

Independent Monitoring Board

HMP Frankland

Annual Report

1st December 2009 - 30th November 2010

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Section 1

Statutory Role of the Independent Monitoring Board

The Prison Act 1952 and the Immigration and Asylum Act of 1999 require every Prison to be monitored by an Independent Board appointed by the Home Secretary from members of the community in which the Prison is situated.

The Board is specifically charged 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 he has delegated authority 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 the Prison's records.

Section 2

Description

Accommodation

1. HMP Frankland is a Level 3 high security dispersal prison within the Directorate of High Security, providing a maximum security environment for adult convicted males serving sentences of over four years. It is situated on the northern outskirts of Durham City and has an operational capacity of 859 prisoners.
2. The main prisoner accommodation consists of eight units as follows
 - Four original wings - A, B, C and D. Each can house up to 108 vulnerable prisoners.
 - Two wings, F and G, which opened in 1998. They can house up to 206 ordinary location prisoners.
 - The Westgate Unit which opened in 2004 for prisoners with dangerous severe personality disorders (DSPD). The Unit can accommodate up to 80 prisoners
 - J wing which opened in 2009 and which can house up to 120 ordinary location prisoners.
 - In addition E wing, which is one of the original wings, is a small unit accommodating up to 15 aged prisoners and which allows for more individual attention.
3. The prison does not have a First Night Centre for newly sentenced prisoners as most are transferred in from other prisons. They are initially held on D or G wing until inductions are completed. This normally takes two weeks although the Board believes that inductions should be completed within a week. Remand prisoners are held on D wing and receive individual attention on arrival. There are currently 3 prisoners on remand.

Prison Population

4. The prison currently houses 817 prisoners (95% of operational capacity) and employs over 900 staff although at the time of writing prison staff are operating 18 below complement. The prison population is made up as follows:
 - 625 serving life sentences
 - 218 are Category A, of which 14 are high risk
 - 594 are Category B
 - 5 are Category C
5. There are 537 vulnerable and 280 normal location prisoners. On the Westgate Unit which houses DSPD prisoners both vulnerable and ordinary location prisoners are housed together. Currently there are 70 prisoners in the Westgate Unit.

Facilities

6. All prisoners are held in single occupancy cells with toilet, hand basin and television. There are small recreational areas and cooking facilities on each wing and a PIN phone system is available.

7. Prisoners are offered access to education, workshops and gymnasiums. There is also a prison shop selling a wide range of goods. The service is provided by DHL.

8. Responsibility for Healthcare for prisoners lies with the County Durham and Darlington Primary Care Trust and Learning and Skills development with Manchester College.

Restructuring

9. On the 1 April the role of Principal Office changed to that of Developing Prison Service Manager. The change has gone well although the prison is still without any female managerial staff.

Budget

10. The Governor's annual budget for the prison is £49,579,000

Voluntary Organisations

11. A number of voluntary organisations and volunteers help in the smooth running of the prison:

- The North East Prison After Care Society (NEPACS) volunteers work alongside prison staff to assist in the day to day running of the visitor's centre and providing support to families.
- The Sunderland branch of the Samaritans provide training for Prison Listeners
- Pastoral visitors and official prison visitors, coordinated by the Chaplaincy are available to prisoners.
- The Sunderland branch of Mind provide counselling support for prisoners with mental health problems.
- Volunteers from UNITY provide support to foreign national prisoners.

Section 3

Executive Summary

1 As this report shows the Board is satisfied that, as far as reasonably practical, Frankland provides a safe and secure environment for prisoners who are treated fairly and decently. The prison is clean and operates smoothly, the staff are positive and manage the long term prisoners professionally and effectively.

2. The Governor and the Senior Management Team remain proactive and continue to implement the policies and initiatives that benefit prisoners. It is pleasing but not surprising to the Board that the prison received excellent results in the latest security audit and positive feedback from the Chief Executive, National Offender Management Service, following his visit on 1 October. Equally positive feedback was given by the Parliamentary Under- Secretary of State for Justice who visited on 28 May.

3. All areas of the prison function well and a major step forward this year has been the introduction of family and father/child visits. Relations between Board members and prison staff at all levels remains excellent. The staff are open and helpful which helps Board members to operate effectively.

4. The Executive Director of Police, Emergencies and Correctional Services and the Commissioner of Correctional Visits both from the State of Justice in Victoria, Australia visited Frankland on 29 October to gain a high level overview of the prison regime. The fact that Frankland was chosen for the visit is an indication of its standing.

5. Twenty members of the Chief Inspector of Prisons staff inspection team arrived on 9th November to carry out a two week (unannounced) inspection of the prison. Although the Chief Inspector's final report will not be available for four months positive feedback has been received during debriefing.

6. The Board are aware of the significant financial challenges the prison will face and hope that these do not negatively impact on the prison regime. We will monitor the situation with interest.

7. Issues Requiring a Response

7.1. Points for the Minister

7. 1.1 Pre sentence report arrangements/guidelines at Crown Court should be reviewed to ensure that, where appropriate, mental health issues are taken into account and psychiatric assessments undertaken before sentence in all relevant cases..
(Section 4.2 Paragraphs 9-10)

7.1.2 Overcrowding on the wider prison estate which adversely affects the transfer of prisoners out of Frankland. (Section 5.7)

7.2 Points for the Prison Service

7.2.1 The continuing difficulties with the Offender Learning contract with Manchester College. (Section 4.3 Paragraphs 3 to 7)

7.2.2 Investigations into incidents of serious assault should be carried out by independent (rather than prison) staff as happens with “deaths in custody”. (Section 4.4 Paragraph 17)

7.2.3 To investigate the reasons for the delays between deaths in custody and coroners inquests. (Section 4.4. Paragraphs 20 and 21)

7.2.4 The pricing structure and poor availability of goods in the prison shop contracted out to DHL (Section 5.8)

7.3 Points for HMP Frankland Management

7.3.1 Inductions for newly arrived prisoners should be completed within one week. (Section 2 Paragraph 3)

7.3.2 Care plans for prisoners with disabilities should be completed as a priority. (Section 4.1 Paragraphs 4 and 5)

7.3.3 Appointment waiting times for the dentist are unacceptable and should be reduced. (Section 4.2 Paragraph 8)

7.3.4 Details of the NHS complaints procedure should be made clearly visible in the Healthcare Centre and a secure box should be provided to ensure confidentiality and safe keeping of returned complaints forms. (Section 4.2 Paragraphs 14 to 17)

7.3.5 As a part of the Integrated Drug Testing Scheme, which is soon to be introduced, a pain management nurse should be recruited. (Section 4.2 Paragraph 19)

7.3.6 Razor blades should be removed from the prison and prisoners issued with battery operated razors. (Section 4.4 Paragraphs 15 and 16)

7.3.7 Prisoners on Segregation should have daily access to the telephone. (Section 4.5 Paragraph 6)

7.3.8 Efforts should be made to ensure that sentence plan reviews are brought back on target and carried out annually. (Section 5.6 Paragraph 12)

7.3.9. A hand book for prison visitors should be produced together with a short “Life at Frankland DVD” giving an insight into life in prison.. (Section 5.11 Paragraphs 6 to 9)

7.3.10 A feasibility study should be undertaken to review the possibility of an e mail system to allow family members to contact prisoners.

(Section 5.11 Paragraphs 10 and 11)

7.3.11 Sufficient car parking should be made available for visitors and staff should not park in disabled parking bays. (Section 5.11 Paragraph 12)

7.3.12 Arrangements should be put in place to ensure that visits start promptly. (Section 5.12 Paragraphs 4 and 5)

7.3.13 Family and father/child visits are crucial in maintaining family links and should be made available monthly. (Section 5.12 Paragraphs 6 to 9)

7.4 Points for the Independent Monitoring Board (IMB) Secretariat

7.4.1 Although not covered in the body of this report the Board feels that in line with other voluntary bodies some modest form of recognition should be given to IMB members for lengthy service or exceptional work. This will improve morale and encourage members to stay with the IMB.

Section 4

Areas upon which the Board is required to report

4.1 Diversity

1. The Board believes that Senior Management is fully committed to the equitable treatment of all prisoners and adheres to all relevant policies. They try to do everything possible to make prisoners feel safe and respected and ensure that they are able to access regimes and facilities equally.
2. Monthly meetings are held with representatives of each wing together with prisoner representatives to highlight and resolve diversity issues. The meetings are chaired by a Governor and attended by the Head of Diversity. In addition the Governor 1 chairs a monthly Equality Action Team (EAT) meeting attended by members of the Senior Management Team and prisoner representatives to address general diversity issues relevant to the prison as a whole. A member of the Board attends all meetings.

Complaints

3. The Board are satisfied that all complaints are fully investigated and documented and any appropriate action taken. To ensure awareness all wings have notice boards which provide details (including photograph) of the local prisoner representative and how to contact them with diversity issues. .

Elderly Prisoners and Prisoners with disabilities

4. A separate unit has been set up for elderly prisoners and a landing on one of the vulnerable prisoner wings caters for prisoners with disabilities.. The prison has around 50 prisoners with disabilities and care plans are to be produced for each. Their interests are monitored by a part time Disabled Liaison Officer.
5. The Board feels that the care plans are extremely important and should be completed as a priority.

Gender Dysphoria

6. A Prisoner Transgender Policy is in place to ensure that those prisoners who are in the process of acquiring a new gender or those who arrive under an acquired gender receive the support and treatment they need.

Foreign Nationals

7. There is a part time Foreign Nationals Coordinator responsible for the interests of foreign nationals. At the time of writing there are 60 foreign nationals and numbers are increasing. There are plans to set up a foreign national prisoners forum to discuss issues specific to them. At present issues are discussed at the EAT meetings.

Strategy (2009 - 2011)

8 A Decency, Diversity and Equality Strategy (2009 - 2011) for the prison is in place with objectives /progress reviewed on a regular basis.. Objectives include:

- implementation of diversity training for all staff
- ensuring that the religious needs of prisoners are met
- raising awareness on World Faiths and Culture to positively shape staff/prisoner views on religion and how it differs from Extremism.
- recruitment of Black and Minority Ethnic (BME) staff to aid a more culturally sensitive service
- integration of Decency, Diversity and Equality within business and performance
- ensuring the participation, communication and access to services for all.

9. Overall responsibility for delivery of the live three year strategy lies with the Governor. In order to ensure that maximum business benefits result each Senior Management Team member will fulfil the role of “Decency, Diversity and Equality Champion” for their respective area. The Head of Decency, Diversity and Safer Custody oversees implementation.

10. The strategy indicates the prison commitment to good practice. It provides a focussed approach which should help integrate the principles of Decency, Equality and Diversity as a part of every day work within the prison.

11. One of the objectives outlined above is Diversity training for all staff. At the time of writing 414 staff (approx. 46%) have completed this training. The Board considers training to be crucial and hopes that the momentum can be maintained and preferably increased..

4.2 Healthcare

1. Healthcare for prisoners is provided as a part of the NHS and managed by County Durham and Darlington. Primary Care Trust. The Centre provides 24 hour in-patient care. It is worth noting that the number of in-patients has dropped significantly since the smoking ban was introduced.

2. All prisoners receive a medical examination within 24 hours of reception.

Accommodation

3. There is one six bedded ward and ten furnished cells. Two are designated “clean” cells used for post operative, and palliative care patients. The area also includes one of the Listener Support Suites, which is used by Samaritan trained Listeners, for confidential talks with prisoners in distress.

4. The Centre provides suitable accommodation for treatment in privacy. It is presently undergoing refurbishment.

Healthcare Facilities

5. A full range of services for the well being of all prisoners are available. They have access to General Practitioners (GPs) and improvements in provision have seen appointment waiting time down from five to three weeks in the last six months. Many investigations, including minor surgery and X - rays, are carried out in house.

6. There is a small resident Mental Health Team (3 staff) responsible for the care of mentally disturbed patients. At the present time in excess of 150 prisoners are being treated for mental issues. The view of the Board is that the team requires a further psychiatric nurse.

7. Clinics run by nursing staff include minor ailments, health promotion, HIV and chronic disease monitoring. There are many other clinics available for prisoners which are run by visiting Dentists, Opticians, Physiotherapists, and Chiropodists etc.

8. Appointment waiting times are acceptable apart from those for the dentist where the wait can be up to seven weeks. The Board feels that this time frame is unacceptable and consider that it should be reduced to at least three weeks and less for emergency treatment.

Mental Health

9. There is an ongoing concern that some prisoners with complex health requirements cannot be treated adequately. There is a process for assessing prisoners with mental health problems but responsibility for commissioning secure mental health services involves the Primary Care Trust of the prisoners home GP. This together with the psychiatric assessments can lead to lengthy timescales before appropriate moves are made. This inappropriately leaves prisoners with severe and enduring mental health needs to be looked after in a prison.

10. To try and alleviate this problem across the prison estate, the Board feel that the “pre sentence report” arrangements/guidelines at Crown Court should be reviewed to ensure that mental health issues are not overlooked. Prior to sentencing, and where considered appropriate, the pre sentence report should include a full psychiatric assessment. This would enable those identified with severe mental health needs to be streamed to appropriate secure accommodation and avoid the issues presently being experienced in prisons across the estate.

Staffing

11. Staffing, is the biggest single ongoing problem with a high turnover in all areas. Apart from the fact that clearance for new recruits takes such a long time together with the significant attrition rate of new employees deciding that the work is not for them, the pay and grading is less than ideal. The Healthcare Centre manager feels that all of the fully qualified nursing staff should be on the same (higher) band as those in the Westgate Unit. This is a matter for the PCT rather than the prison but has an obvious impact on the service provision.

12. Security is provided by prison staff who work alongside the medical staff

Standard of Care

13. In the view of the Board the standard of care is good. Patients are treated courteously and appear satisfied with the standard of care they receive. The Board receives very few complaints about Healthcare.

NHS Complaints Procedure

14. There are no notices on display in the Centre advising of the NHS complaints procedure and “how to complain“. Although prisoners do have access to the complaints procedure (initial local resolution form) they must ask a prison officer for the relevant form to complete..

15. The complaints form states that the completed form should be posted in the healthcare application box although there is no such box available. Forms have therefore to be handed to a prison officer or member of healthcare staff.

16. The Board believes that the full complaints procedure should be clearly visible in the Centre with the relevant forms displayed with the other available material. This should include reference to and details of the Independent Complaints Advocacy Service available to prisoners.

17. A secure box should be also installed within the Centre to ensure confidentiality and safe keeping of complaints forms.

Prescription Drugs

18. The Board wishes to highlight the ongoing problem with prisoners “selling on” their prescription drugs. Prison staff are aware of the issue and take all steps possible to combat the misuse.

Integrated Drug Treatment Scheme (IDTS)

19. Plans are well advanced to introduce this scheme and it is hoped that in the region of 30 - 40 prisoners will take part. As part of the IDTS the possibility of recruitment of a pain management nurse is under consideration. The Board believes that this appointment would prove of significant benefit and hopes that suitable funding can be made available.

4.3 Learning and Skills

Course Availability

1. The staff provide a range of education provision from basic skills support right through to Open University. Courses are available to all prisoners. The majority attend part time but those with a perceived need (around 80) can attend full time. Approximately 400 prisoners attend on a part time basis.

2. Prisoners employed in the kitchen are working towards Non Vocational Qualifications in catering. A number of prisoners are being trained as “Health Trainers” to talk with and pass on advice to other prisoners. At the time of writing 14 have been trained.

Manchester College: Service Provision

3. Towards the end of the last reporting year the contract for Offender Learning was awarded to Manchester College under the Learning and Skills Council (LSC). The Board reported last year that the transition had not been as smooth as anticipated. Despite the high level discussions between LSC, the prison and the College (reported in response to our concerns last year) the difficulties continue..

4. The previous, more successful, contract with Newcastle College had for a number of years led to a gradual improvement in the educational development of prisoners. This is demonstrable by the ever increasing qualifications and results, not to mention the pride shown by prisoners on receiving their award. However, there is growing concern that this established record of growing educational progress will be jeopardised by what appears to be a general lack of support from Manchester College towards the educational staff.

5. Both staff and prisoners have expressed concern at what appears to be a gradual withdrawal of educational resources and materials such as new stocks of books. Staff are particularly concerned at the lack of an effective communication link with Manchester College. This only serves to reinforce their feeling of isolation particularly since they had a well established working dialogue with Newcastle College. There are concerns about the ability to staff all of the classrooms.

6. The Education staff are of course aggrieved that following the transfer under the Transfer of Undertakings (Protection of Employment) Regulations their contracts are being renegotiated with a change in Terms and Conditions of Employment. Morale is understandably low.

7. The Board is concerned not only at the predicament of the educational staff but also for that of the prisoners receiving education and how this will impact on their future development. Hopefully the Board will not be reporting diminishing educational achievements and results next year.

Music in Prisons

8. At the beginning of the year a “Music in Prisons” event was held in the chapel. This was a part of the Eileen Taylor Trust and was well attended by prisoners. There are plans for a further event in November, possibly in the Westgate Unit

4.4 Safer Custody

1. The Safer Custody Unit is dedicated to provide a safer custodial experience for both prisoners and staff . It works within the parameters of Prison Service Orders 2700 Suicide Prevention, 2710 Follow up Deaths in Custody and 2750 Violence Reduction.

2. The Safer Custody Team identifies prisoners in distress and attempts to manage, control, reduce and alleviate those factors causing problems. It tries to motivate prisoners away from lethargy, harmful introspection and negative attitudes and to stimulate more positive actions and outlook With prisoners facing life imprisonment this is a difficult remit.

Self Harm

3. To date this year a total of 328 incidents of serious self harm ie potentially life threatening have been recorded although there were many more of a minor nature.

4. Regular meetings between prisoners and staff from other interested groups help to identify and reduce self harm and suicide issues. Those identified at risk of self harm or suicide are managed by the Assessment, Care in Custody and Teamwork (ACCT) process.

ACCT Process

5. An ACCT can be opened at any time by any member of staff with reason to believe that a prisoner may be at risk of self harm. The ACCT process involves a detailed analysis of risk factors and determines appropriate responses to those factors. It remains in place until the crisis is considered to be over. To date this year a total of 188 ACCTs have been opened.

6. The ACCT arrangement is taken extremely seriously by staff and everyone else involved in the process and for this very reason works well. All ACCT documentation is reviewed at a quarterly review meeting chaired by a Governor.

7. Around 3% of the prison population goes through the ACCT process and under assessment at any given time. At the time of writing there were 34 prisoners subject to ACCTs. The figures are indicative of the problems that prisoners at Frankland present.

Listeners

8. Prisoners experiencing problems have access to a pool of Listeners available on demand at any time of the day or night. The pool of 16 Listeners, who are trained by the Sunderland Branch of the Samaritans, are utilised fully by those in distress. The Listener Support Suites located in the Healthcare Centre and on J Wing continue to be valuable resources which are used regularly as appropriate.

9. There is a weekly Listeners meeting which prisoners and Samaritans attend. A Board member normally attends.

Assaults on staff and prisoners

10. At the time of writing there have been 14 assaults on staff and 12 on prisoners. The Board feels it appropriate to comment on two of these.

11. The first, a vicious assault on three members of staff by a prisoner using broken glass took place on G Wing on 13 March. The life threatening and devastating injuries required significant hospital treatment. One officer was able to return to duty in August but two remain off work. One of these is having ongoing operations to his arm.

12. A Board member was in the prison that day and provided support to members of staff, and reported on the incident. The prisoner involved was immediately transferred to Wakefield prison and his brother, who was housed on the Segregation Unit, was transferred later that week to Long Lartin prison..

13. The prisoner involved has since been charged with two counts of attempted murder and one of a Section 18 wounding. As a result of the incident the Board is pleased to report that all glass and crockery was removed from Frankland (and some other prison establishments) in May, as recommended in our rota reports.

14. The second, an attack by a prisoner using a razor blade on another (high profile) prisoner took place on Healthcare on 21 March causing throat injuries. Although requiring hospital treatment the prisoner returned to prison that day. A police investigation has taken place.

15 Razor blades, and in this case weapons made using them, are used in assaults and for self harm. The Board would like to see razor blades removed from the prison and prisoners issued with battery operated razors and have mentioned this in a rota report.

16. The Board is pleased to note that a feasibility study is being undertaken. Inevitably there will be a cost premium for any change but hope that the improved safety aspects are given appropriate weighting in the study.

17. Investigations into incidents of serious assault are normally carried out by a Governor from another prison. The Board believes that such investigations should be carried out by independent (rather than prison) staff which will provide a much broader approach. Independent investigations should not be restricted to deaths in custody.

18. The assaults above give some indication of the risks being managed by staff in the prison. Quite rightly all acts of violence towards staff and prisoners are now actively pursued through the courts which has not always been the case in the past..

Bullying

19. The Anti Bullying Policy introduced in 2005 enables bullies to be better dealt with on the wings and challenging their behaviour. The Violence Reduction Strategy meeting is held monthly where all Bullying, Acts and Potential Acts of Violence are discussed and preventative measures put in place. A Board member normally attends these meetings.

Deaths in Custody and Coroner Inquests

20. In this reporting period there have been 6 deaths in custody as follows:

- 5 February 2010 Natural causes
- 10 February 2010 Natural causes
- 15 February 2010 Natural causes
- 4 May 2010 Natural causes
- 10 October 2010 Natural causes
- 19 October 2010 Natural causes

21. At the time of writing there are 14 deaths, from as far back as 14 January 2007, awaiting coroners inquests. Hopefully for the sake of relatives and friends these will be held soon.

4.5 Segregation

1. The Unit can hold up to 28 prisoners whose challenging behaviour requires them to be held in Segregation. In addition there are two special cells used for violent prisoners. Over the course of the year the Unit has been working at, or near, capacity.

2. . Earlier this year the capacity of the Unit was increased by relocating two cleaners from cells in segregation to E wing. CCTV is in operation.

Prisoner Facilities and Regime.

3. The prisoners are provided with all of the normal facilities with the exception of association, although prisoners are allowed exercise every day. Recent improvements to the exercise yard now allows four prisoners (previously two) to take exercise at the same time thus doubling the exercise availability of the Unit. Daily showers are possible and a doctor visits the Unit on alternate days and nursing staff attend each day.

4. Bearing in mind the nature of the Unit the Board believes the regime to be good The interaction between staff and prisoners is very good and their dedication and compassion has often defused potentially difficult situations. Paperwork within the Unit is handled by a civilian clerk who has acquired a great deal of expertise and who is extremely helpful to the Board.

Accommodation Improvements

5. The Board is pleased to report that, following a recommendation by the Chief Inspector of Prisons, some renovations have been carried out. These included repainting of the Unit and offices and removal of the plinths from some cells. The Unit is now brighter and cleaner.

Telephone Access

6. Domestic and legal telephone calls are allowed but prisoners do not have access to telephones on a daily basis. The Board considers that, in line with arrangements on other Wings, the prisoners in Segregation should have daily access to the telephone.

Prisoners with Mental Health Problem and/or on ACCT Documents

7. The Board continues to be concerned about the high number of prisoners held in segregation who are suffering from mental health problems. Some are also on ACCT documents. In June there were 5 prisoners on ACCTs and the Board was so concerned at the increased risk of fatality this posed that they raised the matter with the Deputy Governor.

8. In the Board's view, all non dangerous prisoners with mental health problems and/or on ACCTs would be better located on Healthcare where clinical procedures and facilities are available. We are told that this is not possible as this area comes under the Primary Care Trust and their conditions "are not treatable". The Board does not consider this a valid argument, particularly where prisoners are at risk of self harm.

9. Whilst the staff on segregation work with great professionalism and dedication they would be the first to admit that they are not trained to cope with mental health problems. It is to their credit that these prisoners feel safe and cared for in segregation but this does not solve the key issue that these prisoners require some form of full time medical care.

Reporting and Monitoring by the Board

10. The Board member on "rota duty" that week is informed within 24 hours of a prisoner moving to the Unit and the prisoner is subsequently visited by a member within 72 hours. There is a small interview room which Board members can use to see prisoners in private. All prisoners are seen at least once a week by the relevant rota member who documents the discussions.

11. The rota member is also advised about the use of special accommodation, mechanical restraints and dirty protests. Numbers are relatively small. The member inspects all relevant documentation which has always been in order..

12. A Board member attends the 14 day review panel which includes a member from Healthcare. It would be helpful if a representative from population management also attended as they invariably need to be consulted after the meeting. Members also attend ad hoc reviews. The system works well.

13. A recent innovation is an “exit strategy” document charting each prisoners progress in the Unit. This used by the 14 day review panel to aid the decision making process in prisoner relocation from the Unit. Although it is early days the new form seems to be working well.

14. There are meetings, nominally once a month, for Managing Challenging Behaviour. The Board is not always informed of these meetings.

15. Prisoners are reviewed at a monthly meeting chaired by the Governor of Segregation. Unit staff familiar with each prisoner attend. The data on any prisoners assessed as “difficult and challenging” is forwarded for consideration at a monthly meeting chaired by the Director of High Security. Governors of prisons with High Security Segregation Units. attend together with the Chair of the Board of a High Security prison on a rotational basis.

16. From the information available changes to the status or location of a prisoner may be agreed. The arrangement is flexible, works quickly and works extremely well.

Preparing Prisoners for Return to Normal Location

17. Following a management initiative in 2008 a discrete area has been set up as a “progression unit” on G 4 . This prepares prisoners, who have spent time in segregation, for return to normal location. The Board believes that the 12 week, incentive based initiative is a positive step forward in integrating prisoners back to normal location. A similar arrangement could prove beneficial in other prisons.

Section 5

Areas on which the Board chooses to report

5.1 Adjudications

1. Whilst refurbishment work in the Segregation Unit has been taking place some adjudications needed to be held on the wings. Work is almost complete and once the holding room for prisoners awaiting adjudications is finished all adjudications will revert to being held in the Unit.
2. A Board member observes the adjudication process at least once a month and all adjudication papers are available for inspection. A report is prepared and discussed at the monthly Board meeting.
3. Adjudications are chaired by a Governor, Developing Prison Service Manager or an Independent Adjudicator (a Judge). Adjudications often have to be adjourned to allow prisoners to obtain legal advice. Nevertheless the majority of adjudications are completed within the relevant timescale.
4. The number of prisoner adjudications is commendably low. During the year there were 290 adjudications and of these 85 were dismissed. The Board are satisfied that the tariff of awards at adjudications are correctly applied.
5. The number of requests and complaints from prisoners to staff during the year numbered 4945

5.2 Chaplaincy

1. The Chaplaincy Team work well with staff, prisoners and management. There are fifteen chaplains, of which four are full time. A total of eleven faiths are represented and this will increase shortly to fourteen.
2. The team provides pastoral support to both staff and prisoners. The chaplaincy role consists of visiting prisoners, running groups, worship services and liaison. The daily visits to Segregation, Healthcare and carrying out inductions for new prisoners is shared between the contracted Chaplains.
3. Groups run by the Chaplaincy for prisoners are reasonably well attended with the average weekly attendances for services (all faiths) running at around 127 prisoners. A group for “gypsies and travellers” has been set up recently and is proving popular with good attendance.
4. Other events organised by Chaplaincy have included visits by Gus Eyre, a Country Gospel Blues singer, Tough Talk a group of Christian Power Lifters and the Mighty Zulu Nation, an international cultural group from South Africa.. A Black History Event was held on 25 November with additional displays in other areas of the prison.

5. Chaplaincy is now running a monthly induction session for all new staff regarding the context of Chaplaincy within the prison and developing their knowledge of “World Faiths”. The sessions have received positive feedback and the Board is pleased to note that existing staff are being encouraged to participate in this training experience. An amended session is to be delivered to a mixed group of prisoners from differing faith backgrounds during “Inter-Faith Week”.

6. During the year a second multi faith room has been opened and a toilet is being built in the Chapel area which will be a major improvement for Chaplaincy staff, volunteers and visitors alike.

7. The Board is pleased to report that the Catholic Priest was given Holy Communion by the Pope at Bellahouston, Park, Glasgow on 16 September. This was shown on Sky Television.

5.3 Community Links and Awards

1. The Board is pleased to report on some of the fund raising efforts of the staff to assist charities and the local community.

- 24 September. The “biggest coffee morning in the world” was hosted by Education staff to raise funds for Macmillan Cancer Support. The event raised £242 which was doubled to £484 by the Prison Service Charity Fund
- 23 - 25 September. Twelve members of staff from Segregation walked the complete length of Hadrians Wall. The Help the Heroes fund benefited by some £4,000
- During the year prison staff raised £400 to purchase fitness equipment for Finchale Training College which provides training to help adults with physical and mental disabilities to find employment.

2. The Board is also pleased to record that two members of staff received awards from the Queen:

- 10 March Governor OBE for Services to the Prison
- 3 November Senior Officer MBE for Charitable work at the prison and elsewhere

3. Following a reassessment the prison retained its Investors in People Award

5.4 Health Awareness

1. The staff Health and Care Committee, whose aim is to improve the health of staff at Frankland, arranged the annual Wellbeing Day on 31 March.. All staff and Board members were invited to the event which promotes awareness of a healthy lifestyle..

2. As usual the event was well supported. As well as physical checks such as blood pressure, cholesterol and fitness test being available, a number of organisations including RELATE, the National Blood Transfusion Service, Opticians at Home and

Stop Smoking Service were in attendance..

3. As a result of the event the Blood Transfusion Service returned on 15 November when 43 members of staff gave blood. The proceeds of a raffle at the event were donated to Finchale Training College.

4. In our report last year the Board reported that the Health and Care Committee and all of those involved had achieved the “Working for Health Bronze Award” We are pleased to report that this year they have received a “Silver Award” which is a tremendous achievement.

5.5 Kitchen

1. The kitchen currently employs 19 prisoners although up to 26 can be employed at any one time. The prisoners work along side staff.

2. The menu operates on a “pre selection” basis and caters for all medical and religious groups, taking into account all religious festivals such as Christmas, and Ramadan etc.

3. Training to National Vocational Qualification level is available to prisoners working in the kitchen which gives a valuable focus to their work and provides a useful skill.

4. Earlier this year morale amongst staff was low. Following disciplinary action being taken against a member of the staff (which involved a move elsewhere) the Board is pleased to note that morale has returned to its previous good level.

5. The Board is pleased to report that they receive very few complaints about the standard of food although it should be noted that prisoners have the option to purchase and cook their own food on the Wings.

5.6 Offender Management

1. The Offender Management Unit works to develop practices that co-ordinate the input from all areas in the shaping of a prisoners time while in prison.

Sentence Planning

2. The aim is to ensure that all prisoners have a sentence plan which is reviewed annually and in which the prisoner is involved in all aspects of the planning process.

3. Individual sentence plans are prepared by an offender supervisor following a prisoners arrival at the prison. The plans are informed by relevant information, reports and offender analysis documents and are designed to identify coursework programmes, education and other activities and experiences which may reduce the risk of further offending.

4. Close involvement helps the prisoners understand the process more clearly and with their risks presented in a way that motivates them to take ownership of reducing them.

5. Once targets are agreed the offender supervisors facilitate delivery of the chosen programmes with which the prisoner is expected to comply. The expectation is that sentence plans are reviewed and revised annually and that appropriate action, such as transfer to other prisons, is taken if risks have not been sufficiently reduced.
6. Performance has a direct bearing on Parole applications.
7. Prisoners failing to conform to the Unit regimes, where risk factors are not reduced, are subject to a Multi-Agency Public Protection Arrangement assessment twelve months prior to release.
8. Offender supervisors work in clusters of three with each cluster supported by a case administrator. At present the Unit is short of a senior officer, a probation officer and a case administrator.
9. There are fourteen uniformed offender supervisors. In addition three members of the probation team are also working as offender supervisors. The Westgate Unit has two uniformed offender supervisors.
10. The offender supervisors have high caseloads and under constant pressure. Each offender analysis document takes around seventeen hours to complete. Sentence plans take much less time. To date this year the Unit has completed 152 offender analysis documents and 244 sentence plans.
11. The Unit ensures that up to date offender analysis documents and sentence plans are available to inform Parole Board hearings.
12. A combination of factors including staff redeployment, sickness, maternity leave and training mean that the Unit is slightly behind the planned work schedule. At the present time there is a gap of thirteen months between sentence plan reviews. Although the Unit hopes to get back on track there are fears that cuts in government spending may impact on them causing delay to the entire process.
- 13 All indications are that the Unit is well run, productive, working to high standards and delivering a quality service to both the prison and the prisoners. Staff are clearly keen on their work, good at what they do and prepared to expend extra effort on completing their work to a commendable standard.
14. Prisoners are offered the opportunity to pursue activities geared to a reduction of risk of further offending thus promoting a safer return to the community for those being discharged.

5.7 Overcrowding

1. Although not a problem at Frankland, overcrowding in the wider prison estate continues to impact on the ability to transfer prisoners with the result that;
 - transfers to allow prisoners to be nearer their home locality are difficult to arrange
 - transfers to allow prisoners to undertake specific courses in accordance with their sentence plans are difficult to arrange with the knock on effect on parole board considerations.
2. Overcrowding in the wider estate has been a problem for some years and will not be solved over night. The Board is aware of plans announced by the Minister of Justice to reduce the prison population and we hope that the matter is given a sustained impetus to bring a relatively speedy and satisfactory conclusion.

5.8 Prison Shop

1. DHL took over the Contract for supplying goods to prisoners from Aramark in 2009. There are continuing concerns over the level of prices which are higher than for the same goods on sale outside. The Board receive a high number of applications about the shop prices and the lack of availability of items. Prisoners have raised their concerns at the Prisoners Consultative Committee.
2. The Board considers that the pricing is unacceptable and is extremely concerned about the negative impact this has on the prisoners and their families who send in money. Because of the level of complaints a Board member has taken responsibility for monitoring DHL.

5.9 Reception

1. This is a well run department and the Board is pleased to note that a more consistent approach to staffing is showing benefits. Prisoners are treated with respect and receive all relevant information on, or shortly after, arrival. Staff carry out the first night induction if a prisoner arrives late.
2. The Body Orifice Security Scanner (BOSS) chair is used on all incoming and out going prisoners to detect any illegal items.
3. Overall the area is light and airy and the new storage shelves are an improvement.

5.10 Security

1. The Security department has total control in prison activities and is the lynchpin of the prison responsible for a diverse range of activities ranging from physical security to child protection.
2. An external security audit carried out during a week in September achieved some excellent outcomes which included a score of 100% for Communications and Surveillance, 95% for Category A procedures and an overall score of 93%. This is an excellent and well deserved result.

3. The Security team are always extremely helpful to Board members one of whom attends the Security Committee. In addition the Board receives a monthly report from the Security team which is discussed at the Board meeting.

4. During the reporting year to date almost 5,600 Security Information Reports (SIRs) had been submitted to the Security team which is an indication of how busy they are.

5.11 Visitors Centre

1. NEPACS (North East Prison After Care Society) staff and volunteers and the OSG (Operational Support Grade) staff work well together to provide a welcoming and relaxed atmosphere for those visiting, providing support and information where needed

2. During the year in the region of 9913 adult visitors and 1913 children passed through the Centre. This is a 4% rise which is probably attributable to the reintroduction of Wednesday visits.

3. To improve communication “Visitors Voice forums” were introduced last November and are well attended. Prison staff and a Board member attend to answer questions from visitors There is also an on line facility which allows those who cannot attend the forums to e mail their questions and views or they can pass them to NEPACS staff in the visitors centre.

4. The Youth room in the Centre is very popular at weekends with messy craft work, competitions, games and drawing.

5. The Board feels that there are a number of improvements that should be made to help visitors:.

Visitors Handbook

6. Comprehensive information for visitors is not available with the result that they can arrive at the prison not knowing what to do or expect.

7. The Board believes that a simple prison booklet providing all relevant information should be produced in house. This should include the following, although the list is far from exhaustive.

- How to get to the prison
- Visiting Orders and visiting times
- What will happen when they visit i.e. ID needed, searching and drugs
- What will happen during the visit with their relative/friend
- Facilities available including those for children and the disabled
- Reference to help services e.g. NEPACS,
- Complaints procedure .

8. Production of a simple handbook has been mooted in the past but treated as a low priority. It is a relatively straightforward but nevertheless important task that the Board

believes should be actioned now.

Life at Frankland DVD

9. A common question from family members is “What is it like in prison?” Obviously they cannot see for themselves and the Board believes that it would be of value for the prison to produce a short DVD, to be available in the Visitors Centre, giving an overview of life in Frankland. This would have to be carefully produced but the cost should be modest. The Board feel that a DVD would be helpful in supporting family members which in turn will impact positively on prisoner wellbeing and behaviour.

E mail for visitors

10. E mail is an increasingly popular means of communication and the possibility of families using this to contact prisoners has been raised. Obviously direct e mail between family members and prisoners would not be possible but it should be practicable to set up a centrally controlled e mail address within the prison. The e mails could then be vetted in the same way as letters from families before being printed and passed on.

11. Obviously there would be cost implications of introducing such a procedure but equally there would be some offsetting savings in dealing with ordinary letters from families. The Board considers that it is worth carrying out a feasibility study to review the possibility of introducing an e mail facility for family members perhaps starting with a survey of visitors to gauge interest.

Car Parking

12. Parking for visitors is difficult as most spaces, including disabled parking bays, are used by prison staff. The Board feels that there should be sufficient parking space for visitors and staff should not park in the disabled bays.

13. The Visitors Centre manager was recently nominated by NOMS (National Offender Management Service) for her outstanding work in managing the Centre and in recognition was awarded a “Highly Commended” Certificate.

5.12 Visits

1. Visits take place daily with the exception of Mondays.

2. The staff in the visits area generally maintain the delicate balance between the essential security process and creating an informal atmosphere for visitors and prisoners. NEPACS volunteers and paid workers work in the crèche and tea bar.

Accommodation

3. The premises are clean and comfortable. To prevent drugs entering the prison, CCTV is used to monitor the visits area. Use is also made of a passive drug dog and a number of drug finds made at this point. Those attempting to bring in drugs are prosecuted.

Visitors: Delays

4. There are often delays in families being taken to the prison because they are called in groups in order of arrival. This can lead to delays of up to 20 minutes. Equally there are delays in prisoners being brought by staff to the visits area .

5. The Board strongly feel that arrangements should be made to ensure that all visits start promptly to allow visitors to receive their full entitlement of time.

Family Days and Father/Child Visit

6. The Offender Management Unit have been proactive in involving NEPACS in the planning of the family days which are an excellent step forward. Family visits took place during the Easter and Summer holiday periods for both vulnerable and normal location prisoners.

7. The first family visit for prisoners from the Westgate Unit took place on 6th October. This was opened by the Governor of Westgate and a buffet lunch was provided. Prison staff , members of the chaplaincy team, representatives from NEPACS and two Board members attended to answer questions from visitors. Prisoners and their families were given the opportunity to have their photographs taken together (by prison staff) which is an excellent innovation.

8. In the event only three families attended which is disappointing after all of the planning and organising involved. That said the Board feels is pleased to note that the first father/child visit is planned for early December.

9. The Board considers that family and father/child visits are crucial in maintaining family links and recommend that these are made available on a monthly basis.

5.13 Westgate Unit

1. The Unit is designed for the containment and treatment of Dangerous and Severe Personality Disorder (DSPD) prisoners. It is a self contained building with all facilities, Healthcare, Education, Gymnasium and Work activities etc located inside. The Unit has a capacity of 80 prisoners and average occupancy over the year has been 74 prisoners.

2. During the year fourteen prisoners completed the initial DSPD criteria assessment. Ten of these fully met the criteria. Of these:

- 8 prisoners remained on Westgate to complete their treatment needs analysis

- 2 prisoners applied to leave the Unit

4 prisoners did not meet the DSPD criteria in terms of the severity of their personality disorder.

Treatment

3. There is a modular, seven stage treatment programme for those prisoners who meet the assessment criteria. They complete these on an individual basis. The modules include:

- Psycho-education. An introduction to treatment, personality disorder/risk awareness and boundary settings.
- Self Management. Westgate Modules covering amongst other things: substance misuse, social and interpersonal competency, and relationship and intimacy skills.
- Self Management. Chromis Modules covering amongst other things: motivation and engagement, problem solving creative thinking and handling conflict.

4. There is a coaching service for those prisoners who have completed the self management domain. There is a monthly skills group which is a forum for prisoners to identify problems and identify ways to manage such difficulties.

Progression for prisoners

5. Progression case conferences are held monthly and the first prisoner to complete treatment earlier this year was transferred to HMP Altcourse prior to release. Several more prisoners are nearing the end of their treatment and work is underway to facilitate their transfer to progression sites. There are limited options available for progression within mainstream provision.

6. The Westgate Progression Team has provided training to staff at receiving establishments and community sites.

The Melting Pot: Creative Writing

7. The Melting Pot is a six month part time creative writing course (ongoing for three years) designed specifically for the Unit. It offers professional writing guidance and support and encourages prisoners to explore different writing skills and techniques. Space is available for 8 prisoners. Some of the attendees produce a House Magazine for the Unit.

Self Harm

8. Because of incidences of severe self harm by prisoners the Westgate management team arranged for an external expert to provide staff training in dealing with prisoners self harm. Feedback has been extremely positive and a roll out of the training is planned.

Charitable Donations

9. Prisoners working in the Units Charity Workshop make cushions which are donated to the local hospice to aid their funding.. They are presently making bags of lavender which has been grown by the Units horticultural department and again these are to be donated to the hospice.

Student Placements

10. Three Northumbria University students who are studying criminology began a year long placement at the Unit. They are based in the administrative areas but aim to learn about the work done in prisons and particularly the clinical and administrative processes in place at Westgate.

Death of a Serving Officer

11. The Board is sorry to report the death of an officer from a heart attack in July. Staff organised a number of events to raise funds for the family. In addition, a generous donation of £158 from prisoners on the Unit, was used to purchase a trophy for the local football league in which the officer had played.

Horticultural Event

12. The Units horticultural department held an open day on 17 September. A Board member attended the event which was widely supported.

Fund Raising

13. Prisoners and staff on the Unit either walked or” clocked” up miles on the running machines in the Unit to raise funds for the family members of two prison staff who are suffering from life threatening debilitating illnesses. Members of the Board attended and the event raised in the region of £2,100.

Best Practice and Future Funding,

14. The Board has complete confidence in this Unit which provides a supportive environment for prisoners using treatment that reflects best practice.. Very few applications are received and none of a serious nature. The Unit continues to meet and often exceeds the Key Performance Targets.

15. The Unit is expensive in prison terms but has made significant budget savings in

recent years. The Board believes that the Unit provides the correct approach for DSPD prisoners and hopes that the financial constraints do not impact negatively on service provision.

5.14 Works

1. This has been another very busy year for the Estates and Works department who have completed several major projects including:

- Ancillaries Building Gymnasium 3
- Main Gate Search area
- Blue Line Fencing
- Design & Installation of Carbon Fibre Anti Helicopter defences

2. In addition a significant amount of major maintenance work including replacement of heating plant in three areas, upgrade of healthcare facilities , various refurbishments and resurfacing of some roadways and the pedestrian walkway. In addition the installation of lighting to reduce the carbon footprint of the prison has commenced.

3. The Works team has created a peaceful “Memorial Garden” in remembrance of those members of staff who died in service. The Garden was opened by the Director of High Security Prisons on 9 September.

4. The area next to the Garden includes an aviary for a couple of “jail birds” These are two Harris hawks recently “recruited” to provide a cost effective solution to pest control (mainly pigeons) which was costing the prison many thousands of pounds each year using contractors..

5. The Board applauds this innovative solution which even involved a staff competition to name the hawks which attracted hundreds of entries. Apollo (the Greek God of light and sun) and Zeus (the God of sky and thunder) were the names chosen.

6. Despite the high level of building activity all projects have been managed well from a competence and security perspective. The whole Team are to be congratulated for their excellent work.

Section 6 Work of the Board

1. Members

Members at 1 st December	12
Resignations during the year	3 (1 resignation in May and 2 in July)
Appointments during the year	3 (1 appointed Oct 2010, 2 awaiting security clearance)

2. Board Budget

The budget allocated by the Secretariat was £12,428 compared to £19,000 last year. Although the Board has managed to live within their reduced budget this has been possible only because of the reduced complement of members during a high proportion of the year.

3. Meetings

Board Meetings

Eleven Board meetings were held during the year. The January meeting had to be cancelled due to adverse weather. On average 9 members attended each meeting. Reports from all areas of the prison, including the Governor, are received and discussed at each Board meeting.

Attendance at Monthly Meetings

December 2009	12	June 2010	10
January 2010	cancelled	July 2010	10
February 2010	10	August 2010	9
March 2010	10	September 2010	9
April 2010	11	October 2010	6
May 2010	9	November 2010	7

A Team performance meeting was held in November

In addition to the above the Chair regularly attends: meetings with the Governor, Director of High Security Prisons, North East Area Chairs' Meeting and the Residential Meeting.

The Chair met with a member of the Staff Inspection team on 11th November and attended the debriefing session on 19 November.

4. Visits

Rota Visits 151

Application Visits 95

Segregation Reviews 84

Other visits and Committee meetings which include interviews, training courses, adjudications and areas of responsibility numbered 120.

Conferences

4 - 6 March 6 members attended the High Security Conference at HMP Woodhill

20 May 2 members attended the Northern Conference at HMP Durham

16 - 18 September 2 members attended the IMB Annual Conference

During the year Board members from HMP Durham, Lancaster Castle and Full Sutton visited HMP Frankland.

On 12 July the National Council Representative for High Security prisons visited and a member of the Board escorted him around the prison.

5. Training of Board Members

At Board meetings, invited Governors, Staff and External Agencies provided information about the following subjects

- Prison Charity Fund
- “Controlling Anger & Learning to Manage it” training
- Industries
- Learning and Skills
- Mandatory Drug Testing
- Integrated Drug Treatment Scheme

Nine mandatory courses were completed by Board members.

Two new members completed their Foundation Course at York.

One member completed the Continued Development Course at York..

One member completed the thematic Death in Custody Workshop at Birmingham.

The Vice Chair completed the Vice Chair training course at York.

One member attended an Interview Workshop at Birmingham.

The Chair completed the Chair’s training course at Leicester.

6. Care Team

One Board member sits on the Care Team which consists of twelve Board members from across the country. The Team was set up to provide confidential support to other Board members who are experiencing difficulties on their Boards.

7. Independent Interviewer

One Board member is part of the team of Independent Interviewers from across the country who sit on recruitment panels for new members.

8. Rota Log Book

A new rota log book was introduced in February 2010 which allows Board members significantly more scope in the areas of the prison they visit.

9. Applications

The applications process continues to play a major part in the Boards interaction with the prisoners and for the most part helps to establish a synergy by which we can work together. This applies equally to the staff who are always helpful and accommodating.

Applications average around 20 per month and there are no particular trends although it is worth noting that “property” remains high on the list together with the “prison shop” (DHL). A breakdown of applications is included at Section 7 of this report. In addition members have dealt with 28 verbal applications and the Chair a further 50 confidential access applications

The Board received a blip in applications from prisoners transferred to Frankland when the new Wing opened. Most centred on an “unexpected move” Equally two prisoners repeatedly make large numbers of the same application which resulted in a lot of work for members. This was felt to be attention seeking, if not mischief making, but nevertheless they received members help although at times they were less than appreciative.

The Board introduced an improved way of dealing with applications during the year. The underlying principle is to deal with all applications as submitted rather than waiting for a fortnightly review panel of three members. One member is responsible for dealing with all applications on a weekly basis although a prisoner can ask to be heard by a panel of three members if he wishes.

The new arrangement, coupled with a review of associated paperwork, has streamlined the process and is working well. It has promoted greater interaction between Board members and made more time available for prisoners who are more than content with the arrangement..

10. Inductions

The Board carried out face to face inductions with recently arrived prisoners until the early part of this year. We now produce a leaflet about the role of the IMB which prison staff hand out at induction.

The reasons for the change are twofold:

- the majority of prisoners arriving in Frankland are generally aware of the role of

the IMB from earlier spells in prison or on remand. A survey of prisoners supported this view.

- to allow better use of limited Board resources.

The prisoners have expressed their satisfaction with the arrangement .

A leaflet outlining the role of the Board is available for new members of staff.

11. IMB Clerk

The IMB clerk has provided Board members with an invaluable service balancing the demands of prison responsibilities with those of the Board effectively. A Service Level Agreement is in place.

12 IMB Secretariat.

The IMB Secretariat have provided good administrative support throughout the year and particularly during recent recruitment exercises for new Board members.

The Board extends an invitation to the new Head of the Secretariat to visit them at Frankland.

13. Chair's Comments

1. This has been a busy and demanding year for all members of the Board and I am grateful for their support, dedication and excellent team work.
2. Because of reduced numbers since the middle of the year it has not been possible for Board members to attend all of the usual committee meetings but we are nearing the end of a recruitment exercise which should enable us to rectify this soon.
3. Relationships with prison staff at all levels remains excellent and I am grateful for their openness and helpfulness throughout the year. This working relationship is invaluable and together with the accommodation and other services provided by the Governor enables the Board to operate effectively.

For and on behalf of the Independent Monitoring Board, HMP Frankland

Mrs Wendy Taylor
Chair
8 December 2010

Section 7 Applications

Subject	2009/10
Accommodation	12
Adjudications	6
Bullying	3
Diversity Related	19
DHL	40
Education/Employment/Training	15
Family Visits	18
Food/Kitchen Related	1
Health Related	13
Post	5
Property	19
Sentence Related	2
Staff/Prisoner Related	
Transfers	38
Other Prisons	10
Miscellaneous	37
Total Number of Applications	257

