible data to assess reoffending outcomes from reoffending initiatives is not available so can the Prison Service advise on how we can monitor this in any meaningful way?
- Consider the contradiction between Bristol's status as a resettlement prison whilst also being a local prison with short sentencing and licence recalls making meaningful work on resettlement difficult and fuelling the continuing 'revolving door' (See Section 2 above – 'Are prisoners prepared well for their release');

TO THE GOVERNOR

- The Board continue to appreciate the spirit of leadership, enthusiasm and support demonstrated by the Governor and his team. Other recent leadership appointments during the year have also been well considered and contributed to the overall improvement in the culture of leadership at HMP Bristol. However the Board still believe that there is some room for improvement in the ownership and resolution of issues raised by the Board – for example, some of our agreed Board action items have rolled on month on month and required constant reminders to close out;
- Data collection and availability has, at times, been noted to be unreliable e.g. residency team have not been providing data requested by safer custody team, use of force reporting inconsistent, adjudication paperwork incomplete; data for resettlement outcomes not available; MDT data incomplete etc.
- The Board, as part of its monitoring duties, acts as reliable and independent eyes and ears to monitor daily life at HMP Bristol. To maximise the value we can bring, we seek your views and support on how to improve engagement with both the SMT and wing staff alike to enable positive interaction for the benefit of all.

Improvements

The Board is pleased to report that we have seen a number of improvements during the reporting year:

- Successful parole of one long term IPP prisoner after in depth work of prison staff – a number of other prisoners have also been helped by a multi-disciplinary approach;
- We have noted improved outcomes for various vulnerable and complex prisoners assisted, in particular, by the efforts of the safer custody team;
- St Mungo's Housing Charity now appointed to work on resettlement in prison;
- D wing now undergoing refurbishment;
- B wing refurbishment completed;
- New Education Unit under construction;
- Halfords programme and DHL offered jobs to those who attended their training . Other work activities are now more focussed on external job opportunities;
- Segregation Unit and First Night Centre refurbishment completed;
- Fewer DICs compared to last reporting year - big improvement in strategy by safer custody team – very committed to making a difference;
- Induction – some good work going on and trying to find the right staff to make a difference.

3 DESCRIPTION OF THE PRISON

HMP Bristol is a Category B public sector local prison with an operational capacity of 614 adult males but with an actual population for much of the reporting year of approximately 520 (this reduction due mainly to having cells out of action for refurbishment).

The daily profile of the prison population varies with a large proportion being un-sentenced remand prisoners or on license recall into custody. About half of the prison population is Category C despite being in a Category B prison.

The rate of turnover of prisoners is high with a churn of over 10 times the entire population each year.

The prison is of dated red brick construction, built in the mid-Victorian period with further wings added in 1960s and 1970s as well as a number of portacabins incorporated on the site. It is situated on a compact site in the densely populated area of Horfield within the city of Bristol, with prison walls closely located to exercise areas, enabling banned substances to be thrown over the walls and drones to easily access windows on the residential blocks. Despite its dated facilities, assurance was given by the Secretary of State during her visit in February 2017 that the prison would remain open and investments made in both the fabric and staffing of the prison.

Primary healthcare is provided on the wings in the first instance but with clinics available in a separate Healthcare Centre. The Brunel Unit manages prisoners with mental health needs and those with exceptional disabilities (although not always used for prisoners with mental health needs/other disabilities).

There is a designated A wing for vulnerable prisoners;

There is a designated C3 wing for newly admitted drug/alcohol dependent prisoners;

A first night suite exists but this has not been in use for much of the reporting year as it was used as a temporary segregation unit.

The Segregation Unit has recently been refurbished and is now back in use – although the dedicated cells for those on dirty protest cannot be used, even by those on dirty protest, due to lack of toilet facilities and so remain redundant.

General maintenance of the prison fabric is now outsourced to GFSL, following the collapse of Carillion, who have a local office on site.

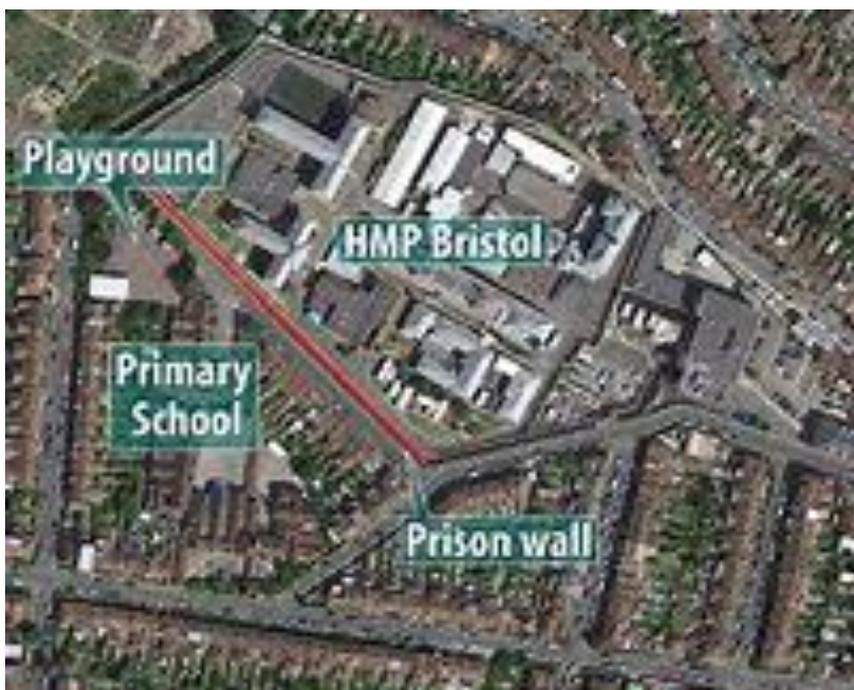
As well as the education block (with new college under construction) and workshops, there is a large gym and a multi-faith centre. There is also a large sports hall and some spin bikes available for use.

The main education provider is Weston College. Other organisations also support the prison activities from time to time.

The Inspire Better Health partnership (IBH) manages health services at HMP Bristol. The prime contractor is Bristol Community Health (BCH) who lead on the provision of nursing healthcare, substance misuse and pharmacy. Avon & Wiltshire Partnership Mental Health Trust (AWP) provide mental health and learning disability services and Hanham Health provide GP medical services and the administrative function within the prison. Other providers are contracted to provide a range of other services such as dental care, optometry, audiology and scanning.

Resettlement is overseen by the Community Resettlement and Rehabilitation Company (CRC) and the National Probation Service.

HMP Bristol is a local prison as demonstrated in the following image (source: dailymail.co.uk) which shows its very close proximity to the local community and accessibility for 'throw overs'.



4 SAFETY

4.1 ACCTs

The number of ACCTs opened has remained consistently high this reporting year. 1157 ACCTs were opened compared to 886 in the last reporting year and represents about 10% of the prison population. The number of new ACCTs being opened in reception is consistent with last year. The reason for opening ACCTs is recorded as being due to statements made of self harm; this is also consistent with our monitoring of previous years. The largest group of ACCTs opened are White males and age range 21-30 – the same group being the largest percentage of the prison population.

4.2 Self Harm

Incident Reporting System (IRS) reporting of self harm incidents has become more inconsistent in the last half of the reporting year and remained variable. Although all incidents are reported, this is not always done within the mandated time frames in spite of the efforts of the Safer Custody Unit's constant efforts to enforce good practice of reporting by wing staff. The efforts of the Safer Custody Unit to improve reporting of self-harm and violence have not always been supported by Residency with the frequent need for quick time learning and wing briefings a necessity to ensure accurate and timely recording of incidents in observation books and IRS reporting.

4.3 Safety Interventions

A Safety Intervention Meeting (SIM) is now held every week where complex case reviews are discussed using a cross-department approach.

ACCT assessor and ACCT Case Manager training has taken place throughout the year to improve the quality and management of ACCTs opened. Although it has been noted in our rota reports that the quality of ACCT entries has not always been good and/or there have been omissions in the recording of a daily meaningful conversation.

4.4 First Night Centre

A temporary First Night suite was opened in June 2018 on C wing spur. It allows for prisoners to receive support and a reliable induction programme before going on to normal location.

Listeners' suites have been painted and refurnished and are now operational on all wings. Listeners attend the monthly safer custody meetings and are able to report any problems with call outs or suites.

4.5 Samaritans

The problem with Samaritan phones reported last year has also been rectified and the phones are working on all wings.

4.6 Deaths in Custody

There have been 3 deaths in custody compared with 7 in the previous reporting year. These are all awaiting Prison and Probation Ombudsman final reports and Coroner hearings.

4.7 Violence Reduction

There have been 414 recorded violent incidents this reporting year compared with 371 in the last reporting year. This is a rise on the previous year and it is difficult to assess whether this is due to improved reporting.

The data shows that the majority of perpetrators and victims of violence are white British which represents the largest population at HMP Bristol. The majority involved in violent incidents as

perpetrators are in the 21-30 age group and the majority of victims from the 31-40 age group. Similar to IRS reporting, despite the efforts of the Safer Custody Team, the recording of violent incidents are not always being supported on the Wings by residential staff. Violent incidents are not always recorded in observation books or in the required report forms (known as an F213).

The highest risk for violent incidents recorded by the Violence Diagnostic Tool is the morning period (unlock for labour and return from labour).

4.8 Cell Bell Use

Cell bell data is now being recorded. A response chart is recorded for each wing. A cell bell process map has been distributed to each wing called Improving Prison Safety – Cell Bell Calls. It quotes PSI 75/2011 that residential services require that staff ‘must respond to calls for assistance’ wherever possible within 5 minutes which is in line with HMIP’s expectations. From data recorded, the response times are improved compared with last reporting year but further improvement is required. Improved staffing levels this reporting year should reflect in these response times. C wing and G wing response data show response times are slower than on other wings.

4.9 Use of Force

There have been 464 uses of force this year compared to 373 last reporting year – although this could be due to better reporting rather than actual increase in use of force.

Monthly meetings have not always been held regularly and are sometimes cancelled. They have not been well attended when they are held.

It has been noted that there may be some perceived bias of using male prison officers for use of force and some female staff have commented that they have not been able to participate in use of force responses.

A Scrutiny Panel has been set up to scrutinise use of force incidents recorded by body worn cameras. The IMB has attended this panel but these panel meetings have been cancelled on more than one occasion due to staffing issues.

Recording of use of force following an incident on a prisoner has been inconsistent and the local operating policy for use of force reporting has not always been followed by members of staff involved in a use of force incident.

Outstanding paperwork remains a concern for the Board. When there was no C & R Co-ordinator due to redeployment for the period May 2018 – July 2018 there was a significant drop in completion of recording paperwork.

It is a concern to the Board that members of staff used in use of force incidents continue to be informed that they have paperwork outstanding. These staff are still being deployed in use of force incidents.

5 EQUALITY AND FAIRNESS

During 2017, 24 recorded DIRFs were submitted in total and reflect a wide range of protected characteristics including:

17 concerning race

2 concerning sexual orientation

4 concerning religion

1 concerning disability

(3 were concerning race and ethnicity and one concerning both race and religion. 22 were investigated and completed by the Safer Custody department, one by a Governor, and one by the security department, all investigations completed bar one)

Up to mid July 2018, 25 recorded DIRF's were already submitted, making a significant increase in the calendar year total highly likely. 2018 DIRFs also reflected a wide range of protected characteristics including:

14 concerning race

4 concerning sexual orientation

5 concerning religion

2 concerning disability

(1 was concerning race and sexual orientation)

(24 were investigated and completed by the Safer Custody department and one by a governor, all investigations have been completed)

*The board notes that conversations with prisoners do sometimes include elements of racist, or other diversity grievances but are often characterised as an 'attitude' rather than a specific incident or comment. Overall, the Board have no issues of concern to raise on the outcome of any DIRF's raised.

Disabled and Elderly Prisoners

Facilities at HMP Bristol are not fully adequate to accommodate elderly or disabled prisoners. In particular

- Access to the Health Centre on the 1st floor is by stairs only – this means that disabled prisoners are unable to attend health clinics on the first floor including access to visiting dentists and opticians. Wing health clinics have no seated waiting areas which has also been cause for complaint by prisoners waiting to receive medication
- Disabled shower facilities are only available on some wings – e.g. D wing annex has no accessible showers - the Board understand that if special grab rails are needed then the prison must apply on a case-by-case basis for individual prisoners to have these fitted, but by the time they apply the prisoner has often left the prison.

Complaints and Lost Property:

The Board has had to follow up on a number of complaints (via applications made to IMB) which have not been processed on a timely basis through the internal complaints system or the responses have been unsatisfactory, particularly those related to lost property which is a constant source of anxiety for many prisoners. It has also been noted that when prisoners are the subject of a forced removal, often there is no cell clearance form completed by wing staff and their personal property then goes missing without any remedy or evidence trail available to the prisoner. The Board have also escalated several complaints to governor level because the complaint originated at other establishments but those other establishments simply do not respond or follow up hence needing Governor to Governor intervention and valuable time spent to ensure that a complaint is followed through and closed out or, as it often the case, financial compensation paid due to property being lost and never recovered. Where that property is family photographs or legal paperwork, this is particularly distressing for prisoners.

6 SEGREGATION/CARE AND SEPARATION UNIT

6.1 A refurbishment of the segregation unit was completed in August 2017 and it was back in use during that month. The refurbished unit is a considerable improvement on the state it was previously in. Unfortunately, there has been some limited ongoing vandalism to the unit which has resulted in some cells remaining out of use due to ongoing repairs.

6.2 The number of prisoners placed in the Segregation Unit during this reporting year was 249. This compares with 135 in the previous reporting year and represents a significant increase, although this increase in number can most likely be linked to the increase in available cells as in the previous year only a small number of segregation cells were useable and men had to be placed on the wings.

6.3 The GOoD review procedure initiated by the Board to improve the attendance of IMB members at GOoD reviews has worked well and continues to improve IMB member attendance at reviews. Additionally, the governor responsible for the Segregation Unit implemented a procedure that, where possible, GOoD reviews would normally be held at 2pm on Tuesday and Thursday. This was a generally a productive move, enabling healthcare and IMB as well as education and OMU, where required, to more easily arrange to be there. The governor who introduced this procedure has since transferred to another prison but the policy (Tuesday and Thursday) has remained. Unfortunately, there have been some occasions where the reviews did not commence on time resulting in some frustration.

GOoD reviews continue to be held in an extremely fair and sympathetic manner by the presiding governor and accompanying officers. The IMB attended at least 75 GOoD reviews during the year. All reviews were considered to have followed a fair procedure and reached a fair outcome. Healthcare attended all reviews.

There has been some confusion regarding policy concerning prisoners' right to have a TV while in segregation. This caused some friction amongst the prisoners resident in the unit. The governor previously responsible for segregation implemented a blanket policy of "no TVs in segregation". It has since been decided that such a policy was not in accordance with PSIs and has now been changed so that TVs can be earned for good behaviour or can be allowed

under certain circumstances. For instance, where a prisoner is placed on GOoD OP (for own protection).

6.4 Staff in Segregation continue to work extremely professionally and effectively in a challenging environment. Board members are always permitted to speak freely with prisoners in the unit and staff are helpful in facilitating this.

Staff endeavour to keep prisoners in the Segregation Unit for no longer than is absolutely necessary. The number of prisoners kept in segregation for over 4 weeks totalled 24.

There have been a few occasions where it has been decided that a prisoner resident in segregation would be more suitably transferred to the mental health (Brunel) unit, but had to remain in the segregation unit due to the lack of a suitable cell in the mental health unit. However, this was invariably rectified as soon as a cell became available.

6.5 There were 3038 adjudications carried out during the year of which 351 were referred to an Independent Adjudicator and 95 were referred to the police. This number of adjudications represents an increase of 10% on the previous year. Indiscipline and drug-related offences continue to be a major factor in this.

The amount of adjudications referred to an Independent Adjudicator has remained constant with the previous year whereas there has been a significant decline in the amount of adjudications referred to the police reducing from 193 to 95.

The Board has observed a sample of adjudications and concludes, once again, that prisoners have been shown dignity and respect for their rights during hearings.

7 ACCOMMODATION (including communication)

7.1 As noted above (See Section 3 - Description of Prison) and as raised in previous IMB reports, HMP Bristol is an old Victorian prison and struggles to remain fit for purpose or to provide reasonable and humane accommodation. To date there has been little evidence of any meaningful capital investment in the fabric of the buildings. This is evident in the Minister's response to the IMB 2016/17 Annual Report which acknowledges that the flooring on D wing has still not been replaced (despite a previous statement that it had) and the servery on C wing not refurbished as anticipated due to lack of funds. Details of the numerous capital works requests made or which remain outstanding are detailed in Appendix 3.

7.2 In the absence of any photographs, we can only reiterate our observations that HMP Bristol remains a run down, unhygienic, dated and shabby environment for prisoners and staff alike and not conducive in any way to promote good behaviour, wellbeing, hope and/or rehabilitation. The environment also rubs off on the staff where we have found dirty and disorganized wing offices that demonstrate little appetite/time for creating an efficient and effective working environment. It is disappointing that the capital funding schemes and initiatives which are promised on the horizon are then constantly rejected or cancelled. However, the Board does welcome the limited investments that have been made during the reporting year including the much needed refurbishment of the Segregation Unit and B wing and introduction of CCTV on all wings. We note that substantial funding has also been made available to enable the construction of a new college.

Staff/Prisoner relationships:

7.3 It was noted in last year's report that over 60% of staff were new recruits with less than 2 years' experience. This remains a concern, particularly with increasing rates of attrition and where experienced staff, who understand prison craft and managing prisoner expectations, choose to leave their positions at HMP Bristol for other opportunities. Without this experience, wings are then staffed by newer recruits who can be taken advantage of by prisoners who are able to pick up on their inexperience or vulnerabilities. However, we have also seen some excellent examples of new POELTs (Prison Officer's in Entry Level Training stage) demonstrating great empathy with prisoners, building constructive relationships and demonstrating efficiency. Staff/prisoner relationships are observed to be strained at times with several reports of serious violence toward staff and also allegations of undue staff handling of prisoners and prisoner injuries (including a broken arm and broken finger) arising during restraint procedures in circumstances where there is not always transparent body worn camera (BWC) video footage. Where these incidents have occurred, there has been careful follow up and investigation by the Governor and appropriate action taken.

7.4 Key Workers

We have previously raised the concern of prisoners not having access to a key worker or wing officer they can confide in or to help them address more complex needs. Only those prisoners with a sentence longer than 12 months have assigned offender supervisors (OS) but even in these cases, the prisoners often cannot tell us the name of their OS and/or they state that they have not had any recent dialogue with any nominated officer. Similarly when the Board has approached wing staff with queries about particular prisoners, it has often been the case that the wing staff have had a limited level of knowledge of particular prisoners and there has been little mention in or use made of the wing operations log used for staff briefings;

7.5 We understand potential key workers have now been identified and are undergoing training to operate as key workers and thus enable prisoners to have a more supportive relationship with staff. This will also enable prisoner behaviour patterns to be better understood and concerns picked up and dealt with more positively for the benefit of both staff and prisoners. This is important as the Board have sometimes struggled to find the right people at the coal face to take ownership or accountability for isolated (but basic day to day needs) issues that have come up and/or have been met with reluctance, delay or the response that staff are 'too busy'.

The Daily Regime:

7.6 The Governor promoted a new regime set out in a document to prisoners dated 6th May 2016 entitled 'Changes to the Prison Day'. The strategy and intent is a good one and aims to incentivise prisoners to conform to a structured daily regime revolving around a regular timetable and purposeful activity. However due to resource constraints as noted in the Executive Summary, the prison still fails to meet its own expectation to run the prison in this way.

- Often there is a lack of staff to run the required regime. The prison requires a green/amber resource availability in order to operate the new regime; however, with staff often being re-prioritised to other unplanned tasks (response teams, serious incidents, escorts, constant supervision duties etc.), the resources simply are not there to run the desired regime. This also has a knock-on effect for healthcare appointments (see Section 8 below);
- A pillar of the new daily regime was to promote uptake of purposeful activity during the day with those not participating facing Incentives and Earned Privileges (IEP) penalisation a, loss of gym, lock up etc. Instead we have often found that those declining to participate are often not penalised with IEP and instead allowed unplanned association on wings and so are not sufficiently incentivised to attend workshops/education;

- Those who do wish to attend workshops have been prevented, as workshops have not always run as planned and/or lack the required trainers;
- When the normal daily regime fails to run and with prisoners not away at activities, wing staff are not then available to deal with prisoner applications and these become delayed.

Communications:

7.7 Limited information is provided on notice boards across all wings and there tends to be a lack of consistency of accessible information in all wing offices . When we have seen notices issued to wing staff to pin on prisoner notice boards, our monitoring has demonstrated that these notices are not always put up as requested.

7.8 The Prisoner Information Desk (PID) is supposed to run each morning and evening at designated times (this commitment was made in the 'Changes to Prison Day' document issued to all prisoners on 6th May 2016). However, there is little evidence this is available or accessible on all wings to or even known of by prisoners or indeed staff.

Induction:

7.9 In August 2017 the induction process was delivered by first night orderlies located on F wing, with prisoners being collected and taken to the Induction suite if staff were allocated. Data recorded prior to September 2017 has been lost but monthly performance is available from then to July 2018.

From October, first night daily paper-based logs of new arrivals into Reception were kept, enabling D wing staff to identify who requires induction and to ensure they were inducted within a 5 day period as per PSO 0550. This was very much dependent on adequate staffing with the appropriate knowledge to deliver induction. The high number of new staff diluted this capability.

From November 2017, a Local Operating Procedure was set up and induction packs, mainly in English, were readily available to all newly arrived prisoners in Reception. Some foreign language packs were also created and are now provided. Packs contain a prison issue letter and applications to request the addition of telephone numbers for family and friends.

Every prisoner is interviewed by a first night orderly or the induction staff. However, there has been a high percentage of prisoners who decline due to the number of reoffenders and recalls received into the establishment. A record for each prisoner documents if/when they were last in custody, whether induction has been declined, if they have been out of custody for over 12 months, on an ACCT, are a foreign national or are unable to read the induction pack, when they will be offered an induction presentation.

Data recorded prior to September 2017 is not readily available but monthly performance is available from then to July 2018. This information records numbers of newly arrived prisoners, those inducted and those who declined induction.

(The data shows undocumented prisoners as not inducted/unrecorded. These prisoners, no longer in the prison, were transferred or released and so their data cannot now be accessed on C-NOMIS by HMP Bristol to clarify if they had been through any or all parts of the Induction process.)

In the period Sept 2017 to July 2018

Arrivals totalled:	2011
Fully inducted:	513 = 26%

Declined full induction but spoken to: 1218 = 61%
Not inducted or unrecorded 30

Determination to improve the percentage of prisoners fully engaging in induction is showing in the most recent data (included above) for June (36%) and July (46%). Many are receiving individual presentations within their cells. However, meeting the 5 day target is proving difficult.

On completion of induction, prisoners are allocated to A, B, C, D (now temporarily out of use for complete renovation) or G wings as appropriate. In addition, all wings have peer mentors and Listeners supporting prisoners on their first day in custody, during induction and beyond as necessary. Prisoners in C3 (detox) receive one to one induction.

The induction programme will be run consistently to timetable unless wing staff numbers fall below 40 per day and the induction team strength drops to three. To counter this the minimum Induction team strength is now four staff (the ideal is six). Disruption to the timetable is only likely in the event of a serious incident or unforeseen staff shortage.

8 HEALTHCARE (including mental health, social care and drug testing)

8.1 Healthcare.

Healthcare in Bristol is delivered in a difficult environment that is not under the control of the healthcare providers. Many prisoners have not accessed healthcare in the community and many have undiagnosed conditions as well as ongoing conditions that require some more immediate attention, as well as diagnostic testing and treatment. With the prison population getting older and living longer, healthcare are now having to manage long-term conditions such as diabetes, COPD, arthritis, and cardiovascular disease. Illicit drug use and high levels of self-harm are prevalent in the prison. All of these are placing healthcare under increasing pressure.

8.2 Availability and provision of clinical care.

Although there would seem to be an improvement in the access to clinical appointments it still needs further improvement. In November 2017 the service providers 'Inspire Better Health' (IBH) undertook a full service review and remodelling exercise. We have been advised that this is in line with the original tender to deliver a nurse-led model. This aligns itself with the provision in the community where patients are seen by a practice nurse and only referred to a GP for more complex issues. The prison seems to be generally supportive of the proposed changes. The aim is to deliver a nurse-led model of care that should reduce the volume of routine work currently being delivered by a GP. The nurse will always be able to refer to a GP when required.

These 'see and treat' nurse-led deliveries will be wing-based as much as possible thus cutting down the escort requirements.

Prisoners with long-term conditions will have access to nurses or pharmacists who are specialists in the condition.

The transformation plans were implemented from 1st April with a gradual changeover and we will be looking to monitor the change, in the hope that we will be able to report a great improvement next year.

8.3 Concerns.

IBH have flagged up some particular concerns arising including (1) limited follow up to understand why a prisoner did not attend a clinic – although this should improve as more notice is now being given to the prisoner of upcoming appointments as well as a cancellation form provided for their use; and (2) there seems to be an ongoing problem with the amount of verbal abuse and intimidation shown to the nurse practitioners at the medicine hatches on the wings. Officers are not always seen to be consistently present at the hatches when medication is being dispensed.

8.4 Mental Health (AWP).

There are improved communications between the prison and healthcare that has enabled the mental health (AWP) team to now attend the majority of ACCT reviews and is a welcome improvement from last year.

8.5 Brunel Unit.

Brunel is constantly full, being occupied by those prisoners with enduring mental health needs as well as other prisoners with complex needs. In the past the mental health team have had a full-time presence in the unit to support the prisoners, but this has meant that there is an inequality in the mental health support being offered to the remainder of the prison population. The revised provision enhances the service provision and includes a therapies team delivering psychosocial interventions and a range of specialist mental health support.

8.6 Staffing.

There is a constant shortage of qualified clinical practitioners, which mirrors the national position. Healthcare have been undertaking a range of recruitment activities to attract and retain staff. Despite the staff shortages and the pressures facing staff within the service the staff are to be commended on their professionalism and high-quality care in all their dealings with the prisoners.

8.7 Social Care.

Last year it was stated that the Head of Safer Custody was engaging with Bristol City Council, and that a social care provider had been identified. This unfortunately fell through due mainly to the variable needs for social care. However, a new provider has been identified and funding is now in place from Bristol City Council so that the necessary social care can be provided on an ad-hoc basis when required.

8.8 Drug Testing:

The MOJ's response to the Board's last report stated that they shared the Board's concern about the presence of drugs in the prison. It stated that a multi-agency approach was being implemented which aimed to combat the supply and abuse of illegal drugs and psychoactive substances. The issue of drugs and drug testing was not explored at length in the Board's last report and so further efforts have been made to report on our observations in this year's report.

In adherence with PSO 3601, the prison must test 5% of its population for illegal drugs each month. The prison aims for fewer than 20% of prisoners to test positive for drugs. The board has concerns that this target is due to be lowered, despite the fact that it was only met in three months between June 2017 and June 2018. On average, 36% of tests were positive.

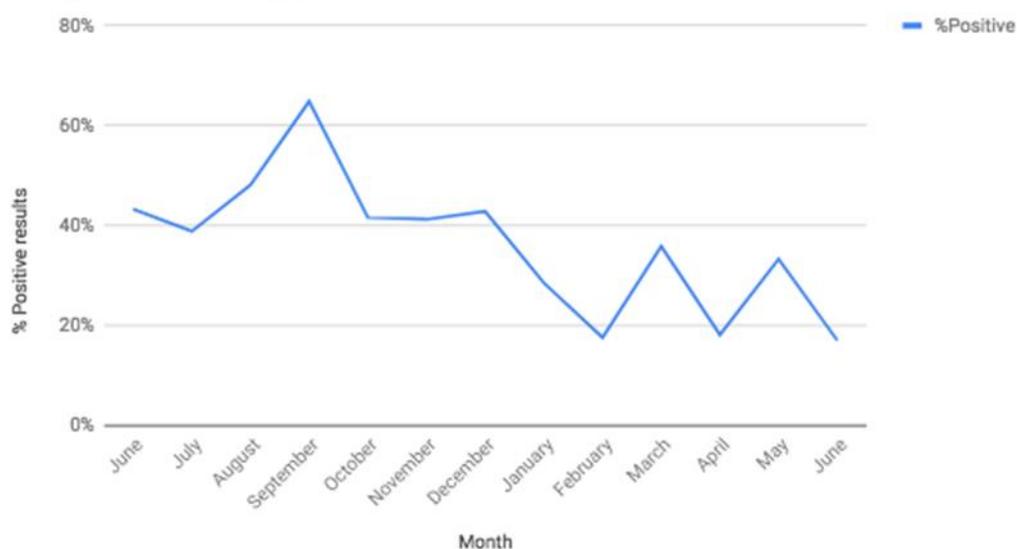
There was significant variation, however. The highest positive result rate was 65% in September 2017. There has been a decrease in the number of positive results over the course of the reporting year. The average number of positive tests in the period January-June 2018 was much lower, averaging 23.5% (see below).

The majority of drug testing at the prison is random. In this period, only 12% of testing was suspicion-based (see below). PSO3601 also requires prisons to carry out weekend testing not less frequently than once every three weeks to challenge drug users who hope that testing will be less likely on a weekend. This was largely achieved, but weekend testing did not take place in July 2017 or February 2018. For much of the reporting year, the information displayed in the MDT suite on support for substance abusers was out of date.

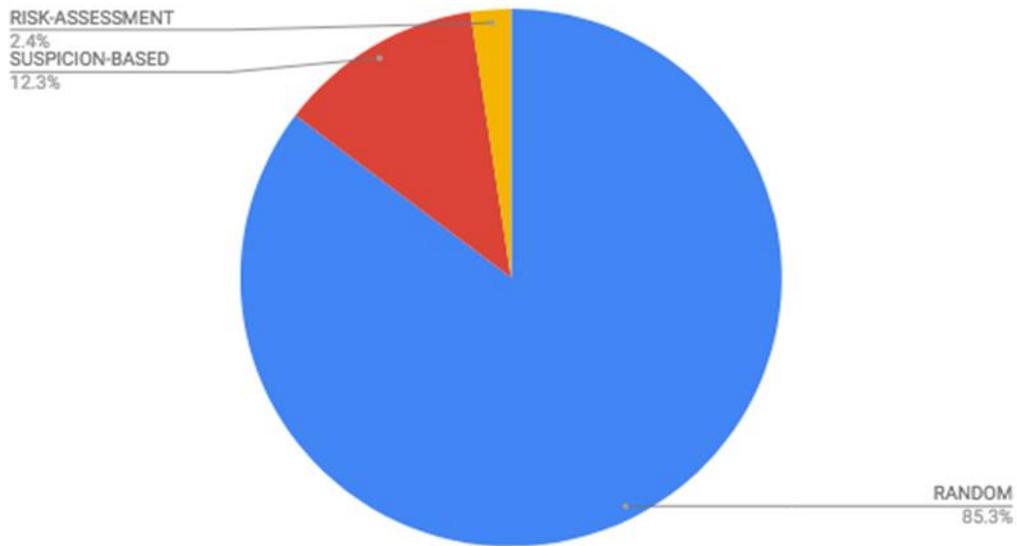
These results indicate that illegal drugs continue to circulate in the prison. In 2016 the Board reported that the levels of drug use may have been underestimated as it was not possible to detect synthetic cannabis. Now the prison is able to test for synthetic cannabis, or 'spice'. By measure of testing, spice is the most common drug in the prison, accounting for 31% of positive results in this period (see below). Spice use raises several concerns for staff, who struggle to control its supply even to the Segregation Unit - the most secure wing in the jail. Spice can make prisoners extremely violent and can lead to conflicts when prisoners accrue 'spice debts', and so its continued supply in the prison is a cause of violence towards prisoners and staff.

The Board remains concerned that the prison's disciplinary response to drug use remains inconsistent, as has been reported in previous years. In this period, 70% of prisoners were adjudicated for testing positive for drugs, but the remainder were not (see below). In the worst cases, in December 2017 and February 2018, none of those who failed drug tests were adjudicated. This is due to proceedings being sanctioned 'out-of-time'. The MDT office is not always occupied, which means that positive results, sent electronically, are not always picked up in time to comply with procedural deadlines. The process requires results, once received, to be externally verified which puts another link in the chain. Further, fewer staff are trained to handle this part of the process than are trained to carry out the drug testing itself, making it more difficult to action the positive results.

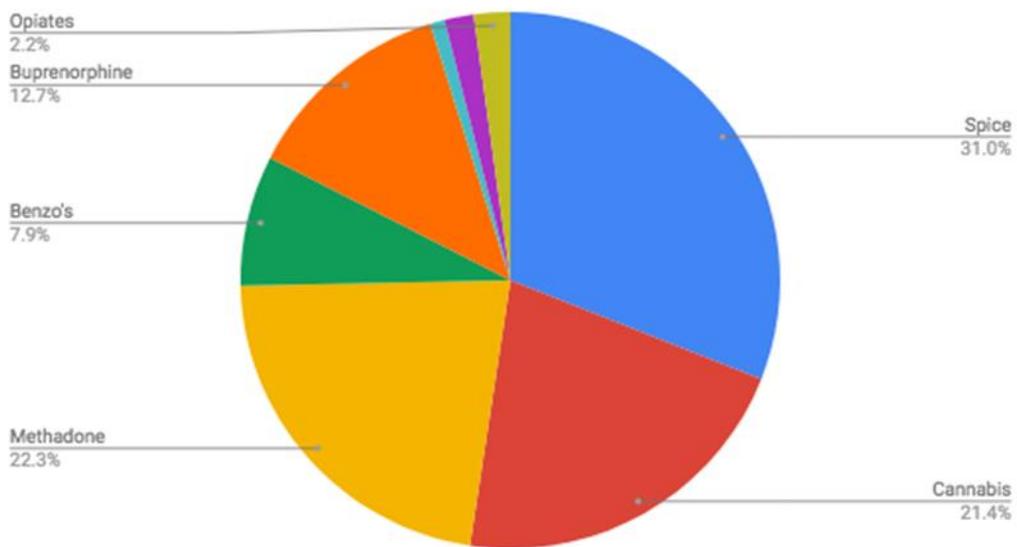
Drug tests returning positive results between June 2017-June 2018



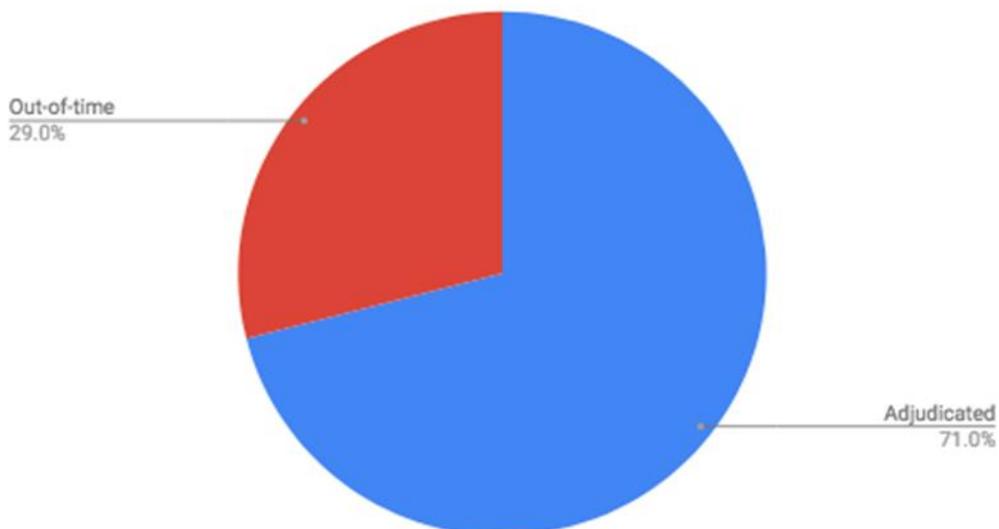
Types of Drug Testing used at H.M.P. Bristol



A breakdown of the drugs detected between June 2017-June 2018



Action taken against prisoners who test positive for drugs



9 EDUCATION AND OTHER ACTIVITIES

The basic requirements of English and maths Level 1 remain the gateway to all learning. This also applies to work training to demonstrate an ability to read and understand workshop safety procedures. An increase in available space of 10-20% is required to meet the needs of low risk prisoners who qualify for education. Available weekly spaces total 417 against a need for 473 (as at August 2018). A new three-storey education block is currently under construction and due for completion in April 2019, which will provide 150 education and work spaces, including disabled access.

Approximately 75% of all prisoners who arrive and are assessed, have at least Level 1 Maths and English. However 60-70% of new arrivals refuse to take the English and Maths assessments, which acts as a barrier to then attending education and work skill classes (but noting that remand prisoners are not obligated to engage in work or education). The option of 'outreach' access to English and Maths course work within some workshops has not been popular. A Level 2 pass at English and Maths is said to equal GCSE grade C/D.

A daily pop-up Employability Skills Workshop enables unemployed prisoners to speak to a member of the education staff to receive help and advice. A list shows why individual prisoners are not working. Education class/subject details are absent from most Prisoner Information Desks and notice boards.

Staff shortages within the wing regime have adversely impacted attendance for education throughout the reporting year. Precise attendance data for 2017/18 is not available (records are not always available for the period up to February 2018) but it is estimated to have been approximately 70%, the same as quoted by OFSTED in their 2016/17 report.

Business Studies, Catering (NVQ Level 2), Art and Creative Writing have now been dropped, while an IT Code Writing course and an Introduction to Barbering added. The provision of the Lifecycle (cycle maintenance skills training) has been increased and a Level 1 Construction Workshop added.

A planned Painting and Decorating course did not get off the ground because a tutor could not be recruited (although this problem has since been resolved after the period covered by the report).

A total of 40 prisoners are said to have been surprised and delighted to find that they had been offered jobs by DHL, which they accepted, after successfully completing a Fork Lift Truck Driving course. This course, along with Halfords' support for the Lifecycle Workshop, was a part of the 'Inspiration in Custody' scheme. Prison management are disappointed that the funding for the 'Inspiration in Custody' scheme has since been withdrawn.

'Pathways into Employment' covering five skill areas, can lead towards 12-week educational courses and training resulting in industry accepted qualifications and then to jobs in warehousing, construction, cleaning, waste management and catering. It is disappointing that 23% of prisoners attending skills courses are then released from prison before their course can be completed.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

During the past year a print shop has been opened in Workshop 2 where posters, flyers, mugs and mouse mats, as well as other products, are printed. Printing can now be produced for HMP Bristol and other prisons. A deep cleaning and general repairs team of ten risk-assessed prisoners has also been created but has temporarily been lost while the team is employed on

the refurbishment of D wing. At the end of the year there are 6 workshops operating five days per week and employing 170 prisoners.

During the prison's fiscal year, a number of additional workshop instructors have been trained so that the number of trained staff available to support the workshops has increased from 5 to 11. Contracts arranged by Public Sector Prison Industries (PSPI) with public sector purchasers provide work for the textile and printing workshops. The key features are that daily or weekly output volumes are not critical to the buyer thus reflecting the fluctuation in the number of prisoners allocated, and the contracts also provide income.

Again, activity in workshops has been adversely affected by regime fluctuations. Attendance was good in April/May 2018 but absences during the summer period caused cancellation of many workshops.

Attempts to encourage regular prisoner attendance, with incentives such as hot breakfast, which were successful when launched, have not worked as well in 2017/18 – prisoners take the breakfast and then refuse to leave their cells. Responsibility is now passing from wing staff to work areas (workshop instructors/supervisors) but 'refusals' to attend work will still require confirmation by a wing officer (to cover issues such as sickness, legal visits etc). Moving into the new year, the Head of Residence will now be involved in developing SO and CM support for the use of IEPs to encourage attendance.

Failure to utilise the IEP system to date (i.e. use of IEP sanctions to encourage participation in the regime) means that it has been more a matter of persuasion to encourage prisoners to attend work and education and engage in the regime and the failure of prisoners to do so cannot be linked to training staff shortages.

All prisoners wanting employment will still require Level 1 English and Maths to show they can read and understand safety procedures.

11 RESETTLEMENT PREPARATION

11.1 HMP Bristol considers the key issues to be tackled to achieve successful resettlement are accommodation and housing, substance misuse, employment and skills training. There are now only five Catch 22 staff in Bristol exclusively engaged in resettlement preparation. Previously staff from ARA were employed to assist prisoners with substance abuse resettlement issues, but this contract ended in March (due to be reinstated in September 2018). Funding for other resettlement work has also been cut during the year, including the Careers Service 'Inspiration in Custody' which had been highly regarded by the prison. The prison is working to fill the gap from September 2018 with Prospects also running the library service.

11.2 It is understood, generally and within the public domain, that a large number of prisoners are reconvicted following release. At HMP Bristol, the IMB have been advised that it is not possible to examine this clearly or evidence the effectiveness of any resettlement work, because data is not collected to track prisoners re-offending on release which can be related to their time in Bristol. For example, Bristol's status as a local prison means that prisoners are often transferred to complete their sentence elsewhere, and any input from Bristol would be difficult to quantify.

11.3 Our 2015, 2016 and 2017 reports voiced the Board's concerns that Catch 22, a community rehabilitation company (CRC), had not been able to fulfil their role in preparing prisoners for release. Unfortunately, the situation has not improved. The 'Making a Change' (MAC) workshops based on the five pathways of accommodation, employment/training/education, finance/debt/benefits, health and family/relationships have

effectively stopped this year due to low prisoner take up. Catch 22 believe their resources are better used elsewhere so have focused on more one to one support. Improvements in prison staffing levels however have meant that Catch 22 have been able to carry out more resettlement interviews away from the wings this year, providing a more conducive and private space which has allowed for better conversations and more effective resettlement advice.

11.4 Catch 22 provide support for the five pathways, but housing support still forms the overwhelming majority of interventions (approx. 60%), whilst employment support is fairly low (less than 10%). Releasing prisoners to 'no fixed abode' (NFA) is a major issue, with approx. 30% of all prisoners having NFA on release. This amounts to over 300 prisoners every year and is rising. In recognition of this, St Mungo's housing charity are locating a housing worker in the prison from July 2018 for six months to assist with resettlement options. The Homelessness Reduction Act which came into force this year, means that the prison has a 'duty to refer' to the local authority. A steering group of the Bristol Crime Reduction and Reoffending Board now meets monthly to oversee how homelessness is impacting on re-offending and what services and funding are required to reduce this. Meanwhile for 2017/18, the picture has been bleak, with many anecdotal stories of prisoners seeming to come back into prison because they have nowhere to live. Bristol's housing crisis can therefore be seen to be impacting on reoffending. Data is available for CRC prisoners' housing route post release, but not for prisoners supervised by the National Probation Service, making a cohesive picture for the whole prison population difficult for the IMB to assess. Furthermore, the 14 day recall regime within the Crime and Disorder Act has a detrimental impact on rehabilitation, as it is insufficient time for any meaningful intervention by the prison.

11.5 Although HMP Bristol is a founding member of the Avon & Somerset Reducing Reoffending strategy, the Board have noted some fragmentation of accountability and lack of clarity of an HMP Bristol based strategy or action plan for resettlement preparation as between the various agencies. This has meant that the IMB cannot evidence or track what works and how effective resettlement preparation is in reducing re-offending. The IMB made the same point in 2017, and questioned how Bristol can be categorised as a resettlement prison. Much good work is going on, but the outcomes of these do not appear to be captured to inform future work. This is not necessarily Bristol's fault as the Senior Management Team sometimes lack availability of data from, or struggle to influence, the other agencies such as the CRC. For example, the Careers Service funding was cut with little warning and has impacted greatly on resettlement work. However, forums for multi-agency working which are meant to co-ordinate rehabilitation, such as the reducing reoffending meeting, which should meet monthly, have not met at all this year, partly because they are not guided by a strategy and therefore not seen as valuable by staff.

11.6 The phased introduction of the new offender management in custody (OMIC) system could offer a beacon of hope. Over the next 18 months, all prisoners will have a dedicated key worker who is a prison officer. They will have a dedicated 45 minutes each week for all their needs, based on a hierarchy of needs, so this will include housing and resettlement. Band 3 officers are undertaking training in this with the aim of going live in May 2019. In this way, prison officers will be upskilled and allowed more 'one to one' time with prisoners which will include signposting and referrals.

Section - Work of Board

BOARD STATISTICS	
Recommended Complement of Board Members	15
Number of Board members at the start of the reporting period	8
Number of Board members at the end of the reporting period	8
Total number of visits to the establishment	150
Total number of segregation reviews attended	54

Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	11	3
B	Discipline including adjudications, IEP, sanctions	3	3
C	Equality	2	3
D	Purposeful Activity including education, work, training, library, regime, time out of cell	6	12
E 1	Letters, visits, phones, public protection restrictions	18	16
E 2	Finance including pay, private monies, spends	5	14
F	Food and kitchens	1	4

G	Health including physical, mental, social care	30	40
H 1	Property within this establishment	20	30
H 2	Property during transfer or in another establishment or location	19	30
H 3	Canteen, facility list, catalogue(s)	0	6
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	32	24
J	Staff/prisoner concerns including bullying	36	21
K	Transfers	12	22
L	Miscellaneous	20	34

Total number of IMB applications

215

262

Appendix 1
List of “VIP” Visits 2017 / 18

Date of Visit	Visitor	IMB invited to comment?
14/9/17	Anthony Brown, High Sheriff of Bristol & Canon Nicola Stanley	No
15/9/17	Rupert McNeil, Chief People Officer	No
10/10/17	Michelle Jarman-Howe, Executive Director PSP South	No
22/3/18	Justice Select Committee Bob Neill MP -Chair of Justice Select Committee David Hanson MP Ellie Reeves MP Marie Rimmer MP Danielle Nash Claire Hardy Jacqueline Beard)	No
27/3/18	Phil Cople, Executive Director Prisons	No
25/4/18	Frances Crook, Chief Executive Howard League of Penal Reform	No
14/6/18	Michelle Jarman-Howe, Executive Director PSP South	

Appendix 2

Ongoing Issues Previously Identified:

Issues/Concerns	Summary of Issue/Concern	Status
Issues for Minister	Re-examination of staff benchmarking which is too restrictive and does not allow for sickness and additional tasks, for example emergency escorting to hospital and bed watches.	Refer to daily regime which is still not operating consistently – mainly red/amber
	Improve the fabric of the prison, with particular reference to the very poor condition and lack of decency in many cells and communal Wing facilities	Fabric remains in a poor state with promised funds for capital investments withdrawn and numerous outstanding requests for urgent capital works
Issues for Prison Service	Enable the delivery of Resettlement Pathway Workshops by Catch 22: Catch 22 compromised in its commission to deliver Resettlement Workshops:	
	Widespread use of drugs/NPS continues, underlining the urgent need for a more robust zero tolerance strategy concerning the supply and possession of these substances	Drug use still prevalent and causing ongoing issues.
	Improved strategy for dealing with prisoner property is needed	No change
Other concerns	Access to cleaning materials and toiletries System errors in kit supply and distribution Serious backlog in maintenance issues The standard of Wing cleaning is variable from just about satisfactory to inadequate	Improvement occurs but not sustained and hence continues to be an issue.
	'moderate' priority training needed in ACCTs, CSRAs (Cell Sharing Risk Assessments) and emergency 'Code Red'/'Code Blue' responses 652 ACCT (Assessment, Care in Custody and Assessment) documents were opened during the reporting year. There continue to be gaps in the timely completion of observation notes, the recording of reviews and systematic quality assurance by senior staff	ACCT's have improved - initiative by safer custody has helped but need continuous reinforcement of good practice to maintain standards. Particularly important due to substantial increase in ACCT's (due to DIC Coroner comments prompting over caution with need to open ACCTs)
	long-standing backlog of almost 20% of the population waiting for induction (consistently in excess of 80 prisoners) At the end of the reporting year some 40% were not in work/education	Room availability and resources affecting induction programme. Current target to open fit for purpose induction facility is December 2018
	External hospital appointments missed due to a lack of prison staff escorts.	Not reviewed
	Mental health team unable to achieve targets for delivering initial triage assessments due to shortage in operational staff to escort prisoners to appointments; only about a third of assessment appointments were attended.	Sample testing indicates little improvement
	Prisoners who have positive tests for illegal drugs have not been sanctioned through the adjudications process. Analysis of the monthly MDT and adjudications logs indicate. only six adjudications arising from positive MDT tests were recorded in this period, all of which took place in one month. In other cases proceedings were 'out of time' and no disciplinary action could be taken.	No change Failure to use IEP's not routinely used for positive MDT tests
	When adjudications for assault are referred to the police it is evident to the Board that the victim – whether prisoner or member of staff - is not kept informed of the progress and outcome. To improve communication it has been agreed that a representative from the police will visit the prison monthly to provide an update on all outstanding referrals. The Board will monitor this initiative.	Not reviewed – but we have a dedicated police officer to follow up on police referral to deal with this issue.
	Incomplete recording of responses means that we are unable to confirm whether all complaints are investigated and whether appropriate action is taken.	No change – requirements of PSI not always met.

Appendix 3

Capital Works Requests:

1. Request for Shower refurbishment A, C and G wings;
2. Wing Servery Refurbishment for A, C, G & D wings;
3. Waste Management facilities need upgrading;
4. Industrial Cleaning workshop facility requested;
5. Creation of learning pods in Workshops 3 & 5;
6. Upgrade and install additional external CCTV;
7. Improve exercise yard netting to prevent throw overs;
8. Back up Textiles Instructor (B4) required to enable workshop to continue to run during staff absences;
9. CCTV for residential wings landings and communal areas;
10. Replacement of 2 operational vehicles;
11. Upgrade window grills on B&D wings;
12. Refurbishment needed of SEG exercise yard;
13. Repairs required to Brunel exercise yard;
14. Install additional lighting in external areas;
15. Priority given to training staff on MDT;
16. Replace Oak centre roof;
17. Provision of new education centre;
18. Staff facilities upgrade;
19. B wing upgrade;
20. Refurbishment of GP & treatment rooms in FNC;
21. Renovation of Reception area;
22. Improve and modernise domestic visits complex.