

Annual Report of the Independent Monitoring Board at HMP Bure

**For reporting year
01 August 2024 – 31 July 2025**



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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 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 recognize that such people are particularly vulnerable and aim 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.

2. Description of the establishment

HMP Bure is a category C men's prison for those convicted of a sexual offence. It has a certified normal accommodation (the number of prisoners a prison can hold without being overcrowded) of 604¹ and an operational capacity of 643. On 31 July 2025, the occupancy was 639.

The population is relatively elderly, with 40% of prisoners being over 50 years of age and 13% being over 70. There were three prisoners aged 87 years old.

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

The accommodation comprises seven residential accommodation units, mostly comprising single cells. However, there are a total of 40 double cells comprising 20 in residence 7 and 4 in residences 1,3,4,5,6. The cells in residence 7 are the size of single cells and inadequate for two prisoners sharing.

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; however, in residential unit 4, communal showers double as showers for those that are elderly or with disabilities. They are fitted with aids such as handrails but are difficult to access due to high steps. All cells in residence 7 have in-cell showers.

The prison is a training prison, which although it is not designated a resettlement prison, delivers the resettlement function. It has a learning resource centre, currently two active workshops, gardens, a kitchen and waste management facilities, all of which provide educational and employment opportunities.

¹ 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

- Despite 643 prisoners being confined in spaces that have narrow corridors and relatively small association areas, the Board has few safety concerns caused by lack of space.
- It is important to note that when asked by the Board, many prisoners have said they feel safe in HMP Bure.
- The Board observed that ACCTs sampled are opened and reviewed in line with prisoner needs and that meaningful observation notes are recorded.
- Adequate numbers of trained Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) are available, and the prison responds quickly to requests for this service.

Fair and humane treatment

- The Board has observed that HMP Bure places a positive emphasis on the humane and fair treatment of prisoners in their care.
- The wings are kept clean, have small, well-utilised association areas with a hub providing largely up to date information for prisoners.
- The association areas are small and there is little opportunity for communal dining.
- As stated in previous reports, in our view, the size of the double cells in residential unit 7 is not suitable as it is impossible to fit two chairs and storage facilities for two prisoners.
- Big Word interpreting services are used either through telephone or video calls. This service was used 26 times in the reporting year. Nine of these calls were for Romanian prisoners.
- Prisoners are out of their cells usually for up to 10 hours a day.
- The care and separation unit (for segregation) is exceptionally well managed, and prisoners are offered full regime and treated with care.

Health and wellbeing

- The prison organises a range of services, including commissioning outside charities to support alcohol and drug addiction. Large numbers of prisoner-led interest groups are encouraged and supported by the prison
- HMP Bure continues to house an aging population. Many of these prisoners suffer from a range of medical conditions, some of which are serious. There is no facility within the prison to treat prisoners for complex medical conditions, including during end of life, as there is no on-site 24-hour medical facility. This leads to frequent unplanned escorts to hospital, which may not be beneficial to the prisoner and decrease the number of officers available for detailed duties within the prison.

Progression and resettlement

- HMP Bure is a training prison, yet the Board has observed that the number of meaningful opportunities for education and purposeful activities is inadequate. This has been exacerbated by the closure of one workshop during the year, following the end of one contract and nothing to replace it. The Board is

concerned that the lack of such opportunities reduce the chance of successful rehabilitation.

- Nearing the end of the reporting year the Board heard that the education budget for teaching hours is to be cut by the Prison Service by circa 43%. The Board wish to register their concern that cuts of this magnitude will reduce the education and purposeful activity opportunities further by reducing the breadth of the curriculum. They question whether it can be justified that HMP Bure remains defined as a training prison.
- We understand that the prison has made every effort to minimise the impact on prisoners and provide them with the opportunity to gain skills required to prepare them for employment. At the time of writing this report the changes have only recently been implemented, and the Board will monitor closely during the coming year.
- The Board has observed the prison to deliver a comprehensive resettlement function. The prison employs a prison employment lead, funded through its own budget despite being designated a training prison. We note that defined resettlement prisons receive additional funding to employ a prison employment lead (PEL).
- The library continues to be a well-managed resource that is highly valued by prisoners.

3.2 Main areas for development

TO THE MINISTER

- Why are training prisons such as Bure being subject to significant budget cuts in education, including workshops, when the likely impact is a narrower breadth of curriculum and fewer opportunities for purposeful activities?
- Similar to last year, very little has been done to address the shocking treatment of imprisonment for public protection (IPP) prisoners. Such prisoners are being excluded from fixed term recalls. It is a well-known fact that people convicted of sexual offences have the lowest rate for re-offending. Is this considered when determining the criteria for schemes designed to reduce the prison population?
- Are there plans to provide specialised units for dementia and geriatric healthcare, given the increasing age profile and fragility of many prisoners? This is especially required in those prisons like HMP Bure that do not have 24/7 healthcare on site.
- Why has a digital solution not been funded to record adjudications, given that the paper records are archaic and cumbersome?
- As raised in our annual report last year, why has a national minimum wage not been introduced across all prisons, given that Bure pays lower wages than many prisons, yet prisoners still pay similar canteen prices?

TO THE PRISON SERVICE

- Why are prison officers sent on 'detached duties' (deployed at prisons away from their usual base) when it leaves Bure with staff shortages, especially when most days several staff are required to be out of the prison for planned and unplanned escorts to hospital? Staff shortages in the establishment are impacted further by bed watches.

- Why isn't there a national property scheme given that loss of property on transfer between prisons is a very well-known issue within all prisons?
- Why is it taking so long to have CCTV fitted on the wings when funding was agreed some time ago?

TO THE GOVERNOR

- Due to the number of self-harm incidents using razor blades, will the Governor consider removing wet shave razors and replace them with electric shavers, as is happening across other prison establishments?
- Will the Governor address the numerous late roll calls sometimes having to have three recounts? This affects activities and healthcare appointments due to prisoners having to return to their cells. In addition, will the Governor explain why clashes between education and other purposeful activity have not improved since the matter was raised last year?

3.3 Response to last report

| Issue raised | Response given | Progress |
|---|---|--|
| Residential unit 7 heating had still not been replaced and due to the lapse in time the funding had been lost. A further bid was awaiting decision. | It is recognised by the prison that this remains a problem. Small oil filled radiators have been issued. | Several 'flushes' of the pipes have been tried and a further attempt involving a limited number of cells is planned. If this fails, it is likely prisoners will be issued with the small radiators again which are insufficient to heat the cells adequately especially as the wing is designated for elderly and physically vulnerable prisoners. |
| Installation of CCTV | Funding has been secured. The tender process and design process is lengthy. | No progress |
| Treatment of IPP prisoners | Unable to commit to a full or partial re-sentencing exercise as it would pose an unrealistic level of risk to the public. The government puts an important emphasis on ensuring that those serving IPP sentences have robust and effective sentence plans and that they have access to the right interventions and rehabilitative services. | No progress |
| National minimum wage for prisoners | Governors have the discretion to pay above the national set rates of pay and review their local pay policy annually. | An additional £1 per prisoner has been added to the prison budget with Governor discretion on how this will be allocated. |

| | | |
|--|---|---|
| | | This still does not address the concern that there should be a national minimum wage for prisoners who pay similar canteen rates to those in other prisons. |
| Digitisation of several prison processes e.g. adjudication paperwork, menu choices and applications. | There was an evidence based whole system review of adjudications in 2023. HMPPS are building on the recommendations given in this review to improve the processes used in the behaviour and management of prisoners across the estate. This will include looking at tech options. | The Board has read the revised adjudication policy and observed the implementation of it in practice. The Board believes that the tariff changes and implementation of them is having a positive impact on behaviour. No obvious signs of looking at tech options have been observed. |
| Lack of education and purposeful activity spaces | HMPPS continues to seek opportunities to improve both the quality and quantity of the education work and skills offer. The number of workplaces in waste management and the prisoner maintenance team has increased. | The Board has not seen progress in the development of a partnership with a community recycling company. The capacity for education and purposeful activity has not increased. As described elsewhere in this report, the planned budget reduction is likely, in the Board's view, to have a negative impact on educational opportunities. |
| Underutilised education classes due to conflicts with healthcare appointments and other activities. | The disruption caused by clashing between education and other appointments was accepted. | The Board has noted that there is closer scrutiny of movement slips and planned regime changes should help to minimise clashes. |

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

The Board has observed that:

- Prisoners entering reception are treated appropriately by trained, efficient and pleasant staff.
- Prisoners and property are searched and some are scanned. Items of property not allowed are stored until release or transfer.
- Healthcare staff are on hand to assist with prisoners' physical and mental health needs along with any medication requirements. Personal emergency evacuation plans (PEEPs) are complete prior to location to the induction wing.
- Induction orderlies are on hand to accompany new arrivals to the residence unit and help them settle in. A comprehensive induction programme is delivered by induction orderlies the day after arrival, followed by part two a few days later.
- Phoenix Futures attend to identify those with drug or alcohol issues and may arrange to engage with them within two to three days.
- There are not enough trained officers for the body scanner due to officers retiring or moving on and no training has been held since the introduction of the scanner to replace these staff. Clothes parcels sent in can take longer than they should to be handed over to recipients. Clothing is washed prior to distribution but nevertheless, property has been observed to be held for three weeks or beyond before being reunited with the prisoner.

The Board has some concerns that:

- prisoners who arrive late are only offered a cold meal.

4.2 Suicide and self-harm, deaths in custody

The Board has observed that:

- There were no suicides during the reporting year. The IMB believe this can be attributed to the care given to prisoner safety and welfare.
- There were three deaths in custody. These all took place in hospital and described to be through natural causes. The PPO reports have been received with no non-clinical recommendations.
- Prisoners that self-harm or found to be intending to self-harm are placed on an ACCT (assessment care in custody teamwork, used to support prisoners who are at risk of self-harm and suicide) and are reviewed on a regular basis. Observations and meaningful conversations are recorded and are observed by the Board to be of a good standard. Observations of ACCT reviews are that they are characterised by being appropriately inquisitorial and carried out with empathy.
- There has been a small downward trend in the number of incidents of self-harm, which is consistent with the average when benchmarked against similar prisons.
- During the reporting year there was a total of 182 incidents of self-harm involving 51 prisoners. An increase in April and May relates to one prisoner who had a total of 33 incidents over the reporting year and has been monitored since October 2024, with the ACCT being open for 265 days.

- A total of 110 ACCTs were opened over the reporting year, which equates to an average of nine per month.
- There has been no self-harm in 41 cases over the reporting year, but an ACCT has been opened due to the possibility of harm, addressing and providing support before an actual act of self-harm.
- 14 prisoners have arrived on an ACCT during the reporting year.
- Methods of self-harm over the reporting year include cuts and scratches - 40, overdose - 2, ligature – 4, food refusal - 2 and other – 8

The Board has some concern that:

4.3 From observation of the daily briefing sheet (DBS) and statistics, prisoners frequently self-harm using razor blades. The Board believes this is avoidable (see questions to the Governor).

4.4 Violence and violence reduction, self-isolation

The Board has observed that:

- The peer performance statistics show that there has been a downward trend for the number of prisoner-on-prisoner assaults, although higher than the average when benchmarked against similar prisons.
- Assaults on staff are below the group average for comparator prisons but show a slight rise throughout the reporting year. This is consistent with the Board's review of the daily briefing sheets.
- Prisoners who are violent, pose a risk to themselves and/or others are referred for CSIP (challenge, support and intervention plans). These referrals are proactive and reactive.

4.5 Use of force

The Board has observed that:

- Regular use of force meetings take place monthly where incidents are carefully reviewed to identify positive actions and learning points. The IMB regularly observes these meetings. Use of force has been observed both in real time and on video. The Board has observed that all real time incidents viewed are, in their opinion, appropriate and carried out with the care expected.
- Use of force is relatively low in the prison. Examining the use of force incident dashboard in the year 1 August 24 to 31 July 25, there were 79 unplanned uses of force (89.2%) and 13 planned uses of force (10.8%). This is largely consistent with the number of incidents reported last year.
- 20 of the incidents were to prevent harm or assault and 17 incidents for refusal to relocate to cell.
- There have been no incidents of the use of batons or PAVA (an incapacitant spray like pepper spray).
- The use of rigid bar cuffs accounted for 2 incidents, wrist flexion for 2 and 1 upper arm control.
- The total number of prisoners involved was 54 with 9 incidents attributed to 1 prisoner.
- Responses to general alarms are speedy and well ordered.

4.5 Preventing illicit items

The Board has observed that:

- There has been a downward trend in positive random mandatory drug tests (MDT) and that the trend has now fallen below the peer group average.
- Drug and alcohol 'finds' per 1000 prisoners are low, at or below the group average for comparator prisons.
- Hooch (illegal alcohol brewed in the prison) finds have dropped dramatically in the second half of the reporting year.
- The use of dogs during cell searches are, in our opinion, appropriate and effective. However, it is not always easy for dogs to detect Spice (a chemical compound that mimics the effects of the active ingredient in cannabis) due to it varying in the way it's made up. It was also the most prevalent drug being used.
- When visitors attend to see their friends or family the search process, including the use of dogs, is carried out sensitively and thoroughly.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

The Board has observed that:

- All areas of the prison are clean with a good supply of cleaning materials and laundries well run by orderlies.
- Draughty windows, leaks in cells, mould and unpredictable and inefficient heating systems in some wings require substantial planned and reactive maintenance.
- From February to June the prison suffered from a serious gas failure which impacted on heating, hot water and the kitchens. Temporary generators and temporary outdoor kitchens were brought in very quickly to mitigate the issues. In addition, portable heaters and additional blankets were made available to identified vulnerable prisoners.
- During the gas failure, the kitchen staff worked tirelessly to provide hot meals on single electric rings, maintaining as varied a menu as possible.

The Board has some concerns that:

- When laundry machines break down it takes some time to address and therefore puts pressure on the orderlies, especially on residence 7, which has 20 double cells and a larger number of prisoners on the wing.
- The timeliness of the responses from staff to vulnerable prisoner requests for additional heating, varies significantly across the wings.
- Repairs to accommodation to ensure the buildings are prepared for winter, is slower than should be the case, resulting in cells which are cold and draughty.
- The clothing exchange does not receive the same number of items back from the outside laundry that it sends. For instance, some weeks it receives back one cage of laundry when one and a half has been sent. One week 250 towels were sent out and only 100 returned. The orderly has responsibility to keep a whole wings worth of clean laundry in case of illness outbreaks; this is not attainable due to shortages in stock.

5.2 Segregation

The Board has observed that:

- The segregation unit is well run by experienced staff.
- The segregation unit receives category B prisoners for extended periods to assist other prisons. This can be an additional challenge for staff, but we have observed staff being patient, respectful and able to de-escalate potential serious incidents efficiently and effectively.
- Discipline within the unit is maintained through staff building and maintaining respectful relationships.
- The exercise yard is fitted with basic exercise equipment.
- The number of cellular confinement awards has continued to fall, with greater use of suspended and rehabilitative sanctions.
- There have been two incidents where prisoners have been held for extended periods of time.
- Segregation and adjudication review meetings are held on a quarterly basis.

Our observations lead us to be concerned that:

- Prisoners held in segregation for a lengthy period have experienced a negative effect on their mental health and reintegration back to normal location. We note that this is a national concern.
- In the Board's opinion, one prisoner held for an extended period was due to a lack of urgency in receiving the correct assessments to identify whether segregation was appropriate.
- Digitalising all adjudications would reduce the emphasis the Governor places on completing the paperwork and increase the interaction with the prisoner.

5.3 Staff and prisoner relationships, key workers

The Board has observed that:

- There are effective relationships between officers and prisoners on most wings.
- There has been an introduction of regular custody manager (CM) complaints, clinics providing prisoners with the opportunity to speak to the CM prior to using the formal prison complaints system. The complaints clinic was introduced at the end of the reporting year. As such, the Board has been unable to observe the outcomes. This is something the Board will monitor during the forthcoming year.
- Most officers carry out their duties conscientiously, honestly and with integrity. Overall, prisoners are treated with decency and respect. This is confirmed to us when we speak to prisoners about it.
- Key working reports on NOMIS shows that sessions are mostly carried out regularly and that issues are taken forward so that explanations can be given to prisoners. The frequency and regularity of key work appointments are subject to staffing, especially when there is need to use officers for unplanned escorts and bed watches.

The Board has some concerns that:

- Many prisoners are unable to access their prison offender manager (POM) which compromises procedural justice.
- There have been several instances of staff being asked whether CM surgeries are being booked, when the staff knew nothing about the protocol or notices pertaining to them.

The prison gym:



5.4 Equality and diversity

The Board has observed that:

- The equality and diversity team continue to be very active in supporting prisoners by arranging regular forums. Examples of such forums include race, sexual orientation, over 50's.
- Statistics are recorded and reported at regular positive diversity inclusion action team (DIAT) meetings, which diversity and inclusion prisoner representatives also attend.
- The food menus reflect the diversity of the prison population.
- The library contains books and materials to reflect the diverse nature of the population.
- There was a total of 26 Listeners across the prison, trained by the Samaritans. The prison facilitates prisoner access to Listeners at all times of the day or night, unless there are exceptional circumstances.
- There were 61 PEEPS (personal emergency evacuation plans) across the establishment in July 2025, with 32 recorded on residence 7.
- When the Board made checks on PEEPS by asking staff where the plans were to be found and their understanding of them, positive answers were received each time.
- There was a total of 64 foreign national prisoners across the establishment in July 2025, which amounted to 9.9% of the population. There were no immigration detainees. Translation services such as Big Word are utilised

although where possible another prisoner is made available who can assist the foreign national prisoner concerned.

- In July 2025, 5 DIRFs (discrimination incident reporting forms) were received. 1 not upheld, 1 withdrawn, 2 not a DIRF and 1 outstanding
- DIRFs are investigated and sent on to the ZMT (Zahid Mubarak Trust) for scrutiny and resulting. The ZMT carries out training to prisoner representatives who support and assist prisoners.
- There was a positive and well-attended PRIDE event.

5.5 Faith and pastoral support

The Board has observed that:

- There is suitable provision for faith and non-faith groups. There are five permanent chaplains, with some prisoners leading groups under the supervision of the chaplains.
- Provision is made for the prisoner band to practice for each Sunday service
- the chaplains support prisoners going through difficult circumstances, such as funerals of family members; 9 out of 10 are allowed to attend in person and others attend by video link.
- arrangements were made for a wedding to take place in the prison visits hall, between a prisoner and their partner in the community.

The prison chapel:



5.6 Incentives schemes

The Board has observed that:

- As of 31 July 2025, the total population in the establishment was 643. In the incentives scheme, which is a system of earned privileges to incentivise positive

behaviour, seven prisoners were on basic (the lowest level), 102 on standard, 466 enhanced and 68 enhanced+ (the highest level).

- The development of the enhanced+/under 25 residential unit was led by a skilled, dedicated team. Prisoners were required to apply to move onto the enhanced+ unit. There are strict criteria, including being in full-time employment, attendance at programmes, retired or in education. Prisoners are required to sign a compact and warned that a breach of the rules may lead to removal from the unit. Incentives such as being able to take a 'goody bag' of up to £10 from a visit is appreciated by prisoners.

Our observations lead us to have some concern that:

- Prisoners at HMP Bure receive wages that are lower than that of many prisons despite paying similar prices for canteen and catalogue items.

5.7 Complaints

The Board has observed that:

- The number of complaints remains high and above the peer group average. This reflects a similar position to last year. The Board will monitor the introduction of the CM complaint clinics to assess whether this leads to a reduction in formal complaints.

The Board has some concern that:

- There is no timescale for replying to Comp1A (appeals) complaints once an interim response has been given.

5.8 Property

The Board has observed that:

- The number of applications concerning property lost on transfer from other establishments remains high.
- Clothing parcels sent in by friends and family arrive at the prison but can take several weeks to be reunited with the prisoner.
- A new system for tracking property from time of arrival to being reunited with prisoners, has very recently been implemented. The Board will monitor its success over the coming year.

The Board has some concerns that:

- The prison has inadequate funding to be able to introduce a digital property management system within the prison.
- There is still no national property management system.
- The concerns raised during our observations above can, on occasions, be accounted for by insufficient staff. This may be due to the numbers required for detach duties, further fueled by the number of escorts required to take prisoners to planned and unplanned hospital appointments. In addition, there have been times throughout the year when there has been a significant number of bed-watches.

6 Health and wellbeing

6.1 Staff wellbeing

- This has continued to be a priority this year and the prison will signpost to appropriate support as well as provide support within the prison.
- Observation of a wellbeing event evidenced a high level of engagement, good relationships between Governors and officers, and the camaraderie of staff.
- The prison recognises the achievements and good work done by staff in many ways, both privately and publicly.

6.2 Healthcare general

The Board has observed that:

- Healthcare, including physical and mental practitioners attend good order or discipline reviews (GOOD, where the prison determines if the prisoner should remain segregated). Healthcare is also made aware of all adjudications and ensures that the adjudicator is aware that prisoners are fit to proceed.
- Healthcare staff attend incidents around the prison quickly
- Leaflets and notices are available to prisoners, promoting awareness of potential health issues, an example being diabetes prevention.
- Staffing levels are adequate, and the attrition rate is low. This is probably due to the value placed on staff and the opportunities for self-progression.
- The healthcare location is clean and welcoming.
- The prison acts swiftly and appropriately when medication diversion is suspected or has taken place.

The Board has some concerns that:

- Not all prisoners are aware of how to make a complaint if dissatisfied with the care they are provided. Although there is a complaints clinic designed to provide swift resolution, the Board questions whether prisoners are fully aware of this.
- Although audiology provision is adequate, prisoners are required to attend hospital to access it, which is contrary to services such as dental care.

6.3 Physical healthcare

The Board has observed that:

- Wait times to access a dental or GP appointment are not unreasonable although prisoners would say that they wait a significant time for routine dental appointments. Prisoners are likely to have considerable health inequalities compared to the community so may need access to more services to achieve the same outcome. However, community healthcare varies across postcodes and services so making any direct comparison can be difficult.
- Decisions that there is a requirement to attend hospital, including calling an ambulance, are made swiftly.
- Smoking cessation is promoted

The Board has some concerns that:

- The number of officers required to escort unplanned hospital visits exceeds detailed officers, which has an adverse impact on key working.
- During the year there have been occasions when officers have been required to bed watch five prisoners. This put enormous pressure on the staffing of the prison.

6.4 Mental health

The Board has observed that:

- At healthcare reception reviews, all mental health issues are considered to determine whether support needs to be implemented immediately.
- There are several referral routes to mental healthcare. Any member of staff can refer, as well as a prisoner self-referring. Mental health staff follow up all referrals and confirm whether direct support is appropriate or to signpost to other available services, such as wellbeing or substance misuse services.
- A member of healthcare is present at all ACCT reviews. The Board believes this is supportive and that decision making is wholly focused on the safety of the prisoner and others.

6.5 Social care

The Board has observed that:

- The occupational therapist works very closely with the Local Authority to ensure that appropriate care plans are in place. The Local Authority provides the required aids and identifies actions the prison must put in place, such as assisted showering. If there is any delay in the Local Authority assessment taking place, the occupational therapist will implement interim measures.
- Wheelchair services assess wheelchair requirements and provide the necessary equipment.

The Board has some concern that:

- There is a lack of accessible showers on residential unit 4, which houses some prisoners who are elderly or have disabilities that impact on their mobility.

6.6 Time out of cell, regime

The Board has observed that:

- Daily time out of cell can be up to 10 hours, although this has decreased several times throughout the year due to staff shortage. Late rolls exacerbate the problem, although the prison makes great effort to ensure that this does not impact the overall time prisoners are out of their cells. The time out of cells far exceeds that provided in many prisons and the Board commends the prison for facilitating this.

6.7 Drug and alcohol rehabilitation

The Board has observed that:

- Phoenix Futures work hard overseeing the drug and alcohol programmes, which offer help and advice. Their staff attend the visitors centre every quarter to speak to families and other visitors to raise awareness of the service and support for prisoners. The service went live on SystemOne in May 2025 to ensure one healthcare record.
- There is provision for SMART groups (self-management and recovery training) run by the Matthews Charity. 22 sessions were held throughout the year.
- Alcoholics Anonymous and other recovery groups are well attended and appreciated by prisoners, some of whom would say that it provides a lifeline in supporting their wellbeing. In the reporting year there were 19 Alcoholics Anonymous sessions, with an external speaker from AA.
- The Recovery Gym programme ran 48 sessions. Nine sessions were cancelled due to staff shortages or prison issues.
- There are two paid roaming peer supporters who have been trained and work under supervision.

The Board has some concern that:

- 284 hours were lost due to lockdown/staff training/incorrect roll and lack of interview space. This had an impact on the service delivery.

6.8 Soft skills

The Board has observed that:

- Courses and activities are available to support prisoners' wellbeing and provide the opportunity to develop new skills, such as parenting skills and creative arts.
- Creative groups, (cross stitch and origami), as examples, are supported by the prison and run by prisoners.
- A monthly CAMEO event, which supports wellbeing of prisoners and is hugely appreciated by them, is run by an officer who is passionate about its benefits. This is supported by the prison. Board games, bingo and a band are regular features.

The Board congratulates the prison in making these opportunities available.

7. Progression and resettlement

7.1 Education, library

The Board has observed that:

- The library is well stocked and run by staff who are passionate to ensure that the library provides a relaxed, well-disciplined educational environment. Additional activities are available to prisoners such as book groups, emergent readers groups and film nights. Although film nights had to be suspended during the year due to lack of staff, the prison worked with the library staff to develop an innovative solution to re-introduce the service. Library and education orderlies are fully trained and engaged with their job in both the library and the learning resource centre (LRC). There has been a smooth transition from Suffolk Libraries holding the contract to Greenwich Leisure Limited.
- The learning resource centre is clean, despite requiring repair and decoration. The LRC promotes a good learning environment. The displays in the classroom are attractive, up to date, and focused on the learning required in that subject. Excellent staff/prisoner relationships were observed, which the Board believe promotes learning. During the year the prison has issued reminders to staff and prisoners of the rules in place to ensure good attendance. Learners are aware of the consequences of not adhering to these rules.
- The Shannon Trust is active and impressive in supporting people to develop much needed reading skills.
- Open University and the Prison Education Trust are available to allow prisoners to gain levels 2-6 qualifications. From our observations, the outcomes are positive. Bure saw its first prisoner achieve a full BA (Hons) with the OU this reporting year.

The Board has some concerns that:

- The library is often closed to prisoners or operating a 'through the gate' service due to staff shortages. This prevents prisoners from browsing and choosing their own books/CDs or using resources whilst in the library. Closures are because of insufficient operational staff being available. Board observations lead us to conclude that this is one of the first locations chosen to close in these situations.
- Classrooms in the learning resource centre are small, limiting the numbers able to attend at any one time.
- The levels of attendance in Mathematics and English appear to be lower than expected.
- The number of prisoners progressing through functional skills qualifications are below expected levels.
- Attendance continues to be negatively impacted by clashes with healthcare appointments and attendance at other forums. This is a concern the Board reported last year.
- Progress made in Mathematics and English has fallen during the year to below the group average of comparator prisons.

- In both education and vocational subjects, prisoners are being scheduled for subjects which are not documented on their personal development plan. This is observed to lead to demotivation.
- The impact of the prison reading strategy has been difficult to ascertain.

7.2 Vocational training, work

The Board has observed that:

- Over the year, a total of three workshops has been in operation. Towards the end of the reporting year workshop 3 closed due to the end of the contract. There has also been insufficient work available to enable another workshop to always operate at full capacity. Machinery in the workshops require repair and replacement. This remained a concern at the end of the reporting year and progress to address this will be further monitored by the Board.
- For subjects, awarding bodies and outcomes see **annex B**.

The Board has some concerns that:

- The lack of workshop space and the closure of workshop 3 has led to an increased number of retired prisoners on the wing with no purposeful activity. The Board believes that this will have a negative impact on wellbeing.
- Although the percentage of prisoners in at least 50% purposeful activity is in line with the peer group average, HMP Bure has the lowest number of prisoners in full-time work compared to a similar group. We observe this to be the case, following the introduction of a weekly staff training afternoon leaving insufficient staff to maintain education opportunities and some purposeful activity.

7.3 Offender management, progression

The Board has observed that:

- The (offender management unit) OMU benefits from strong senior leadership and a largely experienced team of staff.
- The head of the OMU will attend prison council meetings and give both verbal and written feedback to address concerns and questions. The board would suggest that these explanations are not always communicated in a timely fashion.
- Change to accredited 'programmes' was communicated to prisoners in February 2025, ensuring that prisoners were aware that there would be some disruption to the provision of 'programmes' while staff training took place.
- The new suite of 'programmes' will include Building Choices medium intensity sexual offending (SO); Building Choices high intensity SO; Building Choices medium intensity plus SO and Building Choices high intensity plus SO. These new 'programmes' are more about the prisoner and their needs and will not disadvantage them or affect their sentence as the judiciary, probation and the parole Board are all familiar with them.
- Whilst prisoners are often concerned and disappointed about the time it takes to be placed on a 'programme', they are then very positive about the experience they have and the way the learning has helped them develop new skills and coping mechanisms.

- Regular re-categorisation Boards are held which adhere to the re-categorisation framework. Whilst we have observed that the prison council believes that a local policy is required to explain its objectives and the required actions, we note that HMIP has commended the prison for developing a more personal process than required by the framework.

The Board has some concerns that:

- When speaking to prisoners, they say they are unaware of their assigned POM. They are generally aware of their keyworker. Our observations and conversations with prisoners would suggest that in some cases, prisoners did not have an assigned probation POM for a period of time due to the departure of a member of staff. OMU staff have explained that while reallocation was in progress, prisoners were supported by keyworkers and the POM team. This did not appear to be fully understood by the prisoners concerned.
- We receive high numbers of applications from prisoners stating that they have been unable to speak to their POM for greater than 12 months. The OMU drop-in service introduced to address this concern has been impossible to observe and the Board is concerned that this service may not still be available.
- Information on the offender assessment system (OASys), used to assess the risks and needs of prisoners and any changes to it, are not always communicated to prisoners, preventing a full understanding of why they are being placed on a particular 'programme' or no 'programme' at all leading prisoners to believe that they will be disadvantaged when being considered for category D. This issue has been raised in applications to the IMB and many conversations.
- The Board find the OMU office environment is dismal. We are concerned about the lack of natural light and the working conditions for the staff.

7.4 Family contact

The Board has observed that:

- There has been a full complement of staff (there have been some shortages during the year) with a wide range of skills and experience, who we have observed to be passionate about their work. Staff seek out and introduce new initiatives, especially those that make it a positive visit experience for children and their families. The Board has attended on a visit day and noted that the feedback from visitors is very complimentary.
- There is effective management of the booking line, including video visits; organisation of the tea bar which is then run by prison orderlies, and a focus on channeling any profit from the tea bar into building further resources. They also encourage the engagement of appropriate prisoners in 'Storybook Dads'.
- There is support from the prison Governor to enable the service to function effectively, including providing most of the funding for a bus once a month to bring visitors from Norwich railway and bus station (necessary due to the rural location of the prison and lack of public transport.)

The Board has some concern that:

- The Friday visit experience may be cancelled at short notice, due to staff shortages.
- There is a shortage of space for the operation of the service.

Ormiston family visits centre



7.5 Resettlement planning

The Board has observed that:

- CM led resettlement boards are held 12 and four weeks prior to release. These are attended by various agencies, including the prison employment lead and healthcare. Detailed information and assistance is provided to enable a smooth return into the community. Assistance is available from well-trained resettlement orderlies. An example of where they may help is to assist in the production of CVs to support job applications upon release. The Board has observed that the prison provides prisoners with a supportive and positive experience.
- Most prisoners, upon release, are aware of where they are going to live and are housed on the first night of custodial release.
- The prison employment lead, (PEL) funded by the prison, continues to build contacts with potential employers despite reluctance of some to employ people with sexual offence convictions.

- Employment fairs are organised by the PEL, which are well attended and appreciated by prisoners.
- The number of prisoners in employment is low six weeks after custodial release.

The work of the IMB

Board statistics

| | |
|--|-----|
| Recommended complement of Board members | 14 |
| Number of Board members at the start of the reporting period | 5 |
| Number of Board members at the end of the reporting period | 5 |
| Total number of visits to the establishment | 303 |

Applications to the IMB

| Code | Subject | Previous reporting year | Current reporting year |
|------|--|-------------------------|------------------------|
| A | Accommodation, including laundry, clothing, ablutions | 15 | 20 |
| B | Discipline, including adjudications, incentives scheme, sanctions | 8 | 12 |
| C | Equality | 14 | 9 |
| D | Purposeful activity, including education, work, training, time out of cell | 4 | 8 |
| E1 | Letters, visits, telephones, public protection, restrictions | 35 | 29 |
| E2 | Finance, including pay, private monies, spends | 10 | 10 |
| F | Food and kitchens | 3 | 5 |
| G | Health, including physical, mental, social care | 7 | 20 |
| H1 | Property within the establishment | 9 | 10 |
| H2 | Property during transfer or in another facility | 26 | 26 |
| H3 | Canteen, facility list, catalogues | 1 | 2 |
| I | Sentence management, including HDC, ROTL, parole, release dates, re-categorisation | 13 | 13 |
| J | Staff/prisoner concerns, including bullying | 11 | 11 |
| K | Transfers | 12 | 2 |
| L | Miscellaneous | 5 | 12 |
| | Total number of applications | 173 | 189 |

Annex A

The prison providers are:

- Physical and mental healthcare: Practice Plus Group.
- Education and skill: People Plus
- Substance misuse treatment: Phoenix Futures
- Family support services: Ormiston Families
- Catering suppliers: Bidfood and Hovis
- Maintenance: Government Facilities Services Limited
- Escort contractor: Serco (UK Boarder Force: Mitie)
- Library services: Suffolk Libraries replaced by Greenwich Leisure Ltd from 1st July 2025
- (Get Plus) delivering careers information, advice and guidance

Statistics and charts

Annex B

1st August 2024 – 31 July 2025 Education and vocational qualifications

Curious Data 1st August 2024 - 31st December 2024

| Course name | Starts | Completed | Achieved | Total Withdrawn Agreed |
|--|--------|-----------|----------|------------------------------|
| Alcohol Awareness | 2 | 2 | 2 | |
| Award in 2D Computer Aided Design | 4 | 4 | 4 | |
| Award in Attention Deficit Hyperactivity Disorder Awareness | 6 | 6 | 6 | |
| Award In Awareness of Asperger Syndrome | 4 | 4 | 4 | |
| Award in Creative Craft | 16 | 16 | 16 | |
| Award in Dyslexia Awareness | 9 | 9 | 9 | |
| Award in Dyspraxia Awareness | 5 | 5 | 5 | |
| Award in Education and Training | 5 | 5 | 5 | |
| Award in Employability Skills | 7 | 7 | 7 | |
| Award in ESOL Skills for Life (Speaking and Listening) (Entry 1) | 3 | 3 | 3 | |
| Award in ESOL Skills for Life (Writing) (Entry 2) | 5 | 5 | 4 | |
| Award in Music Technology | 7 | 7 | 7 | |
| Award in Parametric Modelling | 8 | 7 | 7 | 1 |
| Certificate in Construction Skills (Electrical) | 11 | 11 | 11 | |
| Certificate in Creating and Starting Your Business | 13 | 13 | 13 | |
| Certificate in Creative Craft | 8 | 8 | 8 | |
| Certificate in Cycle Mechanics | 16 | 15 | 15 | 1 |
| Certificate in Employability Skills (Entry 3) | 15 | 14 | 14 | |
| Certificate in Music Technology | 2 | 2 | 2 | |
| Certificate in Progression | 5 | 5 | 5 | |
| Certificate in Warehousing and Storage Skills | 6 | 6 | 6 | |

| Course name | Starts | Completed | Achieved | Total Withdrawn Agreed |
|---|--------|-----------|----------|------------------------------|
| Clean and dispose of bodily fluids, spillages and hazardous items | 1 | | | 1 |
| Clean and maintain washrooms | 1 | 1 | 1 | |
| Developing own Interpersonal Skills | 4 | 4 | 4 | |
| Essential Digital Skills | 4 | 4 | 4 | |
| Essential Digital Skills (Entry 3) | 10 | 10 | 10 | |
| Food Safety Level 2 | 24 | 24 | 24 | |
| Functional Skills qualification in English L1 | 11 | 10 | 9 | 1 |
| Functional Skills qualification in English L2 | 5 | 5 | 5 | |
| Functional Skills Qualification in English (Entry 2) | 7 | 6 | 6 | 1 |
| Functional Skills Qualification in English (Entry 1) | 1 | 1 | 1 | |
| Functional Skills Qualification in English (Entry 3) | 8 | 8 | 8 | |
| Functional Skills qualification in Mathematics L1 | 21 | 20 | 15 | |
| Functional Skills qualification in Mathematics L2 | 17 | 15 | 12 | 1 |
| Functional Skills Qualification in Mathematics (Entry 1) | 1 | 1 | 1 | |
| Functional Skills Qualification in Mathematics (Entry 2) | 5 | 5 | 5 | |
| Functional Skills Qualification in Mathematics (Entry 3) | 15 | 13 | 13 | 2 |
| Improving Own Confidence | 5 | 5 | 5 | |
| Individual rights and responsibilities | 3 | 3 | 3 | |
| L2 Passport for Food Industry | 17 | 17 | 17 | |
| NVQ Diploma in Performing Engineering Operations | 8 | 6 | 6 | 2 |
| Prepare and clean furniture, fixtures and fittings | 3 | 2 | 2 | 1 |
| Prepare and suction clean floor surfaces | 4 | 3 | 3 | 1 |
| Prepare to work in the cleaning industry | 14 | 14 | 14 | |
| Prepare, dry sweep and damp mop floor surfaces | 14 | 14 | 14 | |
| Prepare, spray clean and buff floor surfaces | 1 | 1 | 1 | |
| Progressing to Cat D | 4 | 4 | 4 | |
| Recognising and Dealing with Bullying | 1 | 1 | 1 | |
| Time Management | 1 | 1 | 1 | |
| Understanding Discrimination | 2 | 2 | 2 | |
| Understanding Emotions | 6 | 6 | 6 | |
| Understanding Stress | 6 | 6 | 6 | |
| Understanding Stress | 7 | 7 | 7 | |
| Valuing equality and diversity | 4 | 4 | 4 | |
| W2L- Creative writing | 3 | 3 | 3 | |
| W2L Disability Awareness | 3 | 3 | 3 | |
| W2L H&S Construction Industry | 4 | 4 | 4 | |
| W2L H&S in the Workplace | 16 | 16 | 16 | |
| W2L Intro LGV Theory | 5 | 5 | 5 | |
| W2L Intro Warehousing &Storage | 10 | 10 | 10 | |
| W2L- Journalism | 1 | 1 | 1 | |
| W2L MH Awareness Workplace | 6 | 6 | 6 | |
| W2L Minute Maths | 5 | 5 | 5 | |

| Course name | Starts | Completed | Achieved | Total Withdrawn Agreed |
|----------------------------|------------|------------|------------|------------------------|
| W2L-Customer Service | 4 | 4 | 4 | |
| W2L-Fitness For Life | 2 | 1 | 1 | |
| W2L-FOOD HYGIENE | 1 | 1 | 1 | |
| W2L-Mind Your Own Business | 1 | 1 | 1 | |
| TOTAL | 453 | 437 | 427 | 12 |

Curious Data 1st January 2025 - 31st July 2025

| Course name | Starts | Completed | Achieved | Total Withdrawn Agreed |
|--|--------|-----------|----------|------------------------|
| Alcohol Awareness | 6 | 6 | 6 | |
| Award in 2D Computer Aided Design | 2 | 2 | 2 | |
| Award in Attention Deficit Hyperactivity Disorder Awareness | 8 | 7 | 7 | |
| Award In Awareness of Asperger Syndrome | 4 | 4 | 4 | |
| Award in Creative Craft | 24 | 20 | 20 | 4 |
| Award in Dyslexia Awareness | 3 | 3 | 3 | |
| Award in Dyspraxia Awareness | 1 | 1 | 1 | |
| Award in Education and Training | 7 | 4 | 4 | 3 |
| Award in Employability Skills | 5 | 5 | 5 | |
| Award in ESOL Skills for Life (reading) (Entry 1) | 3 | 3 | 3 | |
| Award in ESOL Skills for Life (speaking and listening) (Entry 2) | 5 | 4 | 4 | 1 |
| Award in ESOL Skills for Life (writing) (Entry 1) | 3 | 3 | 3 | |
| Award in Music Technology | 7 | 7 | 7 | |
| Award in Parametric Modelling | 11 | 11 | 11 | |
| Award in Practical Cleaning Skills (Using Machinery for Hard Floors) | 3 | 2 | 2 | 1 |
| Certificate in Computer Aided Design | 10 | 8 | 8 | 2 |
| Certificate in Construction Skills (Electrical) | 22 | 22 | 22 | |
| Certificate in Creating and Starting Your Business | 19 | 18 | 17 | 1 |
| Certificate in Creative Craft | 14 | 14 | 14 | |
| Certificate in Customer Service | 18 | 14 | 14 | 4 |
| Certificate in Cycle Mechanics | 17 | 15 | 15 | 2 |
| Certificate in Digital and IT Skills | 1 | 1 | | |
| Certificate in Employability Skills (Entry 3) | 19 | 17 | 17 | 2 |
| Certificate in Music Technology | 4 | 4 | 4 | |
| Certificate in Progression | 5 | 5 | 5 | |
| Certificate in Warehousing and Storage | 7 | 6 | 6 | 1 |
| Certificate in Warehousing and Storage Skills | 1 | 1 | 1 | |
| Clean and dispose of bodily fluids, spillages and hazardous items | 11 | 9 | 7 | 2 |
| Clean and maintain washrooms | 17 | 15 | 15 | 1 |
| Developing own Interpersonal Skills | 3 | 3 | 3 | |
| Essential Digital Skills | 12 | 9 | 9 | 3 |

| Course name | Starts | Completed | Achieved | Total Withdrawal Agreed |
|--|------------|------------|------------|----------------------------|
| Essential Digital Skills (Entry 3) | 15 | 15 | 15 | |
| Food Safety Level 2 | 44 | 44 | 44 | |
| Functional Skills qualification in English L1 | 16 | 12 | 10 | 2 |
| Functional Skills qualification in English L2 | 20 | 19 | 19 | 1 |
| Functional Skills Qualification in English (Entry 2) | 7 | 7 | 7 | |
| Functional Skills Qualification in English (Entry 3) | 22 | 21 | 21 | 1 |
| Functional Skills qualification in Mathematics L1 | 30 | 25 | 21 | 3 |
| Functional Skills qualification in Mathematics L2 | 21 | 19 | 17 | 2 |
| Functional Skills Qualification in Mathematics (Entry 1) | 1 | 1 | 1 | |
| Functional Skills Qualification in Mathematics (Entry 2) | 8 | 7 | 7 | 1 |
| Functional Skills Qualification in Mathematics (Entry 3) | 31 | 26 | 26 | 4 |
| Improving Own Confidence | 5 | 5 | 4 | |
| Individual rights and responsibilities | 3 | 3 | 3 | |
| L2 Passport for Food Industry | 1 | 1 | 1 | |
| NVQ Diploma in Performing Engineering Operations | 6 | 4 | 4 | 2 |
| Parenting Skills | 6 | 6 | 6 | |
| Prepare and clean furniture, fixtures and fittings | 15 | 13 | 13 | 1 |
| Prepare and clean hard floor surfaces using machinery | 10 | 9 | 9 | 1 |
| Prepare and suction clean floor surfaces | 10 | 10 | 10 | |
| Prepare to work in the cleaning industry | 19 | 14 | 14 | 4 |
| Prepare, dry sweep and damp mop floor surfaces | 20 | 15 | 15 | 4 |
| Prepare, spray clean and buff floor surfaces | 11 | 9 | 9 | 2 |
| Progressing to Cat D | 9 | 9 | 9 | |
| Recognising and Dealing with Bullying | 1 | 1 | 1 | |
| Time Management | 1 | 1 | 1 | |
| Understanding Discrimination | 1 | 1 | 1 | |
| Understanding Emotions | 5 | 5 | 5 | |
| Understanding Stress | 9 | 9 | 9 | |
| Understanding Stress | 1 | 1 | 1 | |
| Valuing equality and diversity | 4 | 4 | 4 | |
| W2L- Creative writing | 1 | 1 | 1 | |
| W2L Disability Awareness | 3 | 3 | 3 | |
| W2L H&S Construction Industry | 6 | 6 | 6 | |
| W2L H&S in the Workplace | 5 | 5 | 5 | |
| W2L Intro LGV Theory | 4 | 4 | 4 | |
| W2L Intro Warehousing &Storage | 3 | 3 | 3 | |
| W2L MH Awareness Workplace | 4 | 4 | 4 | |
| W2L Minute Maths | 5 | 5 | 5 | |
| W2L-Customer Service | 1 | 1 | 1 | |
| W2L-Fitness For Life | 4 | 4 | 4 | |
| W2L-FOOD HYGIENE | 2 | 2 | 2 | |
| W2L-Job Smart | 1 | 1 | 1 | |
| W2L-Mind Your Own Business | 2 | 2 | 2 | |
| TOTAL | 665 | 600 | 587 | 55 |

Annex C

Ethnicity and age statistics 2025

Ethnicity July 2025

| Ethnicity | Population | % |
|-----------|------------|-------|
| Asian | 37 | 6% |
| Black | 52 | 8% |
| Other | 19 | 3% |
| Mixed | 14 | 2% |
| White | 492 | 76% |
| GRT | 11 | 2% |
| Other | 18 | 3% |
| | 643 | Total |

Age July 2025

| Age | Population | % |
|---------|------------|-------|
| 21 – 29 | 73 | 11% |
| 30 – 39 | 115 | 24% |
| 40 – 49 | 141 | 22% |
| 50 – 59 | 110 | 17% |
| 60 – 69 | 79 | 12% |
| 70 – 79 | 61 | 10% |
| 80 + | 24 | 4% |
| | 643 | Total |



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