



# **Annual Report of the Independent Monitoring Board at HMP Bure**

**For reporting year  
1 August 2022 to 31 July 2023**

**Published January 2024**



# Contents

| <b>Introductory sections 1 – 3</b> | <b>Page</b> |
|------------------------------------|-------------|
| 1. Statutory role of the IMB       | 3           |
| 2. Description of establishment    | 4           |
| 3. Key points                      | 5           |
| <br><b>Evidence sections 4 – 7</b> |             |
| 4. Safety                          | 7           |
| 5. Fair and humane treatment       | 9           |
| 6. Health and wellbeing            | 11          |
| 7. Progression and resettlement    | 13          |
| <br><b>The work of the IMB</b>     |             |
| Board statistics                   | 17          |
| Applications to the IMB            | 17          |
| <br><b>Annex A</b>                 |             |
| List of service providers          | 18          |

**All IMB annual reports are published on [www.imb.org.uk](http://www.imb.org.uk)**

## Introductory sections 1 – 3

### 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 is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- 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.
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has.
- report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

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

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMB is part of the United Kingdom's National Preventive Mechanism.

The Board has no problem with OPCAT, except concerning IPP (Imprisonment for Public Protection) prisoners.

## **2. Description of the establishment**

HMP Bure is a category C prison with a certified normal accommodation of 604 and an operational capacity of 624<sup>1</sup>. As of 31 July 2023 the occupancy is 643.

The prison has a provision for transgender individuals of which there were seven as at July 2023. Its population is relatively elderly, with 47.72% of prisoners being over 50 years of age and 13.45% being over 70. The oldest prisoner is aged 91.

Located approximately seven miles northeast of Norwich, HMP Bure is a relatively new prison, having opened on the 30 November 2009. It is a mix of new buildings and older ones converted from HQ buildings and airman accommodation blocks of the former RAF Coltishall.

The accommodation comprises seven residential accommodation units, mostly comprising single cells, although there are four cells in five units that are used as doubles and 19 cells on residential unit 7 that are equipped to be used for double occupancy in the event of national prison population pressures.

Each cell on residential units 1-6 has integral sanitation, with the use of communal showers. There is one wheelchair accessible cell in both residential units 5 and 6. All cells on residential unit 7 have integral sanitation and showers, and one is wheelchair accessible.

Other buildings on the site include the care and separation unit (CSU), healthcare department, three workshops, a learning resource centre, administration block and visitors' centre. A multi-use building houses the offender management unit (OMU), programme delivery services, the gym, the chaplaincy, and the multi-faith room.

---

<sup>1</sup> Figures included in this report are local management information. They reflect the prison's position at the time of reporting, but may be subject to change following further validation and therefore may not always tally with Official Statistics later published by the Ministry of Justice.

### **3. Key points**

#### **3.1 Main findings**

##### **Safety**

The Board has observed that HMP Bure generally remains a calm and safe environment for both prisoners and staff, with low levels of violence. Safety and Security are taken very seriously by all members of staff as shown by the recent OSAG (Operational Systems Assurance Group, which provides operational audit and quality assurance service to HMPPS and MOJ stakeholders) result.

The Board finds that prisoners are well supported throughout their stay at HMP Bure and encouraged to behave well. Access to outdoor activities, effective key work and support from other prisoners is the norm.

##### **Fair and humane treatment**

The Board notes that staff-prisoner relationships appear to be good. We find that the prison is largely respectful of both prisoners and staff. Also, the elderly and disabled prisoners on residential unit 7 are well supported and generally able to participate fully.

The key workers scheme appears not to be consistently applied for various reasons such as staff shortages. We note that this could be due to emergency escort duties.

##### **Health and wellbeing**

As far as the board can ascertain, the provision of healthcare is good with there being a good number of visits by healthcare professionals to the prison. However, the Board notes that at night there are 643 prisoners, many of whom are elderly, and there is no formal medical care on site. The prison therefore uses NHS 111 which tends to be risk adverse. This means that the advice given is to go to A&E in Norwich. This then has a serious impact due to staff being taken off duty to escort prisoners. If the prisoner is admitted to hospital, it has an impact on the daily prison regime. The cost of bed watchers (in terms of prison officers' time) must reach a very high figure each month. In July 2023, over 2000 man-hours were spent on bed watchers and unplanned escorts.

##### **Progression and resettlement**

In January 2023 a Resettlement Service was introduced on residential unit 6. The aim to provide support to prisoners within 12 weeks of release. The team consists of a Governor, Resettlement Manager and four Induction Orderlies.

#### **3.2 Main areas for development**

##### ***TO THE MINISTER***

Will the Minister once again consider the re-sentencing of IPP prisoners, many of whom have been in prison far beyond their original tariff. We consider that the previous Minister's response to the Justice Committee's report on the treatment of IPP prisoners was disgraceful. However, we note that the current justice minister has reversed some, but not all, of the decisions made by your predecessor on IPP's.

Will the Minister consider the introduction of a national minimum wage for prisoners. The rates of pay vary considerable between prisons, yet prisoners nationally must pay

the same for canteen and catalogue items. Prisoners are obviously not able to leave employment to move to a higher paid job.

### **TO THE PRISON SERVICE**

We recognise there has been an increase in the prison population nationally. Consequently, if there is to be an increase in prisoner numbers at HMP Bure above the agreed number of 643, then provision must also be made for more work for prisoners. Even at present there are not enough work opportunities for the existing numbers. We are acutely aware that there are not enough activity places at HMP Bure. Fewer than 66% of working age prisoners are engaged in purposeful activity and some prisoners say they are bored. Also, if the numbers are to increase, the existing recreational space and garden areas should not be utilised. Consideration should be given to extending the existing fencing. There is also a need to improve the regime for older prisoners.

### **TO THE GOVERNOR**

The Board notes and welcomes the introduction in January 2023 of an officer dedicated to resettlement. The Board has observed that the work done by the team daily is encouraging and an excellent step forward in getting prisoners ready for release. However, we feel even more could be done if funding was made available for proper administration support rather than just relying on existing staff going above and beyond.

The Board has noticed an increase in self-harm and this needs to be investigated by the prison.

### **3.3 Response to last report**

| <b>Issue raised</b>   | <b>Response given</b>  | <b>Progress</b>   |
|---|--|---|
| Residential unit 7 heating. Funding provided pre-pandemic but work not done due to Covid. | Full acceptance but work not done in financial year, therefore, funding was lost. Resubmitted for funding and decision on latest bid by end of financial year.     | NIL   |
| Solar Panels. Fitted in 2020 With an expectation of saving money. They have never worked. | Discussions with contractors ongoing. Continues to be raised at monthly meeting with MoJ Property Services. Issue now escalated to contractors' senior management. | NIL<br><br>Cost of repair will probably be less than the savings lost if work had been done when problem arose. |
| In cell telephony. When? Present telephones on landings make private calls difficult.     | Full recognition that little can be done to improve privacy. Work on in-cell telephones to start spring 2023 for completion by the end of the year.                | BT waiting for ISDN circuits, 90-day time lead at end July, should be all done by end of October.               |

## **Evidence sections 4 – 7**

### **4 Safety**

#### **4.1 Reception and induction**

Induction and reception orderlies are based on residential unit 6 and have provided a consistent and joined up service. The main roles are:

- \* Cleaning, decorating, and maintaining the standard of HMP Bure's 16 induction cells and the induction landing.
- \* Preparation of all first night and induction paperwork.
- \* Providing a 'meet & greet' service for all new arrivals in reception to answer urgent questions and provide information on the induction process.
- \* Writing and delivering induction materials on behalf of the prison and other organisations such as Phoenix Futures (a charity helping people with drug and alcohol issues).
- \* Conducting a tour of the establishment for all new arrivals pointing out important locations such as Healthcare & OMU (offender management unit).
- \* Conducting reading assessments on behalf of People Plus in preparation for education inductions.
- \* Providing a point of contact between inductions and other departments such as the gym, education, activities, etc.
- \* Providing ongoing peer support, information, and advice to new arrivals, even after they have left the induction landing.
- \* Assisting with prisoner moves around the establishment.

In our view, from observations, induction works well.

#### **4.2 Suicide and self-harm, deaths in custody**

During the reporting year, there were three deaths in custody. There were 136 Assessment, Care in Custody and Teamwork (ACCT) reviews (used to support prisoners who are at risk of self-harm and suicide). There were 304 individual incidents of self-harm, involving 46 individuals. This represents an increase from 226 in the last year's reporting period.

During the reporting period there was one prisoner who engaged in more than 20 incidents of self-harm, mostly ligatures.

#### **4.3 Violence and violence reduction**

Levels of violence remained low. During the reporting year, there were 80 incidents of violence – an increase on the 30 recorded last year, but this was during the COVID lockdown period. There was a total of 52 prisoner-on-prisoner assaults and 28 assaults on staff.

A total of seven (8.75%) of all these assaults were serious and 12 (15%) were sexual assaults. One prisoner was responsible for 10 incidents, three prisoners were

responsible for four incidents each. In the Board's view, whilst undesirable, they are tolerable, given the number of prisoners.

#### 4.4 Use of Force (UoF)

The level of force used at HMP Bure was relatively low, with 97 recorded incidents over the reporting year. In 11 of these, force was used to prevent self-harm. There were four severe injuries to prisoners or officers. A baton was drawn four times but not used. There was one incident of PAVA spray (a type of pepper spray used to incapacitate a prisoner) being drawn and used. The Board has observed and received training to ensure that members have a full understanding of the control and restraint methods necessary to reduce the risk of injury to both prisoners and staff.

| MONTH          | UoF         | MONTH        | UoF         |
|----------------|-------------|--------------|-------------|
| August 2022    | 5 (5.15%)   | March 2023   | 8 (8.24%)   |
| September 2022 | 14 (14.43%) | April 2023   | 8 (8.24%)   |
| October 2022   | 11 (11.34%) | May 2023     | 11 (11.34%) |
| November 2022  | 9 (9.37%)   | June 2023    | 7 (7.31%)   |
| December 2022  | 4 (4.12%)   | July 2023    | 9 (9.27%)   |
| January 2023   | 7 (7.21%)   |              |             |
| February 2023  | 4 (4.12%)   | <b>TOTAL</b> | <b>97</b>   |

One of the most important jobs of the Board is to ensure the force used is proportionate. From our observations, we believe this to be the case.

#### 4.5 Preventing illicit items

Mandatory drug testing, security intelligence and substance misuse services indicated that there was low availability of illicit drugs. There were some incidents of misusing prescribed drugs, but this has remained low. Healthcare and prison staff co-operated with the drug strategy recovery team by monitoring prescribed drugs held by prisoners in their cells. This reduced the risk of bullying or trading of drugs. There were 57 interceptions by the dog team of illicit items entering the prison, all of which were found to be positive as of 31 July 2023.

There has been a slight increase to 19 incidents of illicit alcohol being found. Staff remain vigilant to eliminate this problem.



## **5. Fair and humane treatment**

### **5.1 Accommodation, clothing, food**

The kitchen manager, staff and prisoners work hard to provide three meals per day for 600+ prisoners and this is to be commended.

#### **HMP BURE FOOD SURVEY**

| <b>QUESTION ASKED</b>   | <b>YES</b> | <b>NO</b> |
|---|------------|-----------|
| Are dietary requirements met?   | 101        | 75        |
| Are menu choices clearly described on the menu?   | 152        | 33        |
| Do you feel menu choices are easy to understand?  | 179        | 24        |
| Are you satisfied with the number of healthy options on the menu?                           | 146        | 53        |
| Do you take the five fruit and vegetable options on the menu?                               | 96         | 78        |
| Are you satisfied with the variety of options on the menu?                                  | 91         | 88        |
| Do you feel that the wing servery is clean and well maintained?                             | 182        | 22        |
| Do servery workers wear the correct PPE (personal protective equipment) when serving meals? | 179        | 27        |

### **5.2 Segregation**

Members of the Board visit the Segregation Unit at least three times per week to check on segregated prisoners. This is possibly one of the most important functions of the Board, as it is one of the only ways a prisoner can complain independently of the prison service.

The Segregation Unit has been observed by regular visits to be run well and the vast majority of those segregated have no problems when asked by the IMB.

However, on occasions, there have been extended stays of up to 42 days by one or two difficult individuals and, from time to time, the Board feels that a change of establishment may be the only way forward and should be considered at an earlier stage. We feel that more support is needed in this area from regional management.

### **5.3 Staff and prisoner relationships, key workers**

The Board notes that staff-prisoner relationships appear to be good. However, when we are in discussion with prisoners it appears that there is less contact with key workers and prisoner offender managers (POMs) than is desirable. Some prisoners even claim to not know the name of their POM. The Board has raised this issue with the prison management.

### **5.4 Equality and diversity**

At the time of writing this report, there are 57 foreign national prisoners from 29 different countries at HMP Bure. There are 7 prisoners who identify as transgender, all of whom seem to be generally well supported by staff and other prisoners. The population breakdown at HMP Bure is 81.5% white prisoners and 18.5% black, Asian and minority ethnic prisoners. Black History Month and Pride Month information is shared with all, along with thought-provoking artwork provided by prisoners, with the help of the education department.

The population is relatively elderly, with 47.72% of prisoners being over 50 years of age and 13.45% being over 70. The oldest prisoner is aged 91.

The Board finds the discrimination incident reporting form (DIRF) system works well and all prisoners and staff are encouraged to use it. There were 130 DIRFs submitted during the reporting year, of which 71 were from white prisoners and 59 were submitted by black, Asian and minority ethnic prisoners.

## **5.5 Faith and pastoral support**

The chaplaincy team remains well respected by all who live and work at HMP Bure. An understanding of diversity and equality is encouraged by all chaplains, with music playing an important part and enabling anyone to experience and enjoy the similarities and differences between cultures. They are very active in supporting prisoners who have lost friends and relatives and arrange opportunities for prisoners to observe funerals via video link, etc.

## **5.6 Incentives schemes**

### Behaviour Principles and Incentive Level Definitions

The definition of each incentive level, up to enhanced, is set out below.

#### **Basic level**

Is for those prisoners who have not abided by the behaviour principles. To be considered suitable for progression from Basic, prisoners are expected to adequately abide by them.

#### **Standard level**

Is for those prisoners who adequately abide by the behaviour principles, demonstrating the types of behaviour required.

#### **Enhanced level**

Is for those prisoners who exceed Standard level by abiding by the behaviour principles and demonstrating the required types of behaviour to a consistently high standard, including good attendance and attitude at activities and education/work and interventions.

The Board notes that the majority of prisoners are on the Enhanced level. During our regular visits, after speaking at length to prisoners who have transferred from other establishments, we note that pay at HMP Bure seems to be lower than that at other similar prisons for the same type of work.

## **5.7 Complaints**

In the reporting year there was a slight increase in the number of applications (written representations that prisoners submit to the IMB), as shown in section 8 (113 in total). The Board had no major concerns with the complaints process during the reporting period.

## **5.8 Property**

The Board can confirm that the transfer of property between establishments has been an ongoing problem, but items are now forwarded more quickly. The delay in property arriving at HMP Bure from other establishments is being monitored very closely by the Board.

## 6. Health and wellbeing

### 6.1 Healthcare general

In the reporting year full staffing levels have been maintained throughout.

Visits to doctors/nurses and dentists at HMP Bure during the period of 1 August 2022 to 31 July 2023.

| Clinics             | Aug 22    | Sept 22   | Oct 22    | Nov 22    | Dec 22    | Jan 23    | Feb 23    | Mar 23    | Apr 23    | May 23    | Jun 23    | Jul 23    |
|---------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| GP                  | 9         | 13        | 13        | 12        | 10        | 13        | 12        | 13        | 10        | 11        | 13        | 13        |
| Dentist             | 10        | 9         | 10        | 9         | 10        | 9         | 10        | 11        | 9         | 11        | 12        | 7         |
| Nurse/HCA           | 36        | 38        | 37        | 44        | 31        | 32        | 30        | 48        | 30        | 42        | 34        | 41        |
| Optician            | 2         | 2         | 3         | 5         | 7         | 3         | 3         | 2         | 3         | 3         | 3         | 3         |
| Podiatry            | 5         | 6         | 5         | 4         | 4         | 6         | 6         | 4         | 5         | 7         | 4         | 4         |
| Physiotherapy       | 5         | 5         | 4         | 2         | 3         | 4         | 4         | 5         | 5         | 6         | 7         | 6         |
| <b>TOTAL VISITS</b> | <b>67</b> | <b>73</b> | <b>72</b> | <b>76</b> | <b>65</b> | <b>67</b> | <b>65</b> | <b>83</b> | <b>62</b> | <b>80</b> | <b>73</b> | <b>74</b> |

### 6.2 Physical healthcare

Two days a week there are visits to HMP Bure by a dentist, a podiatrist and an optician. Healthcare is able to do minor repairs to hearing aids and spectacles, as they have received training in this area. Healthcare have been working on an initiative with the local hospital to develop more remote video clinics. But this is still in its infancy and given the cost to the prison, with regard to hospital escorts, this is an urgent priority.

A respiratory nurse was employed to help enhance care for those with long-term conditions and further specialist nurses were being sought. A pharmacist (shared with another prison) is also available and supported by five pharmacy technicians.

The Board observed that healthcare staff dealt with challenging situations in a professional manner and the safer custody team provided officer support to ensure the wellbeing of all healthcare staff.

### 6.3 Mental health

The mental health team is fully staffed, with four professionals and nurses. In the reporting year they have had a case load of approximately 75 prisoners. They provide an initial assessment and ongoing support to their clients.

### 6.4 Social care

Staff managed the needs of the elderly and/or vulnerable with CAMEO (Come And Meet Each Other), which helps prisoners wellbeing and mental health.

Some prisoners are trained by the Samaritans to offer a listening service for all prisoners. It is to the credit both of staff and prisoners that a full 24-hour listening service was and is still being provided. Listeners were dedicated to their role and ensured that officers were made aware of those prisoners who are feeling isolated but not asking for support. Safer Custody and Chaplaincy staff also work closely with families to try and support prisoners. The Samaritans visit Bure and are able to give one to one support to Listeners, which is important for the wellbeing of the Listeners. The Board notes that on occasions there was a delay in facilitating the listeners service due to low staffing levels.

Active Listeners at HMP Bure during the reporting period of 1 August 2022 to 31 July 2023.

| Month          | Number of Active Listeners | Month         | Number of Active Listeners |
|----------------|----------------------------|---------------|----------------------------|
| August 2022    | 12                         | February 2023 | 13                         |
| September 2022 | 13                         | March 2023    | 13                         |
| October 2022   | 13                         | April 2023    | 13                         |
| November 2022  | 12                         | May 2023      | 13                         |
| December 2022  | 12                         | June 2023     | 14                         |
| January 2023   | 12                         | July 2023     | 13                         |

## 6.5 Time out of cell, regime

The Board has observed that the prisoners at HMP Bure spend a good deal of their time out of their cells and can associate with others on the wings. Those who wish to participate can book sessions in the gym where a range of facilities are available. The gym staff also organise such things as bowls, circuit training, etc. Feedback from prisoners shows how much they appreciate the facilities. There is also some outdoor gym equipment installed adjacent to residential unit 7.

## 6.6 Drug and alcohol rehabilitation

Drug rehab numbers: % of the prison population monitored for drug related issues during the period of 1 August 2022 to 31 July 2023.

| Aug 2022       | Sept 2022      | Oct 2022       | Nov 2022       | Dec 2022       | Jan 2023        | Feb 2023       | Mar 2023        | Apr 2023        | May 2023        | Jun 2023        | July 2023       |
|----------------|----------------|----------------|----------------|----------------|-----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| 97 / 619 (15%) | 93 / 616 (15%) | 98 / 616 (16%) | 97 / 620 (16%) | 97 / 641 (15%) | 101 / 637 (16%) | 95 / 631 (15%) | 104 / 634 (16%) | 103 / 638 (16%) | 103 / 631 (16%) | 101 / 639 (16%) | 104 / 635 (16%) |

## 6.7 Soft skills

A range of charities have benefited from sponsored activities by prisoners and staff alike. These include Ormiston, the East of England Air Ambulance Service and Macmillan Nurses.

## **7. Progression and resettlement**

### **7.1 Education, library**

#### **Staffing**

The Library Manager works four and a half days a week and has been employed since October 2022. They have one library Information Assistant who works three days a week and has been employed since January 2023. They now have four orderlies working various sessions throughout the week, two of whom are currently being trained by the other orderlies. All orderlies are proving to be an asset to the library, bringing various skill sets. All orderlies are trained and in conjunction with this they complete the City & Guilds level 2 Warehousing Course.

#### **Reading challenges**

Reading challenges are an integral part of the library as the prison likes to encourage all its members to experience the joy and adventure of reading. The library has the following reading challenges:

- The Reading Ahead Challenge
- Great British Library Challenges
- The Ultimate Book Challenge

#### **Emergent readers**

A 'Bookworms' reading group which is for emergent readers has started. The group meets every other week.

#### **Activities in the Library**

On a Friday morning the library is dedicated to running various activities such as:

- The Bookworms Reading Group – this reading group supports those readers who would like help with their reading.
- Handwriting for Beginnings – going back to basics for those prisoners who would like to improve their handwriting.
- Classical Musical Group – the activity has been organised by one of the prisoners. The group is made up of prisoners who have a love of classical music.
- Diversity & Inclusion Group – they meet in the library once a month. The Groups visiting are the Gypsy, Roma and Traveller prisoners, plus the Foreign National prisoners' Support Group.

### **7.2 Vocational training, work**

The Board has observed that workshops continue to provide good quality work for prisoners. Workshop 1 needs more space to increase production, but an extension to the existing building would be required. The Board feels that although this would be welcomed, the capital expenditure would be difficult to obtain at this time but necessary to increase the number of work spaces available. Prisoners work towards qualifications in welding, etc. Workshop 3, in the visitors hall, has full employment and works very well. Workshop 2 has been restricted to 17 workers at any one time. The conditions are already cramped with no windows or ventilation systems. If workshops 1 and 2 were combined, with a big office in the middle for all round observation, it is felt that this would be a big improvement.

The gardens are the pride of HMP Bure. This year has seen them recover to their full glory. They also provide good quality vegetables and salads for the kitchens.

People Plus continues to provide a very good range of vocational courses, which are well attended by prisoners.

|   | <b>Starts</b> | <b>Completions</b> | <b>Achievements</b> | <b>Awaiting Results</b> | <b>Current Achievement Percentage</b> |
|---|---------------|--------------------|---------------------|-------------------------|---------------------------------------|
| <b>Functional Skills (FS) Maths</b>                         | 97            | 99                 | 84                  | 2                       | 84.85%                                |
| <b>FS English</b>   | 156           | 146                | 118                 | 8                       | 80.82%                                |
| <b>Vocational</b>   | 317           | 292                | 232                 | 24                      | 79.45%                                |
| <b>Personal and social development (PSD) &amp; Creative</b> | 146           | 136                | 119                 | 0                       | 87.50%                                |
| <b>Short Courses</b>  | 149           | 115                | 99                  | 3                       | 86.09%                                |
| <b>Distance Learning</b>                                    | 17            | 17                 | 15                  | 0                       | 88.24%                                |
| <b>TOTAL</b>  | <b>882</b>    | <b>805</b>         | <b>667</b>          | <b>37</b>               | <b>82.86%</b>                         |

### 7.3 Offender management, progression

HMP Bure's psychology service delivers and has clinical oversight of accredited offending behaviour programmes (OBPs), as well as the strategic planning of delivery volumes. The psychology service draws on national OBP prioritisation principles and guidelines in relation to the management of waiting lists for programmes and programmes' assessments (including Programmes Needs Assessment – PNA). Delivery volumes are reviewed and agreed annually by the prison, drawing a range of information, including referral and waiting list data (both locally and nationally) and hub data. The Psychology service support this planning process.

The Board notes that, in addition to the involvement in OBPs, the psychology service contributes to other areas. The psychology service provides psychological risk assessments (PRAs) for The Parole Board. PRAs can be directed by The Parole Board or recommended as part of the Generic Parole Process (GPP) pilot. This pilot is part of a long-term plan to reach agreement with The Parole Board about when a PRA is needed; this should reduce waiting times and avoid future delays. The GPP pilot allows the psychology service to determine if a PRA is a necessary action for someone coming into their parole window. The number of Parole Board directions has been increasing over the last five years, which necessitates that The Parole Board-directed reports are prioritised. A consequence of this prioritisation can be that a time extension is required to complete a PRA for someone's oral hearing. However, the service will always work to ensure that a report is completed in time and that the psychologist is able to attend the hearing to answer questions. PRAs are written by a mixture of

internal HMPPS psychology staff working in the East Psychology Service and externally commissioned providers who complete reports on behalf of HMPPS. The waiting list for PRAs in the East prisons (10 Prisons across BCN and HES) is managed through regional Assessment and Interventions Boards (AIBs), which meets weekly to review and prioritise all directions and GPP-recommended PRAs. This ensures that waiting times for assessments are as short as possible and the dates of oral hearings.

Additional areas that the psychology service contributes to at HMP Bure include fulfilling the Offender Personality Disorder Pathway (OPD), the consultation part of the OMiC model, supporting delivery of the national IPP Action Plan, providing consultancy to the Safer Custody team via a safety SPOC, and providing consultancy to other specific populations, including young adults, transgender prisoners and older prisoners. The psychology service also provides consultancy to support specific projects, such as Enabling Communities on Res 3 and Res 2 (as part of the Developing Wings initiative) and providing a range of training packages. The psychology service undertakes research projects where a specific need is identified by the Governor and SLT.

#### **7.4 Family contact**

The family contact centre is managed by Ormiston. They run the Visitor Centre and room which allows families to have face to face social visits. Contact with family and friends is positively encouraged at HMP Bure and wherever possible prisoners can apply for social video calls so that contact is maintained if the family live at a distance.

#### **7.5 Resettlement planning**

Resettlement Boards consist of a collective group of support services tailored to each individual's needs. They can include any of the following:

- Resettlement Manager, CFO3 (a voluntary programme, run by a charity, to help prisoners prepare to re-enter the community), Phoenix Futures, IAG (information, advice and guidance), DWP (Department for Work and Pensions) and Strategic Housing. This list is dependent on the individual.

These Boards help to establish any support prisoners may require on release. In addition to the Boards, the orderlies hold weekly resettlement drop-in sessions to help answer questions, give support and offer a CV and disclosure letter workshop.

Since the Resettlement service started in January, the Board notes they have:

- Processed 167 General Applications.
- Sent out a number of Birth Certificate Applications, 54 of which required a Birth Certificate.
- Arranged for 110 people to be invited to Forward Reconnect meetings, 59 of which were referred to the service, 16 did not need the service due to having existing support, 13 did not want the service and 22 did not attend.

In January 2023 a Resettlement Service was introduced on residential unit 6. The aim is to provide support to prisoners within 12 weeks of release. The team consists of a Governor, Resettlement Manager and four Induction Orderlies. The Orderly Team help write and deliver resettlement information material on behalf of the prison, external stakeholders and partner organisations. They are also responsible for sending invitations for meetings with partner organisations and resettlement boards. The

orderlies help to sort through general applications and keep records of service interactions.

Pre-release meetings for prisoners within 12 weeks of release continue to be held on the last Tuesday of each month. These meetings involve a multi-agency approach, including the Strategic Housing Specialist and PCoSO (prisoners convicted of sexual offences) Employment Lead. To date, over 64 pre-release meetings, 32 in this quarter, have been conducted. There have been positive employment outcomes with various employers and work continues to build the database of potential employers.

Forward Reconnect continues to see 100% of prisoners before release to help with the transition of medical care.

The approved premises manager and key workers from community probation continue to hold bi-monthly forums in which prisoners can ask questions and gain any approved premises-related information.

The Consultation Group now sends updates of employment opportunities, the most recent being national traffic management vacancies. A traffic management course has been organised to take place in October, funded by CF03.

In our view, from observations, the resettlement team works well.



## 8. The work of the IMB

### Board statistics

|  |     |
|--|-----|
| Recommended complement of Board members                      | 12  |
| Number of Board members at the start of the reporting period | 4   |
| Number of Board members at the end of the reporting period   | 7   |
| Total number of visits to the establishment                  | 156 |

### Applications to the IMB

| Code | Subject  | Previous reporting year | Current reporting year |
|------|--|-------------------------|------------------------|
| A    | Accommodation, including laundry, clothing, ablutions                              | <b>12</b>               | <b>23</b>              |
| B    | Discipline, including adjudications, incentives scheme, sanctions                  | <b>7</b>                | <b>5</b>               |
| C    | Equality   | <b>0</b>                | <b>1</b>               |
| D    | Purposeful activity, including education, work, training, time out of cell         | <b>5</b>                | <b>8</b>               |
| E1   | Letters, visits, telephones, public protection, restrictions                       | <b>9</b>                | <b>6</b>               |
| E2   | Finance, including pay, private monies, spends                                     | <b>4</b>                | <b>7</b>               |
| F    | Food and kitchens  | <b>3</b>                | <b>2</b>               |
| G    | Health, including physical, mental, social care                                    | <b>8</b>                | <b>7</b>               |
| H1   | Property within the establishment  | <b>12</b>               | <b>11</b>              |
| H2   | Property during transfer or in another facility                                    | <b>5</b>                | <b>14</b>              |
| H3   | Canteen, facility list, catalogues   | <b>0</b>                | <b>4</b>               |
| I    | Sentence management, including HDC, ROTL, parole, release dates, re-categorisation | <b>8</b>                | <b>10</b>              |
| J    | Staff/prisoner concerns, including bullying  | <b>6</b>                | <b>6</b>               |
| K    | Transfers  | <b>7</b>                | <b>9</b>               |
| L    | Miscellaneous  | <b>0</b>                | <b>0</b>               |
|      | Total number of applications   | <b>86</b>               | <b>113</b>             |

# **Annex A**

## **List of Service Providers**

- Physical and mental healthcare: Practice Plus
- Education and skills: People Plus
- Substance misuse Treatment: Phoenix Futures
- Family support services: Ormiston
- Catering suppliers: Bidfood & Hovis
- Maintenance: Government Facilities Services Limited
- Escort contractor: Serco/G4S/Geo Amey (UK Border Force – DEPMU)



This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit [nationalarchives.gov.uk/doc/open-government-licence/version/3](https://nationalarchives.gov.uk/doc/open-government-licence/version/3)

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at <https://www.gov.uk/government/publications>

Any enquiries regarding this publication should be sent to us at [imb@justice.gov.uk](mailto:imb@justice.gov.uk)