



# **H.M.P. BELMARSH**

## **ANNUAL REPORT OF THE INDEPENDENT MONITORING BOARD 1 July 2011 – 30 June 2012**

# **1 STATUTORY ROLE OF THE IMB**

- 1.1 The Prisons Act 1952 requires 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.
- 1.2 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.**
- 1.3 To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison and also to the prison records.

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### **3 DESCRIPTION OF THE PRISON**

- 3.1 Belmarsh opened in April 1991 at a cost of over £105m. It occupies some 60 acres on the old Ministry of Defence Woolwich Arsenal site in South East London, 47 acres of which are within the perimeter wall.
- 3.2 It is a local prison but combines those functions with those of a high security establishment. It primarily serves the Central Criminal Court and Magistrates' Courts in South East London and parts of Essex, as well as holding high security risk prisoners on remand and awaiting trial.
- 3.3 The Certified Normal Accommodation (CAN) is 799 and the Operational Capacity i.e. the maximum population it can safely and decently hold is currently 910.

### **4 IMB EQUALITY STATEMENT**

- 4.1 IMBs will not discriminate directly or indirectly against anyone because of age, disability, gender reassignment, marital and civil partnership status, pregnancy and maternity, race including colour nationality, ethnic or national origins, religion or belief, sex and sexual orientation, in recruitment, in the treatment of members, and in the way they monitor the treatment of people in custody.

## **5 EXECUTIVE SUMMARY**

### **Chair's Introduction**

- 5.1 I have pleasure in presenting the 2011-2012 Annual Report of Belmarsh Prison's Independent Monitoring Board.
- 5.2 On assuming the Chair in January 2012, the Board Members numbered 12; 21 is the optimum number. A campaign to recruit, interview and appoint new members was undertaken from January 2012. Three members had been appointed in September 2011 but due to changes in the Counter Terrorism Clearance (CTC) the appointed members were not cleared until February 2012. Delays in CTC clearances have not only affected the Board, but also have impacted on Education and Healthcare with long delays before staff appointees could take up their post. Although marginally improved from January 2012 the computerised clearance forms are not user friendly and are often "timed out" necessitating restarting the whole process. Whilst the Board recognises the necessity of these clearances, the issues of delay and complexity should be addressed.
- 5.3 Against a background of the "Fair and Sustainable" policy for prison employees resulting in redefinition of job roles, a smaller, more efficient workforce, pension changes and stringent budget cuts in accordance with government plans to reduce the national deficit, the prison has coped well. The regime for prisoners has remained broadly satisfactory; prisoners are safe, treated humanely and fairly and are prepared for release within the funding constraints. The Board has concerns that, if the stringent budget cuts are imposed year-on-year, a point must be reached where these basic tenets will be compromised.
- 5.4 The heating and alarm systems in Belmarsh, initially installed in 1991, required replacement and this work is in progress. Security, ever important, has not been compromised and the installations have not overly affected the prisoners' regimes.
- 5.5 Our report raises "only those matters that give Boards concern and need to be addressed or are examples of such excellence that they ought to be commended and perhaps replicated elsewhere". The Board would like to record that staff in Belmarsh perform their duties competently and do a great deal of effective day to day work not mentioned here.
- 5.6 The Board enjoys a good working relationship with staff which facilitates our ability to report independently and the calibre of Board Members, and the clerk, is excellent.
- 5.7 The Board's report sets out the principal issues to be addressed by the Government and National Offender Management Service (NOMS).

- 5.8 The prison is still operating an HSU and SSU to accommodate a small number of exceptional risk prisoners.

**Points for the Minister**

- 5.9 To review the backlog of coroners' inquests and to determine if action can be taken to speed up the process. Ref 9.6.
- 5.10 To review the treatment of convicted Foreign National prisoners, several of whom are detained in Belmarsh, who would be managed more appropriately by the UKBA and expedition of the deportation of FNPs with spent sentences. Ref 14.2 and 14.3.

**Points for the Prison Service**

- 5.11 To consider increasing the pension and disability payment of £0.75 per week, for those unable to attend any activities. Ref.6.5.
- 5.12 To improve and speed up the CTC procedure in order to reduce the delays in recruiting staff and Board members. Ref 7.2.
- 5.13 To consider improving the transfer waiting time for prisoners with severe mental illness to secure hospital accommodation. Ref 8.6.
- 5.14 To consider the number of Category B places available in dispersal prisons to ensure that prisoners can attend courses relevant to their category and status. Ref 12.2.
- 5.15 To consider increasing prisoners' wages in line with increases in other costs such as canteen. Ref 12.3.
- 5.16 To consider if the nationally agreed contract for canteen items provides good value for money to prisoners. Ref 12.4.

**Points for HMP Belmarsh Management**

- 5.17 To introduce a change in policy to ensure that COMP1 forms with either of the two check boxes ticked are handled in the same manner as DIRF forms. Ref 6.3.
- 5.18 To consider providing appropriate space for occupational therapy sessions for small groups of prisoners following the closure of the Cass Unit. Ref 8.7.
- 5.19 To consider arrangements for listeners to be available in Healthcare Centre (HCC). Ref 9.3.

- 5.20 To review the hours of availability of listeners to ensure they are not over-used. Ref 9.5.
- 5.21 To consider ways of speeding up GOOD reviews caused by delays connected with security and other investigations that lead to unfairness. Ref. 10.8.
- 5.22 To consider formalising the procedure for GOOD Reviews where a prisoner is absent for any reason, so that the review is not just postponed for a further week. Ref. 10.8.
- 5.23 To review the process for handing out property to prisoners newly transferred to Belmarsh to ensure they have immediate access to their legal papers. To speed up the access to personal property and legal papers for prisoners transferred to the Segregation Unit. Ref 10.6 and 13.1.
- 5.24 To fill the vacant position of the NVQ trainer in the Kitchen so that kitchen workers can gain catering qualifications. Ref 15.5.
- 5.25 To consider allowing prisoners to work in the gardens around the site. Ref 15.7.

## **6 DIVERSITY REPORT**

- 6.1 The Board is pleased to see the prisoner representatives taking an active part in the meetings and the issues they raise being investigated and actioned.
- 6.2 There are three new adapted cells in use for disabled prisoners, across the house blocks. Each of these cells takes up the space of two single cells with a shower, bed and seating area. Additionally HCC has 4 cells with wide doors to accommodate wheelchair-bound prisoners. Prisoners are able to use the lift in the kitchen to gain access to other floors.
- 6.3 There is an area of concern around the handling of complaints. Where these are raised using DIRF forms, the action taken is appropriate. However prisoners often raise discrimination and/or bullying complaints using the general COMP1 forms and tick one of the two check boxes (violent and threatening behaviour or discrimination, harassment, victimisation). In these cases the complaints are handled as for any other complaints, i.e. they are forwarded to the block SO for a response. In some cases this has meant the person being mentioned in the complaint is also responding to the complaint. The Board considers these complaints should be handled in the same manner as DIRFs.
- 6.4 During the Induction process, prisoners' needs are assessed for disability. The prisoners are interviewed individually and appropriate medical intervention is arranged. Activities are provided suited to their disabilities and needs.
- 6.5 Prisoners of pensionable age and people with disabilities, who are not able to attend activities, receive an additional payment of £0.75 per week. The Board considers this is a very low rate for those who are unable to attend any activities and together with the £2.50 paid to everyone, gives them a total of only £3.25 per week.

## **7 LEARNING AND SKILLS**

- 7.1 As reported last year, Belmarsh had a good Ofsted report in 2011 with no inadequate areas of provision; an improvement from the report in 2009.
- 7.2 From July 2011 until January 2012 the staffing levels were increased, enhancing the advice and help on career guidance and employment for prisoners. However, from January 2012 to August 2012, there were no advisers offering this service, due to the exclusion of one staff member and sickness of the other. Finally, in July, 2 replacements were working in post. The inordinate delay was apparently caused by the over complex CTC forms.
- 7.3 On arrival at Belmarsh, prisoners are assessed for educational ability on day 2 of induction when a BSA (Basic Skills Assessment) is carried out. A more refined test BSKB (Basic and Key Skills Builder) is implemented when a prisoner joins education. This ensures that prisoners are allocated to the correct level of class. Some classes are more popular; IT always has a waiting list.
- 7.4 Prisoners participate in focus groups, surveys and reports to ensure that the services offered are meeting their requirements; the results from these sources indicate that prisoners are satisfied, particularly in the areas of gym, workshops, library and education.
- 7.5 Courses in Belmarsh, as a local prison, are generally of 5-6 weeks duration; nevertheless there are some prisoners who are moved before the completion of a course. It is not always practicable to continue the course elsewhere. There is a continual need to balance levels of education with length of stay. Prisoners who stay longer than 5-6 weeks can be offered a progression of courses, but these inevitably run out unless the prisoner can move into higher education. It is hoped that once the Learner Records Service is embedded, educational records for each individual prisoner will be transferable to any establishment and thus offer continuity of study.
- 7.6 Prisoners are sometimes reluctant to participate in education or workshops, preferring to stay in cell. All staff should promote education and workshops as a pathway to resettlement and employment on release. The personal officer scheme in particular could play a key role in this.

## **8 HEALTHCARE CENTRE (HCC)**

- 8.1 In last year's Annual Report the Board reported the transfer of responsibility for healthcare to Harmoni for Health, a private provider. The first full twelve months of operation have not been without problems, some of them causing serious concern for the Board.
- 8.2 An overriding problem has been the recruitment of suitable staff which has taken longer than the Board would have wished and has had a negative effect on the delivery of healthcare. The Board recognises the difficulties of attracting staff to the prison and of the continuing delays, outside the control of Harmoni, of security clearance. But the failure for much of the year to show significant improvement must owe something to Harmoni's conditions of service comparing unfavourably with those of the NHS. The Board was pleased to learn in April, therefore, that Harmoni had made improvements in this area. The situation at the end of the year gives cause for relative optimism: vacancies stand at 21%, still a worryingly high figure, but an improvement on over 60% in February 2011.
- 8.3 Harmoni is addressing the issue of quality which has long been a concern of the Board. Applications to the Board about healthcare outnumber all other subjects although, on a positive note, this year has seen a reduction in the percentage from 21% to 17%. The Board welcomed an initiative by Harmoni to set up a prisoner forum though disappointed that the time frame for this slipped and it will not now be introduced until September 2012. The Board will follow its progression with interest. Also Harmoni sent a questionnaire, devised by a consultant, to 100 randomly selected prisoners about their experience of healthcare in the prison. Disappointingly, only 17 prisoners replied. Harmoni intends to run this again and the Board will look at the results. On a more practical level a dedicated Human Resources team is concentrating on the competencies and performance of healthcare staff. The Board is aware of a number of actions which have been or are being taken and will monitor the results in the coming year.
- 8.4 Access to general practitioners (GPs) and the operation of the triage system continues to produce complaints. The Board has been frustrated this year by conflicting information about changes to the system for prisoners to ask to see a GP. Happily this has recently been resolved and the system should enable the Board to track requests more easily. The planned provision of GPs as reported in last year's Annual Report was not correct. All the GPs are self-employed through agencies.
- 8.5 Prisoners' failure to attend out-patients appointments continues to be a problem which Harmoni has taken steps this year to resolve. For example the prisoner is given written confirmation of the appointment and at the same time he is reminded of the importance of attendance and the impact on waiting times if appointments are not kept. The reasons for non-

- 8.6 Meeting the needs of prisoners with a wide range of mental health problems in a prison setting is a major challenge to the Prison Service as a whole and certainly to Belmarsh in particular. Severe cases end up in Healthcare, where the most difficult prisoners are subjected necessarily to a multi-unlock regime which effectively isolates them. Although these prisoners are managed by Healthcare and discipline staff with a great deal of compassion and patience, the Board does not consider this to be a humane way to treat mentally ill patients. As highlighted in last year's report, transfer waiting time of prisoners with severe mental illness from HCC to secure hospital accommodation remains at an average of 12 weeks. In the reporting year 22 prisoners were transferred, a similar figure to last year, 14 of them within 8 weeks of referral. Disturbingly, we learn that prisoners awaiting transfer to Broadmoor can wait up to a year, despite efforts made by the prison.
- 8.7 It is with regret that the Board has to report that the CASS Unit (providing individually designed occupational therapy in small groups for prisoners with less extreme mental health problems) has not been functioning since the beginning of April 2012, due to a reduction in the number of discipline staff allocated, despite an expansion of the Occupational Therapy team. Sadly, at the time of writing this report, the Board learns that the unit has been closed permanently. This is a huge waste of a valuable resource.
- 8.8 Some development has taken place in the provision of a Primary Mental Health Service, with the appointment in February 2012 of two part-time IAPT (Improving Access to Psychological Therapies) workers who operate on the house blocks, providing a short-term focused service of one-to-one assessment and support to any prisoner referred to them. Their aim is to address a problem early on, hopefully reducing the number of prisoners seeking medication, and only moving a prisoner on to the In-Reach Team if necessary. The Board welcome this strategy and awaits with interest any feedback concerning its success.
- 8.9 The Board is pleased to report that since last year the Long Term Conditions Service (LTCS) is operating even more efficiently, with 14 LTCs registered on System1, enabling prisoners with LTCs to be clinically coded at Primary Health screening with 'model' care plans automatically generated.
- 8.10 Implementation of the In Possession Policy for medication has not proved straightforward. The Board understands that about 80% of medication is given 'in possession', but that 20% is still administered 'face to face'. With a new pharmacist in post, who has been improving procedures, and the recruitment of more technicians, the Board understands that the aim is to have all medication administered on the house blocks by pharmacy technicians, thus releasing time for nurses.

8.11 The Board is grateful to Harmoni, the Primary Care Trust, and Belmarsh staff for their co-operation with the Board in carrying out their duties.

## **9 SAFER CUSTODY**

### **Prisoners at risk of self-harm**

9.1 The incidence of self harm continues to drop. Again cutting and scratching predominate as a method. A small number of prisoners are repeat self harmers and this affects the statistics. Healthcare continues to have the largest number of self harming incidents. The number of Assessment Care in Custody Treatment documents (ACCTs) has remained fairly constant.

### **Listeners**

9.2 The Samaritans train and support the Listeners, who are volunteers. Currently there are 30 across the prison.

9.3 The Board is concerned about the lack of Listeners in HCC. This is an area where some of our most disturbed and damaged prisoners spend considerable time and despite the recognition that there is a great need for willing Listeners, there is still a shortage.

9.4 During the early part of the reporting year, the Listener rooms were occasionally being used by DST. However, the Board is pleased to report that, due to the SMT's insistence, this practice has ceased.

9.5 It has been reported to the Board that some Listeners are being over-used and have little or no respite.

### **Deaths in Custody**

9.6 There were 8 deaths in custody from 2008-2010 that are still awaiting inquests; one from 2008 and one from 2009 are scheduled for 2013. There seems to be very little improvement from last year in the expedition of these cases despite the appointment of a second Coroner. It is unfair on families and prison staff for cases to exceed 18 months, as a maximum guideline, from the death in custody. There are seven coroners' inquests from previous years to be heard between August and December.

9.7 There was one death in custody in the reporting year.

## **10 SEGREGATION (SEPARATION AND CARE) UNIT**

- 10.1 The Segregation Unit continues to be well run. The population has fluctuated between 6 and 14 prisoners during the reporting year. This remains a low figure compared with other similar prisons.
- 10.2 Following an incident on one of the house blocks, there was a period of about a fortnight during which the High / Special Security Unit (HSU/SSU) was used as a Segregation overflow. The HSU is meant for high risk prisoners with the appropriate regime and not for prisoners held under Care and Separation. Opening an extra spur, albeit for a short period, necessitated higher staffing levels to operate different regimes. This is not a desirable situation and whilst it is recognised that lack of space dictated this action, the Board hopes it will not be repeated.
- 10.3 There have been a few long term residents in the reporting year, some of whom have been held in the unit for over 6 months. The particular circumstances of each of these prisoners are considered regularly. It is not easy to move difficult prisoners and the Board has not noticed any significant improvement in the time that it takes to go through the process of obtaining approval for transfer to a specialist unit. This seems to be due in large part to pressures within the centrally managed system rather than any lack of effort from the Belmarsh staff who prepare the necessary reports.
- 10.4 The unit's officers continue to work hard to develop progressively positive relationships with some very challenging prisoners. Several individuals have been subject to multi – unlock regimes, which has tested the staff's professionalism and led to the use of force statistics remaining high. There has been a significant effort to maintain access to showers and exercise and an attempt to encourage more time out of cell after this was criticised by HM Inspector of Prisons.
- 10.5 Special accommodation was used occasionally. Dirty protest prisoners are now generally managed within Healthcare, although their behaviour would normally merit segregation. One prisoner has been held in the Care and Separation Unit on an open ACCT document throughout the reporting period. The Board understands that options are limited but this does not comply with the guidance which permits such a situation only in exceptional circumstances.
- 10.6 Prisoners continue to complain of significant delays in the transfer of their property from the house block, which in some instances has taken over a week. This issue was raised in our last annual report but there has been little improvement or explanation. The Board has also noted delays in the arrival of legal papers for prisoners with pending court appearances, which is unacceptable.

- 10.7 There has on occasion been a lack of flexibility in facilitating legal telephone calls made by prisoners in the unit awaiting adjudication. The Board considers that permitting such a call will often lead to a speedier conclusion of the adjudication procedures.
- 10.8 Good Order and Discipline (GOOD) Reviews are conducted in a professional and efficient manner with input from healthcare, psychology and other parties who were not always present in the past. The Board has not had cause to object to the reasonableness of any decision by a governor during the reporting year. However, there continue to be delays connected with security and other investigations that are a cause for concern and may lead to unfairness. As mentioned in the previous report, there is still a need to formalise the procedure for GOOD reviews where the prisoner is absent at court or elsewhere, as there is little point in analysing progress and setting further targets without input from the individual concerned.
- 10.9 The Managing Challenging Behaviour Strategy (MCBS) has now bedded in and is achieving a degree of success in effectively managing the care of some of the most violent and demanding prisoners. A number of the individuals subject to this process are held in the Segregation Unit, and others on normal location. Meaningful targets for prisoners to refrain from certain behaviour, to co-operate with assessments or to attend purposeful activity are set and regularly reviewed. The Board continues to be impressed by the professionalism of the multidisciplinary staff who are committed to progressing these very difficult cases. As noted in the previous report, however, the proper monitoring of prisoners with mental health and psychological issues has sometimes been lacking and requires full recording of all observations from each member of staff who comes into contact with him.

## **11 HIGH /SPECIAL SECURE UNIT**

- 11.1 The High Security Unit (HSU) has continued to be designated as a Special Secure Unit (SSU) throughout the reporting year. The Board raised concerns in its last annual report regarding two exceptional risk prisoners, who were kept on a dedicated spur; due to their refusal to communicate with each other, they were effectively in isolation. The Board is pleased that these two prisoners have since been removed from exceptional risk classification and are in normal location in the HSU.
- 11.2 There remains a concern that the oppressive atmosphere and level of isolation found in the HSU / SSU, together with the lack of interaction that certain individuals have with the wider group, could have long term psychological consequences for these prisoners. The Board recognises that a balance has to be struck between maintaining a proportionate level of security and safeguarding the welfare of the prisoners.
- 11.3 The overall number of prisoners held in the HSU / SSU has risen during the reporting year to around 15 from a low of around 8 in mid - 2011. This is to be welcomed given the pressure on the prison estate and may alleviate some of the isolation issues. Contingency spaces still remain and the Board appreciates that this is a sensible measure.
- 11.4 The high officer to prisoner ratio means that many small issues are resolved effectively and the use of force remains relatively low.
- 11.5 Access to purposeful activity beyond in cell education and the gymnasium remains severely limited as prisoners are not able to access the facilities in the general prison. There were initially some concerns about a reduction in the length of social visits, but a new system has led to more efficient processing of prisoners to the visits area leading to an increase in contact time.

## **12 RESIDENCE**

### **Vulnerable Prisoners**

- 12.1 There is a spur reserved for Vulnerable Prisoners (VPs) and an overspill spur on another house block. VP numbers on the overspill spur have generally been fewer than last year. The intention is that no VP should be in the overspill for a lengthy period as access to gym, exercise, and association is very limited; in practice a few prisoners have spent longer than one month on the overspill spur.
- 12.2 The Board is concerned as Category B prisoners (particularly amongst the VP population) cannot access the relevant courses in Belmarsh to facilitate parole. It is almost impossible to move VPs to the relevant dispersal prisons as there are insufficient spaces.

### **Canteen**

- 12.3 In the last quarter the Board has received complaints from prisoners that prices for canteen items have increased and prisoners' wages are not rising commensurately. The Board is concerned that prisoners who cannot earn more than the basic rate find it difficult to purchase necessities.
- 12.4 The prices for many canteen items seem high and are often more expensive than if purchased in a local supermarket. The Board is concerned that the nationally agreed contracts do not appear to offer good value for money.

## **13 RECEPTION**

- 13.1 The Board continues to receive complaints about access to legal papers when prisoners transfer in from other establishments. The Board requests that special attention be given to handing out legal papers in a timely manner so that prisoners can work on preparation for their court cases.

## **14 FOREIGN NATIONALS**

- 14.1 The FN population had been averaging 160+ over the last 6 months but is now 200+ of which the following are now the largest nationalities: Jamaican – 25, Romanian -17, Polish – 15, Nigerian -15, Lithuanian -10, Pakistani - 11.
- 14.2 There has been a notable increase in East Europeans, mainly Romanian most of whom serve very short sentences (between 7-28 days). They are of little interest to UKBA unless their sentence fits the criteria for deportation (2 years or more) or they are not exercising their treaty rights in which case they can be removed. The Board considers it would be more appropriate for these short-sentenced FNPs to be in immigration removal centres for management by the UKBA.
- 14.3 Belmarsh currently has 21 detainees. Both LIT (Local Immigration Team) and CCD (Criminal Casework Directorate), part of UKBA, are aware of these detainees as are PMU (Population Management Unit) at Prison HQ. A weekly report is forwarded to PMU by OMU with these figures. UKBA blames a shortage of bed spaces in the Immigration Removal Centres as the main obstacle but also it is evident that many of the detainees in Belmarsh have been assessed as unsuitable for managing in the detention estate. The Board is unhappy that such a large number of detainees remain in Belmarsh.
- 14.4 It is pleasing to note that UKBA has recently increased its presence in Belmarsh. The Prison now has a LIT officer working 3 days a week. This is a result of the significant number of FNPs on remand and testimony to the strong links nurtured by the FN Coordinator and UKBA. The FN Coordinator is to be congratulated for her work, especially the FN Group meeting that drives policy and ensures equity of treatment across the prison estate.
- 14.5 The CCD Prison Operations and Removals Team who are interested in deportation cases only, have 2 immigration officers in for 1 day a week, primarily to interview at the Immigration Surgery held on a Thursday morning. This is a welcome development.
- 14.6 Overall the Board is impressed with the inter-departmental approach taken by Belmarsh and its partners with regard to the management of FNPs.

## **15 REDUCING REOFFENDING**

- 15.1 The Board is pleased to report that this is well managed and as much as possible is achieved within the budgetary constraints and also within the boundaries set by the requirements where security is necessarily the highest priority.
- 15.2 There are several Belmarsh staff who work partially in the prison and partially within the community, thereby ensuring continuity for prisoners where preparations have started prior to their release. Their work is detailed below:
- continuity of treatment for prisoners with substance misuse issues
  - ability to get to appointments for job-related issues. This support was provided, from August 2011 to December 2011, by the PIANO project (Providing Innovation and New Opportunities) and has now been taken over by Moving On, run by Working Links.
  - help with housing on release (60% of prisoners have accommodation on release and the rest go into temporary accommodation or B & B if nothing else is available)
  - help with setting up basic bank accounts for prisoners before they are released from prison
  - links with the probation service
- 15.3 The following workshops provide access to activity and training for prisoners coming towards the end of their sentences: bricklaying, carpentry, multi-skills, BICS, Family Man, contract (making of breakfast kits) and recycling. The Board is pleased to note that Belmarsh is expecting to be able to recycle all waste during the following year. A new workshop for recycling of black and colour ink cartridges is planned for the following year.
- 15.4 The rag-cutting workshop was discontinued as it was not possible for RID to accommodate the materials needed for this activity. There has been no workshop for broadcasting or the 8-chamber wormery with 20 work places, as was previously expected. This is disappointing.
- 15.5 The Board is disappointed that there is still no NVQ trainer in the kitchen so kitchen workers cannot gain a qualification in this area. It is hoped this post may be filled in the following year.
- 15.6 A new program has been set up to replace the SDP (Short Duration Programme) course; this is the STAR program covering drug and alcohol abuse, victim awareness and thinking skills.
- 15.7 The Board regrets that there are still no prisoners assigned to work in the gardens around Belmarsh. It was expected that, following the completion of the work on the blue line to strengthen the security around the site, it would be possible to allow this activity to take place.

## 16 APPLICATIONS TO THE BOARD

<b>Topic</b>	<b>Number</b>	<b>Percentage</b>
Healthcare	124	17
Property	107	15
Bullying by Staff	16	2
Bullying by Prisoners	6	1
Complaints about Staff	38	5
Racial Discrimination	3	0
Regime & Adjudications	41	6
Category Status	14	2
Sentence Planning	11	2
Licence Recall	28	4
Legal Matters	4	1
Foreign Nationals	4	1
E List	2	0
Drugs and DST	14	2
Transfers	43	6
Resettlement	33	5
Accommodation	18	2
Food	9	1
Personal Finance	42	6
Visits	19	3
Housing Issues	6	1
Others	67	9
Canteen	30	4
Mail	25	3
Telephone/Pins	24	3
<b>Total</b>	<b>728</b>	

## **17 GLOSSARY OF ABBREVIATIONS**

ACCT	Assessment, Care in Custody Teamwork (formerly F2052SH)
BICS	
BME	Black and Minority Ethnic
BSA	Basic Skills Assessment
BSKB	Basic and Key Skills Builder
CARAT	Counselling, Assessment, Referral, Advice and Throughcare
CASS	
CBDT	Compact Based Drug Testing
CCD	Criminal Casework Directorate
CLAIT	Computer Literacy and Information Technology
CPN	Community Psychiatric Nurse
CPS	Crown Prosecution Service
CSCS	Construction Skills Certification Scheme
CSMA	Comprehensive Substance Misuse Assessment
CSRA	Cell Sharing Risk Assessment
CTC	Counter Terrorism Clearance
C&R	Control and Restraint
DAS	Detainee Advisory Service
DDA	Disability Discrimination Act
DIRF	Discrimination Incident Request Form
DST	Dedicated Search Team
ECR	Emergency Control Room
ERS	Early Removal Scheme
ETS	Enhanced Thinking Skills
FNC	First Night Centre
FNO	Foreign National Orderly
FNP	Foreign National Prisoner
GOOD	Good Order or Discipline
GUM	Genito-urinary Medicine
HCC	Healthcare Centre
HMCIP	Her Majesty's Chief Inspector of Prisons
HSU	High Security Unit
IAPT	Improving Access to Psychological Therapies
IDTS	Independent Drug Treatment System
IDO	Inmate Documentation Office
IMB	Independent Monitoring Board
IMR	Inmate Medical Records
IPP	Indeterminate Sentence for Public Protection
LIT	Local Immigration Team
LSC	Learning and Skills Council
LTC	Long Term Conditions
LTCS	Long Term Conditions Service
MAPPA	Multi Agency Public Protection Arrangements
MCBS	Managing Challenging Behaviour Strategy
MDT	Mandatory Drug Testing

NOMS	National Offender Management System
OCN	Open College Network
OMU	Offender Management Unit
PACT	Prison Advice and Care Trust
PCT	Primary Care Trust
PIANO	Providing Innovation and New Opportunities
PMU	Population Management Unit
PO	Principal Officer
RID	Receive Inspect Dispatch
SDP	Short Duration Programme
SIR	Security Information Report
SMT	Senior Management Team
SO	Senior Officer
SSAFA	Soldiers, Sailors, Airmen and Families Association
SSU	Special Security Unit
STAR	Substance Treatment Alcohol Recovery
UKBA	United Kingdom Border Agency
VDT	Voluntary Drug Testing
VP	Vulnerable Prisoner
VPU	Vulnerable Prisoner Unit
YOI	Young Offenders Institution