



# **Annual Report of the Independent Monitoring Board**

at

## **HMP and YOI Bronzefield**

for reporting Year

**01 August 2018 – 31 July 2019**

**Published  
November 2019**



*Monitoring fairness and respect for people in custody*

## TABLE OF CONTENTS

---

### Introductory sections

Section	Topic	Page
1	Statutory role	3
2	Executive summary	3
3	Description of establishment	6

### Evidence sections

4	Safety	8
5	Equality and fairness	10
6	Segregation/care and separation unit	12
7	Accommodation (including communication)	13
8	Healthcare (including mental health and social care)	15
9	Education and other activities	17
10	Work, vocational training and employment	19
11	Resettlement preparation	20

	The work of the IMB	21
	Applications to the IMB	22

---

## **1. STATUTORY ROLE**

---

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. This report presents the findings of the Independent Monitoring Board (IMB) at HMP/YOI Bronzefield for the period 01 August 2018 to 31 July 2019. The Board evidence comes from observations made on visits, scrutiny of records and data, contact with prisoners and staff, surveys and prisoner applications

## **2. EXECUTIVE SUMMARY**

---

### **Main judgements**

---

#### **Are prisoners treated fairly?**

Overall, the Board is satisfied that prisoners were treated fairly at HMP/YOI Bronzefield during this reporting period.

#### **Are prisoners treated humanely?**

The Board continues to highlight its considerable concerns regarding the increasing number of prisoners with complex and enduring mental health problems residing on the healthcare unit (see paragraph 8.17). Delays in both assessing prisoners and transfers to external mental health units undermine the ability of staff to provide humane care to these very vulnerable prisoners (see paragraph 8.16 and Her Majesty's Inspectorate of Prisons (HMIP) Report 2019, paragraph 2.87).

Prisoners diagnosed with personality disorders can be deemed as 'untreatable' by mental health agencies. Many are difficult to manage on normal location in the prison and so are accommodated in either the healthcare or separation and care unit (SCU), neither of which is suitable (see paragraph 8.18).

## Are prisoners prepared well for their release?

A significant proportion of prisoners leave the establishment with no fixed abode, increasing the risk of short recall sentences. The Board conducted a survey of prisoners released from Bronzefield from May to July 2019. A total of 116 sentenced prisoners, selected randomly, were interviewed at, or within a few days prior to, their release (see paragraphs 11.3 and 11.4).

Accommodation outcome	No. of prisoners overall 116	%
Deportation/voluntarily leaving UK	14	12
Fixed accommodation on release or with friends/family/hostel	38	33
Homeless on release in the UK	64	55 (which represents 62% of those remaining in the UK)

Short sentences and a significant number of remand prisoners continue to lead to high churn rates (see also IMB Bronzefield annual report 2017/18 paragraphs 11.2–11.4). At any one time, one third of the prison's population will be in the prison for three weeks or less, which gives rise to many associated problems, such as maintaining family relationships and losing accommodation and employment (see paragraphs 5.13 and 11.4).

## Main areas for development

### TO THE MINISTER

1. It takes an inordinate amount of time for prisoners who are subsequently found to require transfer under the Mental Health Act to be assessed and then found a suitable hospital bed. What is the Minister's plan for resolving this extremely serious problem? (See paragraph 8.17)
2. There are also prisoners with personality disorders who are not considered to have a treatable mental illness. These prisoners, who can appear mentally unwell, demonstrate very challenging and difficult behaviour, including self-harm. Managing them in the prison system is very difficult. What are the government's plans to address this issue? (See paragraph 8.18)

### TO THE DIRECTOR

1. There have been prolonged and sustained issues around food quality, quantity and temperature (see also IMB Bronzefield annual report 2017/2018, paragraph 7.7). In the reporting year, 9.1% of the applications to the Board concerned the quality of food, up from 7.6% last year. What are the director's plans to rectify the ongoing inconsistency of catering for prisoners in Bronzefield?
2. There continues to be a high level of complaints about property within the establishment, exacerbated by a significant number of prisoners not having cell keys (see paragraph 7.9). What are the director's plans to address this issue?

## TO THE MAYOR OF LONDON

The Board wishes to re-state the question from its 2017/18 Annual Report:

*What has the Mayor's office for Policing and Crime done in the last year to increase the availability of accommodation for those women who leave prison with no fixed abode?*

### **Improvements**

---

1. A high level of special educational needs (SEN) support has been introduced that has been welcomed by staff and prisoners (see paragraph 9.7).
2. The introduction of key workers from March 2019 has been well received (see paragraph 7.13).
3. Phoenix House, a new 10-bedded unit, was opened in April 2019 and provides a semi-open environment within the prison. This enables selected prisoners to benefit from pre-release opportunities, preparation for work, putting life skills into practice and confidence building (see paragraph 11.1).

### 3 DESCRIPTION OF THE ESTABLISHMENT

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

3.2 At the end of the reporting period, the prison had a certified normal accommodation of 542, which included 15 additional prisoner places. It holds approximately 25 young offenders, aged between 18 and 21, who are accommodated in the same houseblocks as the adult prisoners. It also accommodates a 12-bed mother and baby unit (MBU), with room for 13 babies. A total of 158 prisoners are held in double cells, with a reversion of 15 double cells to single accommodation since the start of the reporting year. Bronzefield serves 95 courts. Currently, the prison holds nine restricted status (high security) prisoners.

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

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

<b>Service provider</b>	<b>Services</b>
Aurora Project	Sexual abuse and sex workers
Battersea Dogs Home	Classes in dog welfare
Birth Companions	Pregnancy support services
Born Inside	Supporting those giving birth in prison
Choice for Change	Bereavement
Community Chaplaincy	Chaplaincy
Friends of Bronzefield	Visiting refreshments
Jobcentre Plus	Employment post-release
Kent, Surrey and Sussex (KSS) Community Rehabilitation Company (CRC)	KSS resettlement
Koestler/Watts Gallery	Art competition/exhibitions
London CRC	London releases, encompassing domestic abuse and sex work
National Domestic Abuse Helpline	
Re-unite	Mothers and children
PECAN (Peckham Evangelical Action Network)	Mentoring 18–24-year-olds
Pimlico Opera	Dramatic arts
St Giles Trust	Rehabilitation

Samaritans	Support for Listeners in the prison
Sexual Assault Referral Centre (SARC) and Rape and Sexual Abuse Support Centre (RASASC)	Rape and sexual abuse
Shannon Trust	Education
SMART Recovery	Drug and Alcohol services
User Voice	Ex-offender-led charity to stop reoffending
Wish	Support with mental health
Women in Prison	Through the gate services
Women's Institute - Bronzefield Bees	Local group within the prison

## 4. SAFETY

---

- 4.1 The safer custody team has an open-door policy. Prisoners are encouraged to contact the department if they feel unsafe or have thoughts of self-harm. Prisoners subjected to bullying and/or violence are always interviewed by the team and offered ongoing support for as long as they would like.
- 4.2 Safer custody meetings are held on a monthly basis. They are generally well attended by staff from safer custody, healthcare, security and residence. The Listeners and prisoner peer support workers attend the meetings and provide valuable feedback.
- 4.3 On a biennial basis, the safer custody team conducts a prison-wide survey to check how safe prisoners feel.
- 4.4 The incidence of self-harm is high, and has increased from a monthly average of 91 incidents in 2017/18 to 141 in the current reporting year. Some of this can be attributed to a few prolific self-harmers, but the monthly average number of self-harmers has also increased from 28 in 2017/18 to 33 in the current reporting year.
- 4.5 All but 61 of approximately 440 staff have now been trained in the updated (2018) Her Majesty's Prison and Probation Service suicide and self-harm training package. All new operational staff undergo the training as part of their induction.
- 4.6 The quality of assessment, care in custody and teamwork (ACCT) documentation continues to be reviewed regularly. Every ACCT document is checked by the safer custody team on a fortnightly basis. Duty managers also randomly check ACCT documentation daily as part of the quality assurance process.
- 4.7 A total of 517 ACCT plans were opened in the current reporting year, compared with 578 in 2017/18.
- 4.8 Self-harm 'triggers' for all prisoners on ACCT documents are now recorded on a common computer drive, so that staff have immediate access to them. The central record is then used to notify relevant staff when a trigger event is about to occur for an individual prisoner – for example, a court case or traumatic anniversary.
- 4.9 There are currently four fully trained Listeners supported by the Samaritans, and a further six completing their training. Numbers fluctuate, as prisoners are regularly transferred. Problems with access to the Listeners have occurred at night, due to the lack of staff available to accompany them.
- 4.10 There has been one death in custody during the reporting period (on 03/09/18). The Prisons and Probation Ombudsman (PPO) has investigated. There were two deaths in custody in June and July 2017, respectively, but the draft PPO reports had still not been issued by the end of the reporting year, and the outcome of the post-mortem of one of these deaths is still outstanding.
- 4.11 All violent and use of force incidents are analysed at a weekly safety intervention meeting, initiated in summer 2018, with a view to managing violence within the prison more proactively. During the reporting year, the average number of violent incidents per month has been 19, compared with 17 in 2017/18. The equivalent figures for use of force are: 35 compared with 21. In the second half of this reporting

year, there was a downward trend both in the monthly number of violent incidents and the percentage of them that were serious.

- 4.12 The custody violence management model was replaced with the challenge, support and intervention plan (CSIP) in May 2019. CSIP has the advantage that all relevant input is stored centrally on the Prisoner National Offender Management Information System (P-NOMIS), and can be transferred between prisons. It is too early to judge whether it is delivering more positive outcomes.
- 4.13 The Violence in Prisons Estimator (VIPER) scoring system identifies prisoners who are a risk to others. It is in active operation in Bronzefield. A prisoner who scores 5 or above is considered to be a serious risk to others. Six prisoners in Bronzefield were scoring more than 5 at the end of the reporting period.
- 4.14 The reception process is generally good, and Board members have frequently observed reception staff going out of their way to ensure the wellbeing of new arrivals, even when it is extremely busy. This has been confirmed by positive feedback from newly arrived prisoners.
- 4.15 The process for ensuring that new arrivals get their reception telephone call when this has not taken place in reception itself is not robust.
- 4.16 The induction process has been modified twice in the reporting year. The Board has received mixed feedback from prisoners and peer support workers as to the effectiveness and unnecessary length of the latest system. It currently lasts for seven days for completely new arrivals, and three days for those who have been in Bronzefield within the previous six months. Safer custody peer support workers see every newly-arrived prisoner within their first few days.
- 4.17 The new induction programme has a large 'health and wellbeing' component, which has had a negative impact on access to, and efficient use of, the gym facilities for other prisoners.

## 5. EQUALITY AND FAIRNESS

---

- 5.1 The prison continues to operate a zero tolerance policy towards discrimination.
- 5.2 There is an effective complaints system for alleged discrimination which includes thorough investigation of incidents, feedback and an opportunity to appeal. Prisoners claim to have faith in the system and there have not been any complaints against it.
- 5.3 Adjudications for racially aggravated offences are followed up by diversity and inclusion training being offered to the prisoners involved.
- 5.4 Between 42 and 52 nationalities are represented in the prison. Home Office immigration officers visit the prison twice a week. Coram's Legal Advice is available to give prisoners legal advice on immigration matters. Non-English speakers are required to attend English language classes, but there is often a waiting list of up to three weeks for these. The Big Word translation service is used in the prison, but on many occasions, we have observed fellow prisoners being used to translate for non-English speakers. During a large part of the reporting year, the Rough Guide to Bronzefield, an introductory booklet for new prisoners, has been available in English only. The Board continues to receive complaints from black, Asian and minority ethnic prisoners that the shop does not offer a sufficiently wide range of products suitable for them.
- 5.5 A diversity coordinator was appointed in August 2018. He delivers transgender training to staff, peer support workers and all prisoners who wish to attend. The decency manager believes that this has greatly reduced the number of discrimination incident report forms submitted. There are currently eight transgender prisoners in the prison.
- 5.6 Peer-led focus groups are held weekly, working to a monthly timetable that includes all of the protected characteristics. They are well attended. Peer support workers attend diversity training.
- 5.7 Annual prisoner surveys have been carried out and demonstrated that those with protected characteristics felt safe and supported in prison during the reporting year.
- 5.8 The number of older prisoners continues to increase. The 'second youth' focus group meets twice a week and offers age-appropriate activities. Paid part-time work is now available for retired prisoners.
- 5.9 Gym activities are available to all prisoners, regardless of age or physical ability, with individual programmes being devised to suit all.
- 5.10 All main world faiths are represented in the prison, and if a prisoner requests to see someone from a lesser-known belief system, this is sourced from the community. All new receptions, regardless of having a faith or not, are seen by a member of the chaplaincy team within 24 hours of arrival.
- 5.11 Cultural days and weeks are held throughout the year, and these are very popular with the prisoners.
- 5.12 The prison is proactive in supporting the maintenance of family ties. Visiting times are generous, and family visits for siblings and grandparents can be held in the MBU.

- 5.13 Short sentences and a significant number of prisoners on remand and licence recall result in a high rate of churn in the prison. This can cause difficulties in arranging visits for children in care and meetings between adoptive parents and birth mothers, where a face-to-face meeting is important.
- 5.14 The MBU continues to provide a supportive environment for up to 12 mothers and their babies, but there have been difficulties during the reporting year with the consistent provision of fresh ingredients for the babies' food.
- 5.15 'Prisoner voicemail' is available to mothers, who can leave or receive messages from their children or other family members.
- 5.16 Family days are held to coincide with school holidays and half-terms, but the take-up for these has been minimal. Homework clubs have been tried but have not been popular.
- 5.17 An incentives and earned privileges (IEP) scheme is in place in the prison. Reviews of those prisoners on the basic level of the scheme and of those wishing to move to the enhanced level, are held weekly, and the Board has observed that these are conducted fairly and sensitively. However, many prisoners feel that they do not benefit from the scheme because the awarding of positive and negative IEP points within the scheme depends upon the subjective judgement of individual officers. Positive IEPs can now be exchanged for added privileges such as hair salon appointments, airmail letters and visits, but prisoners complain that they are unable to take advantage of these because the positive IEPs are so difficult to achieve. They claim that negative IEPs are awarded far too frequently, often as a punishment for an isolated incident.
- 5.18 Despite the best efforts of the recruiting team, the composition of the Board remains white British. There are currently nine female and four male members, none of whom is under the age of 30.

## **6. SEGREGATION/CARE AND SEPARATION UNIT**

---

- 6.1 The unit has 13 cells and a special accommodation cell, which has not been used during the reporting year.
- 6.2 The unit is used for those on good order or discipline (GOOD), rule 53/54, own protection and cellular confinement. The Board is nearly always informed within 24 hours of prisoners being moved onto the unit under GOOD. The Board is informed in a timely manner of segregation review boards, and attends the vast majority.
- 6.3 The perception of the Board is that the SCU is frequently close to capacity, with several challenging prisoners who reside there for short periods on a frequent basis. In October 2018, there were six prisoners on cellular confinement who had to be on normal location as the SCU was full.
- 6.4 The Board is satisfied with the conditions on the SCU. The quality of the staff on the unit is particularly high, and their handling of the challenging and complex prisoners in their care is admirable.
- 6.5 Two prisoners who had resided long term on the SCU left during the year: one was discharged, and the other transferred.
- 6.6 There have been a further six prisoners over the reporting year who have remained on the unit for more than 42 days.
- 6.7 There were eight dirty protests on the SCU during the reporting year.
- 6.8 The Board sees every prisoner on the SCU, unlocked, every week, and prisoners are seen confidentially if requested.
- 6.9 Adjudications are attended by the Board on a random basis. Prisoners are made aware of their right to appeal. The number of adjudications has fluctuated throughout the year, with a monthly average of 144 and a peak of 184 cases in 2018/19 compared with 116 and 160, respectively, in 2017/18.

## **7. ACCOMMODATION (INCLUDING COMMUNICATION)**

---

- 7.1 The four houseblocks, Phoenix House, the MBU and recreational areas are modern, fit-for-purpose and generally kept clean and tidy. Several areas have been repainted during the year, with the help of prisoners within an education programme. The bathrooms and showers are clean and allow decency and privacy.
- 7.2 The prison regimes are generally well managed. Prisoners are unlocked for 9.5 hours per day. The Board has observed that this can be curtailed at weekends and on some evenings if staffing has been under pressure.
- 7.3 There is a large central garden, flanked by the houseblocks and through which prisoners walk on their way to all activities. It is maintained by the prisoners' Garden Academy and makes a positive contribution to the prison ambience.
- 7.4 Prisoners have telephones in their cells which are dial-out only; they can only call approved numbers.
- 7.5 Houseblock cleaning and the laundry are well organised. Prisoners carry out this work, which includes the servery, with roles being interchangeable.
- 7.6 The prison implemented a catering improvement action plan in response to ongoing complaints about food. Prisoners order their meals through electronic kiosks (pods). The Board has received many complaints about the quality, quantity and temperature of the food provided. New catering strategies have been implemented, with a weekly catering meeting overseeing the strategy. Two prison custody officers are allocated to the kitchen to maintain order, enabling the chefs to concentrate on the food preparation. Some minor improvement in the food has been noted. The Board has continued to receive complaints, and has observed a lack of consistency in the quality and quantity of the food provided.
- 7.7 Staff and prisoners who handle food have been included in an allergy awareness programme.
- 7.8 Prisoners on the MBU are encouraged to cook for their babies. They had been allowed to order food items from a supermarket, using a combination of their funds and their child support money. This was stopped at the end of the reporting period, and food is now supplied from the prison kitchen.
- 7.9 Property within the prison is an issue. It is of concern that prisoners are required to sign a compact taking responsibility for their property, but are not given the means to do so: There are no lockable containers in double cells, and the Board has noted that, at times, personal cell keys enabling a prisoner to lock her cell from the outside, are not available.
- 7.10 The Board has continued to receive many complaints about property going missing, particularly in regard to transfers between prisons. Although the number of complaints has reduced, the audit trail for the transfer of property continues to lack robustness, leading to much frustration for prisoners, staff and the Board.
- 7.11 Prisoners have access to facilities, information notices, canteen orders and requests for appointments via the pods situated on each houseblock spur. Permanent information is available in 21 languages but notices to prisoners are only published

in English. This is an excellent facility but the Board does not consider that the provision of one pod per spur is sufficient to meet the communication needs of both the prisoners and the prison. The pod in the healthcare inpatient unit was unusable for a considerable period in the latter part of the reporting year, owing to a lack of replacement parts.

- 7.12 At any one time, the length of stay in HMP/YOI Bronzefield for approximately one-third of the prison population is three weeks or less. The Board has observed that, with the rapid turnover, it is difficult for staff to get to know the prisoners well.
- 7.13 The Board welcomed the implementation of the key worker scheme, which was introduced in March 2019. At the end of July 2019, 16 staff members had been trained, and are each responsible for around eight complex prisoners. The training will be extended to all officers. Early reports suggest that it has been well received by staff and prisoners.
- 7.14 There is a prison council – a forum for prisoners, run by the charity User Voice. This had started well but then tailed off. It had been revitalised but, again, failed to make an impact. Prisoners reported that they were unaware of this council or the identity of their representatives.

## **8. HEALTHCARE (INCLUDING MENTAL HEALTH AND SOCIAL CARE)**

---

- 8.1 HMP/YOI Bronzefield has a 24-hour inpatient healthcare unit, which is one of only two across the female estate. Most prisoners are there for mental health conditions rather than physical illness. The unit has been at, or close to, capacity throughout the reporting period. The Board considers the unit to be generally well run, with an enthusiastic, positive manager. The staff do an exceptional job in looking after prisoners, many of whom have complex mental healthcare issues.
- 8.2 The healthcare unit has been refurbished during the reporting year. The new cell doors have see-through panels which allow healthcare staff to view and check on the prisoners more easily, and are an improvement on the previous drop-down hatches.
- 8.3 The Board has observed that healthcare beds are sometimes used for operational rather than healthcare reasons, to manage complex prisoners who cannot be managed on the houseblocks or when the SCU is full.
- 8.4 There has been a severe shortage of nurses throughout the reporting year, which has had an impact on the provision of healthcare. Daily triage clinics on the houseblocks are frequently cancelled, cut short or postponed. New receptions often have to wait a considerable time before seeing a nurse. Bronzefield has gone to great lengths to recruit but there is a national shortage of nurses, and it has proved difficult. In June 2019, there were 15 vacancies for primary care nurses from a complement of 24, and four for recovery worker nurses, out of six.
- 8.5 The number of prisoners with mobility problems has increased in the past year. There were up to 18 prisoners using a wheelchair over the reporting period, and many with walking aids. Access to occupational therapy has been hampered as the therapist allocated to Bronzefield has been off sick for a prolonged period.
- 8.6 During the reporting period, there has been only one fully adapted and three partly adapted cells for disabled prisoners.
- 8.7 Other prisoners are employed as carers for those in need, but this does not include personal care, which is provided by outside social care.
- 8.8 All prisoners have equal access to the healthcare services. Waiting times for the GPs, dentists and opticians are consistent with those in the community.
- 8.9 The number of missed GP, triage and dental appointments is high. Around 20% of total appointments are not attended, compared with a national average in the community of about 5% missed GP appointments.
- 8.10 Some 95% of prisoners are on medication. Of these, 31% are prescribed both in-possession (IP) and dispensed medication, 10% are on non-IP medication only and 59% are prescribed IP-only medication.
- 8.11 On discharge, prisoners are given only 48 hours of prescription medication. This can be an issue for those who are not registered with a GP, often because they are released with no fixed abode.
- 8.12 Bronzefield does not have a licensed pharmacy, so receipt of prescribed medication takes time. If prescriptions arrive after a prisoner has left the prison, the medication has to be thrown away.

- 8.13 In June 2019, the recovery workers' team comprised six recovery workers and five peer recovery workers, who provide one-to-one, group, induction and in-cell support. There is a dedicated substance abuse GP who has been highly commended to the Board by prisoners. On average, 40% of the population of the prison is supported by the team.
- 8.14 Social care is provided by Surrey County Council. Prisoners can be referred or self-refer. Normally, they will be seen four to five days from referral. The social care worker sources care homes for prisoners in need who are about to be released, and will also offer an advocacy service to prisoners applying for help.
- 8.15 CNWL NHS Foundation Trust provides secondary mental health services and mental health assessments. It liaises with local authorities to section prisoners under the Mental Health Act 1983, and provides a range of therapy and group sessions.
- 8.16 During the reporting year, 25 prisoners were transferred to secure inpatient mental health facilities. In only nine of those cases did the transfer occur within the target of 14 days from the second (external) medical assessment, laid down in the Good Practice and Procedure Guide for the transfer and remission of adult prisoners under sections 47 and 48 of the Mental Health Act, published in 2011.
- 8.17 The Board has observed that the number of prisoners residing on the healthcare unit with severe and enduring mental health problems has increased over the reporting period. A number of prisoners have required three prison custody officers to unlock them, which has had a negative impact on the regime for other prisoners. There have been 15 reported incidents of dirty protests on the healthcare unit during the reporting year.
- 8.18 The significant number of women diagnosed with personality disorders who are not considered to have a treatable mental illness exacerbates the problems at Bronzefield. These prisoners, who can appear mentally unwell, are expected to be managed within the criminal justice system. They are often very demanding and time-consuming. Many self-harm and display challenging behaviour. Managing them on the residential houseblocks is very difficult, if not impossible.

## 9. EDUCATION AND OTHER ACTIVITIES

---

- 9.1 There is a full timetable of educational courses in mathematics, English, English for speakers of other languages, information technology, and for those with learning difficulties and disabilities. These are available each weekday across different levels of ability, ranging from pre-entry level to level 2 (grades 3–9 at General Certificate of Secondary Education (GCSE) level). Currently, there are six different sessions available each morning, and five in the afternoons, except for Friday afternoon. Attendance rates are currently at 90%.
- 9.2 Once a prisoner reaches level 2, she is able to access distance learning and Open University courses. However, once this level is reached, the prisoners are usually allocated employment outside of the education department, but with embedded study once or twice a week.
- 9.3 Education places are filled as soon as they become available. At the end of the reporting year, there were 25 prisoners on the waiting list across all classes. The waiting time is approximately four to six weeks, and during that time peer workers undertake some work with the prisoners affected.
- 9.4 All prisoners have an assessment of their educational level on entry into the prison during the induction process, and are placed accordingly. The induction process determines their learning plan. The sentence plans incorporate the learning plans.
- 9.5 The peer worker scheme has been extended to the classrooms, and full-time education peers have been allocated. There are currently 18 peer workers in the mornings, and 20 in the afternoons.
- 9.6 Prisoners progress through the levels, but this can be disrupted by transfer to another a prison. If they leave the prison and later return, they are reassessed, as their lifestyle/trauma/drug use can affect the level of their learning, but previous scores are taken into account.
- 9.7 Since September 2018, the provision for prisoners with SEN has been boosted by the appointment of two full-time, dynamic SEN-trained staff. They have been working to build proper links with the mental health team, caseworkers, the education department and other areas of the prison. They are having a very positive impact on prisoners with specific learning and/or emotional difficulties that are inhibiting their learning, and on other vulnerable prisoners. They are also helping to reduce disruption within the other classrooms, by providing an outlet when required. Teachers and prisoners alike are positive about the impact they are having within education, and generally. The overriding aim is to help the more vulnerable prisoners to access the available education programme. If that is not achievable, the SEN team works with them to reach their own individual targets.
- 9.8 All the education courses (apart from SEN) are working to nationally recognised qualifications, City and Guilds, and Oxford, Cambridge and RSA awards for information technology.
- 9.9 The 'Learning Together' collaboration between HMP/YOI Bronzefield and higher education institutions continues. A degree course module was taught in the prison over the course of several weeks, with university students and prisoners attending.

- 9.10 For those prisoners unable to attend education classes, there is an in-cell programme. These prisoners work through prepared packs. The programme is supported by in-cell peer workers. If the prisoner finishes the whole programme, they sit an exam, although not many reach this stage.
- 9.11 The virtual campus continues to be problematic. Individual students can log in but software issues prevent multiple students from logging on at the same time.
- 9.12 Lessons have been observed by the Board. They are well managed, and teachers cope well with the wide variation in ability that they are confronted with. The prisoners have spoken very positively of the tutors and the confidence that the lessons have given to them.
- 9.13 The gym is part of the Next Steps induction process. Fitness is assessed, and health and wellbeing sessions are included. Thereafter, each houseblock is allocated three hours (hour-long sessions) during the week when prisoners can use the gym facilities. In addition, there are other activities that prisoners can attend each weekday by application on the pod – for example, circuit training, volleyball and yoga. Take-up of such courses has been disappointing at times.

## 10. WORK, VOCATIONAL TRAINING AND EMPLOYMENT

---

- 10.1 Employment attendance is between 82% and 94%. The introduction of free-flow officers, who ensure that the regime is adhered to, has led to an improvement in attendance from the previous year. Unemployment has been consistently below 5% in the reporting year.
- 10.2 Work enables learners to combine work experience within the prison with attending education classes.
- 10.3 St Giles' Trust runs accredited courses for levels 3 and 4 national vocational qualifications (NVQs) in information, advice and guidance (IAG) and also active education training. Sixteen prisoners have gained the level 3 NVQ in IAG.
- 10.4 Vita Nova, a café in the prison, currently employs 12 women. Barista level 1, and levels 1 and 2 health and hygiene courses are offered.
- 10.5 In the reporting period, 26 prisoners completed a level 1 qualification in hair and beauty, and a further 26 completed level 2. Staff treatments were added to the schedule, giving the prisoners a further 2.5 hours of employment on Friday afternoons.
- 10.6 A City and Guilds level 1 employability business course has been introduced this year, with six prisoners gaining the qualification.
- 10.7 Prisoners employed in the prison Jailbirds workshop complete internally awarded bronze, silver and gold awards, which cover mandatory health and safety procedures, how to operate tools correctly and how to recognise hazards in the workplace. They have made beaded jewellery, assorted greetings cards, and small bags and purses, and helped to coordinate costumes and decorations for the Pimlico Opera 'Sweet Charity', which was held at HMP/YOI Bronzefield in November 2018.
- 10.8 Prisoners working in the cafés, salon and call centre sign a contract of employment to complete training and commit to stay for a minimum of four months, to mimic work outside.
- 10.9 Waiting lists for work average two weeks.
- 10.10 The prison is developing relationships with a range of both local and national businesses, to increase the number of prisoners on release on temporary licence (ROTL). In addition, employers such as Census (which oversees the call centre), Timpson, and Sodexo's Head Office catering department have employed prisoners after release.
- 10.11 Only two prisoners were on ROTL at the end of the reporting period.

## 11. RESETTLEMENT PREPARATION

---

- 11.1 Phoenix House, a new 10-bedded unit, opened in April 2019 and provides a semi-open environment within the prison. It enables selected prisoners to benefit from pre-release opportunities in an informal and communal environment. Provision is made for preparation for work, practising life skills and for confidence building. The prisoners take responsibility for themselves and the unit, including cooking for themselves, with food provided by the prison kitchen. Confidence in returning to the community is built up. By the end of the reporting year, only one prisoner from Phoenix House had participated in ROTL. The unit is staffed by a highly dedicated team of officers.
- 11.2 A call centre has been established within the prison by an external company, and provides training and work. Approximately 290 prisoners have been trained in the past year. On any one working day, between 30 and 40 prisoners work in the centre either full or part time. Two prisoners working in the call centre have been offered permanent jobs on their release.
- 11.3 At any one time, one-third of the prison's population will be at HMP/YOI Bronzefield for three weeks or less. A significant increase in the number of short-term prisoners can be attributed to the number of prisoners recalled for breach of licence, to serve 14 or 28 days. The number of recalls for breach of licence has increased from 15 in 2015 (prior to the implementation of the Offender Rehabilitation Act 2014) to 372 in 2016/17, 518 in 2017/18 and 555 in 2018/19. The offender management unit and the community rehabilitation companies are working closely together but there is insufficient time to find and arrange accommodation for short-term prisoners.
- 11.4 The Board has been very concerned at the number of prisoners being released without any accommodation. The proposal by the Ministry of Justice to introduce recording of resettlement accommodation statistics, referred to in the minister's response to our 2016/17 report, has not yet begun. The Board has therefore conducted a survey of prisoners released from Bronzefield over a period of three months, from May to July 2019. A total of 116 sentenced prisoners were selected randomly and interviewed at, or within a few days prior to, their release. Fourteen were subject to deportation or were leaving the UK. Of the remaining 102, 64 (62%) said that they would be homeless.

## **WORK OF THE IMB**

---

Each week, Board members attend the prison to conduct rota visits, respond to Board applications, and monitor meetings and prisoner forums. Members attend separation and care reviews, and randomly monitor adjudications.

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

Board members gave talks about the IMB to new prison staff during their initial training. Board members have attended national training courses, hosted visits from IMBs of other prisons, and have visited other establishments.

<b>BOARD STATISTICS</b>	
Recommended complement of Board members	17
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	13
Total number of visits to the establishment	495
Total number of segregation reviews attended	262

## APPLICATIONS TO THE IMB

---

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	26	33
B	Discipline, including adjudications, IEP, sanctions	6	9
C	Equality	10	14
D	Purposeful activity, including education, work, training, library, regime, time out of cell	19	25
E 1	Letters, visits, telephones, public protection restrictions	38	56
E 2	Finance, including pay, private monies, spends	22	24
F	Food and kitchens	44	50
G	Health, including physical, mental, social care	111	113
H 1	Property within this establishment	51	70
H 2	Property during transfer or in another establishment or location	14	31
H 3	Canteen, facility list, catalogue(s)	8	34
I	Sentence management, including home detention curfew, ROTL, parole, release dates, recategorisation	8	31
J	Staff/prisoner concerns, including bullying	57	104
K	Transfers	5	11
L	Miscellaneous	62	53
	<b>Total number of IMB applications</b>	481	658