



HMP/YOI BRONZEFIELD

**INDEPENDENT MONITORING
BOARD**

**ANNUAL REPORT
2010/2011**

September 2011

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Section 1

THE STATUTORY ROLE OF THE IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Justice Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- (2) inform promptly the Minister for Justice, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) **report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.**

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

Diversity Statement

HMP/YOI Bronzefield Independent Monitoring Board is committed to an inclusive approach to diversity which encompasses and promotes greater interaction and understanding between people of different backgrounds including race, religion, gender, nationality, sexuality, marital status, disability and age. We also recognize that a fully inclusive approach to diversity must also respond to differences that cut across social and cultural categories such as mental health and literacy.

The Board values this approach to diversity within its recruitment and board development practices to increase its repertoire of skills and to promote awareness amongst its members of the diverse needs and perspectives of the population within HMP/YOI Bronzefield.

All members of HMP/YOI Bronzefield IMB will undertake their duties in a manner that is accessible to everyone within the establishment regardless of their background or social situation. The Board will monitor to establish that the experiences and interaction between staff, prisoners, detainees and visitors is fair and without prejudice. Where this is not the case, the Board will alert appropriate authorities and individuals including the Director General, Deputy Director for Contracted Prisons, Minister for Prisons and Sodexo Justice Services.

REPORTING PERIOD

1st August 2010 – 31st July 2011

Section 2

DESCRIPTION OF THE PRISON

HMP/YOI Bronzefield opened in June 2004. It is a privately run local prison, managed by Sodexo Justice Services Ltd (formerly named Kalyx), which holds both remand and sentenced female prisoners. It is located in Ashford, Middlesex, close to Heathrow Airport.

The prison has a Certified Normal Accommodation (CNA) of 527 and holds approximately 50 Young Offenders aged between 18 and 21 who are accommodated in the same houseblocks as the adult women.

In the summer of 2011 the population at HMP/YOI Bronzefield averaged around 495. More than a quarter of the prisoners were on remand and around 80% of sentenced prisoners were serving less than 6 months. Approximately 25% of the prisoners are Foreign Nationals.

House Block 4 includes accommodation for lifers and other prisoners on an enhanced regime. The prison has a 12-bed Mother and Baby Unit with room for 13 babies.

HMP/YOI Bronzefield serves approximately 80 courts in the south east of England.

Primary GP services are provided by a private sector agency - Cimarron UK. Mental health care is provided through a contract with Alpha Hospitals. The prison has a 24-hour in-patient healthcare unit, but no dedicated mental health unit.

Education services are provided by Sodexo Justice Services.

There are numerous outside organisations supporting family and community ties and offering services that can help with resettlement after release. Among them are:

Platform 51 (formerly YWCA – Personal Development courses for Young Offenders)

WISH (Support for prisoners with mental health issues)

Samaritans (Support for Listeners)

DAS (Detention Advisory Service – immigration advice)

WIP (Women in Prison)

Alcoholics Anonymous

WI (The Women's Institute)

Shannon Trust (Toe by Toe literacy teaching)

New Leaf (Support for ex-offenders)

RASASC (Rape and Sexual Abuse Support Centre)

North Surrey (Domestic Abuse) Outreach

Concorde Trust

Positively UK (HIV support),

Families Apart

Langley Housing

Vision Housing (Housing for ex-offenders)

DAAT (Drug and Alcohol Action Team)

Clean break (Theatre for women affected by the CJ System)

Blue Sky (employment for ex-offenders)

Start Up (Business startups for ex-offenders)

Job Centre Plus

Alana House (ex-offender drop-ins)

DIP (Drug Intervention Programme)

St Giles Trust (support for ex-offenders)

RAHAB (Sex Worker support)

Sure Start

DAS (Detention Advisory Services)

Section 3 EXECUTIVE SUMMARY

We are asked to report on five main areas of the prison (Section 4) and to comment on any other areas where we have concerns or where we wish to cite examples of excellence (Section 5). This report covers the twelve months between August 2010 and July 2011.

The Board believes that the prison is well run, with good prisoner/staff relationships. It is a bright, modern establishment which is not overcrowded. The small Senior Management Team promotes an ethos of respect and decency for the individual. Some of the issues raised by the Board during the reporting period have been resolved and we would like to thank the Director and her staff for their responsiveness to our concerns this year.

Last year's IMB Annual Report (published 18.10.10) cited serious issues in primary healthcare services at HMP/YOI Bronzefield, which we described as 'well below standard'. Throughout that reporting period we had repeatedly brought our concerns about the grave inadequacies of healthcare services to the attention of the prison's senior managers.

Coincidental with the publication of the IMB report there was an unannounced inspection at HMP/YOI Bronzefield by HM Chief Inspector of Prisons. The inspection team gave full backing to the Board's Annual Report, describing primary healthcare provision at Bronzefield as 'shockingly poor'. The Inspector went on to say 'It was surprising that this should be so given the obvious needs of the women, the effective arrangements the prison had made to meet the other needs of the women and that concerns about health care had been forcibly raised by the local Independent Monitoring Board.'

Following the HMCIP inspection the director instigated a full scale review of healthcare. Since then a great deal of energy and management time has been devoted to putting the department on a sounder footing and we are happy to report that there have been considerable improvements.

During the reporting period there was a death in custody and the IMB would like to express its sympathy to the family and friends of the deceased.

The Board would like to commend the management and staff of HMP/YOI Bronzefield for the following:

- The continuing good team work by staff in dealing with hard-to-manage prisoners. Some staff take exceptional measures to meet the individual needs of prisoners. (Sections 4.1, 4.3, 4.5)
- The prison applications and complaints arrangements have greatly improved, with an effective logging system in place. There are now prison complaints boxes on each residential spur, the lack of which had been a concern raised by the IMB over a number of years. (Section 5.3)
- Women who persistently self-harm are now routinely cared for and supported under a normal regime on the houseblocks, rather than in Healthcare. The Board is aware of several women who have been helped by this move to more regular living conditions. (Section 4.4)
- The introduction of induction sessions for friends and relatives of prisoners visiting for the first time. (Section 5.5)
- The further development of the touchscreen information 'pods' on the wings. (Section 5.2)

- The introduction of Restorative Justice procedures. (Section 5.6)
- Prisoners at HMP/YOI Bronzefield won 20 art awards from the Koestler Trust in 2010. (Section 4.2)
- An improvement in the processes for dealing with prisoners' property and money which has resulted in a significant reduction of prisoner complaints to the IMB.

The Board has had concerns about the following:

- The inadequate supervision of methadone dispensing. (Section 4.3 Drug Strategy)
- The continuing shortage of clinical sessions held by female GPs. (Section 4.3 Outpatients/Primary care)
- The poor cleanliness and general maintenance of the in-patient Healthcare unit. (Section 4.3 Inpatients)
- The under-resourcing and under-staffing of the Safer Custody Department. (Section 4.4)
- The continuing unreliability of the information on houseblock location boards about a prisoner's whereabouts. (Section 5.2) (See also IMB Annual Report 2009-10)
- The over-representation of male custody officers in the prison. (Section 5.1)
- The long delay in introducing the P-Nomis data system to HMP/YOI Bronzefield. (Section 5.1)

QUESTIONS TO THE MINISTER:

Is the plan to install P-Nomis in all contracted prisons, specifically including HMP/YOI Bronzefield, by the end of Spring 2012 expected to be completed on schedule?

While acknowledging the budgetary restraints facing the Prison Service, is it fair and equitable not to provide a Close Supervision Centre (CSC) or equivalent for difficult to manage women prisoners when such a facility is provided for men?

QUESTIONS TO SODEXO:

Food Services form a significant part of the Sodexo group's business. Why is the training of prisoners in cookery, food handling and nutrition skills given such a low priority in this women's prison?

QUESTIONS TO NOMS:

In December 2010 the Prisons Minister told HMP/YOI Bronzefield IMB that a CSC for difficult to manage women prisoners was not viable and that the Women's Team had been asked to devise an alternative way of supporting this group. What progress has been made in finding a scheme that gives equality with the male facilities and does not discriminate against difficult to manage and dangerous women?

Section 4 AREAS THAT MUST BE REPORTED ON

4.1 DIVERSITY/Ensuring Equality

It is still the Board's opinion that staff at HMP/YOI Bronzefield have a very positive and proactive approach towards diversity matters.

Foreign Nationals

- **Foreign National (FN) prisoners tell Board members that they feel well supported by the proactive Equality and Inclusion Team.**
- The percentage of FN prisoners at HMP/YOI Bronzefield has fallen during the past year from around 30% to approximately 25%. The Board is aware of the close and effective relationship between staff from the prison and from the UK Borders Agency who visit weekly. The processing of deportations has improved as a result.
- The services of the Foreign Nationals charity Hibiscus are no longer available in the prison. This has resulted in residential staff taking more responsibility for FN issues.
- Instructions on using the phone system have been translated into 25 languages, and the menus for food into 10 languages.
- A change of supplier for FN phone calls caused problems for prisoners, but these were dealt with in a proactive and timely manner by the management.

Race

- Following the introduction of PSI 32/2011 in April 2011, there is now a general Discrimination Incident Reporting Form (DIRF) which has been in use at HMP/YOI Bronzefield since June. The Board will be monitoring to see whether or not prisoners are affected by the removal of a separate report form for racial incidents. Our monitoring of the way complaints have been processed in the past shows a consistent and clear response by the prison to allegations of racist behaviour.
- 176 valid Racial Incident Report Forms were submitted during the year to May 2011, of which 60% were upheld. Only one of these cases was referred to the newly instituted Restorative Justice process. (See Section 5.6)

Disability

- Disabled prisoners are able to access all areas of the prison including the gym.

4.2 LEARNING AND SKILLS

- **There is usually a very positive and busy atmosphere in the Education and Training department.** The prison provides a good range of educational opportunities for women whose average stay in this local prison is only six weeks and whose education needs are basic. For those serving longer periods at HMP/YOI Bronzefield the opportunities are fewer. Some 35 women however were doing distance learning courses in May 2011, including Open University.
- The IMB receives very few complaints from prisoners about the provision of courses and activities. Variety is provided by offering different activities in the mornings and the afternoons.
- The issue of teaching staff retention is a continuing problem.

- Expressive Arts classes are popular as is jewellery making. **Prisoners won 20 art awards from the Koestler Trust in 2010.**
- There is a good employment review process in place for women who have been dismissed from a job in the prison.
- **Following our comments in last year's annual report, the Board continues to feel that an opportunity to prepare women for release is being missed by not providing more education in basic cookery, nutrition and food hygiene skills.**

4.3 HEALTHCARE

Following last year's IMB Annual Report which was highly critical of outpatient primary healthcare at HMP/YOI Bronzefield and the subsequent report from HM Chief Inspector of Prisons which described it as 'shockingly poor', there has been an intensive effort by management to set matters right. A detailed Action Plan was drawn up and has been followed. The Head of Healthcare resigned and the management of the unit has been strengthened by the addition of a Clinical Services Manager (CSM) who will report to the new departmental Manager for Care, Separation and Health. The CSM has been appointed but did not start in her post until the beginning of the next reporting period.

The locum agency Cimarron which is contracted to supply GP services at HMP/YOI Bronzefield has been playing an active part in the reorganization.

Inpatients

- **In the 24-hour healthcare wing there is a good working relationship between custody officers and nurses. Staff are to be commended for the continuous care and understanding they show to the prisoners on the unit.**
- In this part of HMP/YOI Bronzefield a high proportion of the prisoners have mental health problems and can be extremely volatile. Staff aim to treat all patients according to their individual needs but the degree of work this involves can affect other aspects of the unit's daily life, particularly the amount of time the prisoners spend out of cell.
- **The healthcare wing holds many women who are disruptive and anti-social. A number of them reduce their rooms to a state of disorder. Some cells on the unit look dirty and scruffy and can smell unpleasant. The corridors, servery area and showers are cleaned daily. This work is meant to be done by prisoner orderlies but the nature of the unit and the prisoners who reside there makes it difficult to recruit and retain them. Often custody officers have to do the cleaning. The unit gets a scheduled deep clean only twice a year. The Board believes such work should take place more frequently.**
- The unit's day room is cold and unwelcoming, with ill-fitting doors to an outside yard which let in draughts.
- **All these concerns have been raised by the IMB with the Director. At the time of writing this report the management were addressing these issues and our monitoring in the last month of the reporting period has shown some improvements. The management team are examining proposals for a radical revision of the regime in the inpatient healthcare wing with a greater focus on care and support. Shortly after the end of the reporting period the programme was approved for implementation in the autumn.**
- The Board has shared the concerns of staff that prisoners who need to be sent out for

examination at St Peter's Hospital in Ashford are getting a lower standard of service there than non-prisoner patients. Medical staff at HMP/YOI Bronzefield have lodged a formal complaint to the hospital.

Mental Health

- The process for diagnosing women who have a treatable mental condition and for making arrangements to transfer them to a secure hospital appears to be competently and robustly managed by the prison, to the benefit of some very unwell prisoners.

A Primary Mental Health Clinic has been established in the prison to which women can be referred or can self-refer. Its initial development was slow because of a shortage of nurses trained in mental health issues at HMP/YOI Bronzefield. By the end of the reporting period however there were 2 to 3 clinics being held each week.

Outpatients/Primary Care

- **Since the introduction of PALS (see below) and the implementation of the Action Plan to reorganize Healthcare in November 2010, there has been a significant drop in the number of healthcare complaints made to the IMB by prisoners.**
- There has been a reorganization of the appointments booking system. For the first time in the prison's history efforts are now routinely made to discover the reasons for a prisoner's failure to attend an appointment. The IMB has frequently raised concerns about the absence of such a process in the past. Results showed that in more than a quarter of such cases women said they had not received notification of the appointment. The situation has improved since the introduction of a facility for the women to print their own appointment slips from the electronic pods on the wings.
- Waiting times to see a GP have been brought more in line with what would be normal outside prison.
- **There is still a shortage of female GPs despite efforts by Cimarron to recruit more. In May 2011 there was only one session a week with a female doctor. By the end of the reporting period there were none.**
- Newly recruited nurses are now being given an induction into prison life before starting work. It is hoped this will reduce the high turnover rate. Efforts are being made to muster a pool of agency nurses who can be instructed on what to expect should they be called upon to work in the prison.
- The PALS system whereby prisoner representatives are the first avenue of healthcare complaints for prisoners has worked well over the year. The nominal number of reps was doubled to four but on an average day there are more likely to be two on duty. The reps have access to a nurse once a week.
- The issuing of in-possession medication for prisoners is being expanded, with lockable drug boxes to be fitted in double cells and in some single ones. Their installation has been seriously delayed however because of an administrative failure.
- Prisoners have been given responsibility for putting in repeat prescription requests in line with procedures outside prison. This is to counter the frequent complaints that medical staff have failed to renew the prescription when it was due.
- In the spring of 2011 a decision was taken to supply off-the-shelf reading glasses for prisoners to buy through the canteen as an addition to the prison's optician service. However, although the glasses themselves had been in the prison for some time at the end of the reporting period, the prisoners were still unable to buy them because the necessary display and selection stands had not been installed on the houseblocks.

HDU

- The Help and Direction Unit remains closed.

Drug Strategy

- The Integrated Drug Treatment Strategy (IDTS) at HMP/YOI Bronzefield finally went live in April 2011 after a series of delays.
- **The Board has continuing concerns about procedures for methadone dispensing. Monitoring has shown that supervision in the pharmacy is poor and that mouth checks to ensure the women aren't holding back the methadone for trading purposes are often cursory. There is a high number of prisoners for each officer to observe. Frequently there has been only one officer present, despite a decision in April to allocate two to the task. An officer on his/her own can easily be distracted. Exit surveys have shown that women do not feel safe in this area.**

4.4 SAFER CUSTODY.

- **In April 2011 the Prison Service audit team recommended that an establishment the size of HMP/YOI Bronzefield should have a Safer Custody team consisting of one team leader, two Senior Prison Custody Officers (SPCOs) and one administrator. We are told however that in November 2010 the Ministry of Justice instructed the prison to merge the two SPCO jobs into one as a cost saving measure. For a considerable time the team at HMP/YOI Bronzefield has consisted of a single SPCO and one administrator. The Board believes the small size of the team could have a detrimental impact on prisoners. Towards the end of the reporting period the Board observed serious inadequacies in the processing of bullying reports, poor recording of investigations and inconsistent treatment of those accused.**
- **Since November 2010 women who persistently self-harm are now usually cared for and supported under a normal regime on the houseblocks, rather than in Healthcare. This is in line with procedures in most other prisons and removes the hothousing effect of grouping self-harmers together in one small unit. The Board is aware of several women who have been helped by this change to more regular living conditions.**
- There has been a poor uptake on the exit surveys which the women are asked to complete on discharge. Survey sheets that have been completed however, show that some women feel unsafe in the pharmacy and in education. In education there is only one custody officer to monitor the gate, the corridor and the class rooms. At the time of writing the management was addressing the issue of education department staffing.
- There was one death in custody during the year.

4.5 SEPARATION & CARE UNIT (SCU)

- **Staff in the SCU routinely deal with some very difficult-to-manage prisoners. This is the nature of the unit but the Board would like to commend them for the**

achievements they have had with some very demanding and often violent women and the patience they have shown

- The IMB monitors Good Order Or Discipline (GOOD) reviews regularly. They are not always well attended and on occasion members of the Board have felt that some review participants are not fully aware of the background to the cases. Not all relevant departments send representatives, which can make the outcomes less valid. The prisoners' behavioural targets are set at these reviews and there is often inconsistency and a lack of proactivity by staff in following through on targets set and commitments made. The Board believes that greater efforts should be made to ensure that undertakings given to a prisoner are kept.
- The special cell was used twice in the reporting period and concerns were raised by the Board that a prisoner was held in the cell for too long and the protocol to exit the cell was not followed. The Director acted on the Board's concerns.
- The difficulty of recruiting and retaining prisoners to work as orderlies in Separation and Care results in officers sometimes having to carry out the orderly's cleaning and serving duties. The Board believes that too often meals are delivered to prisoners in their cells rather than the women coming out to the SCU servery to collect them. This results in longer periods of isolation for the prisoners, some of whom have been housed in the SCU for more than a year because of their violent or difficult-to-manage behaviour. **The Board feels that this is an unsatisfactory state of affairs and that greater efforts should be made to get the prisoners out of their cells.** (See questions to NOMS and the Prisons Minister)
- The Board monitors adjudications and feels that too many of them are repeatedly adjourned for a variety of reasons. We feel that processes could be more robust in order to minimize this. Under the present system it is possible for a conclusion to be delayed for an unacceptable length of time.
- The Day Room is not being used. The Board believes that its potential for enabling prisoners to carry out activities outside their cells is being wasted.
- SMARG (Segregation Monitoring and Review Group) meetings are frequently postponed and rescheduled for operational reasons.

**Section 5 OTHER AREAS OF THE PRISON WHERE THE IMB HAS CONCERNS
OR COMMENTS.**

5.1. RECEPTION/INDUCTION

- **The shortage of female custody officers at HMP/YOI Bronzefield can cause delays in the search procedures in Reception. The management has told the Board they will attempt to be more proactive in encouraging female applicants.**
- There is a heavy reliance on Connections workers (prisoners) to give new arrivals information about the prison but our monitoring has shown that they usually do it well.
- The process of listing a prisoner's property without the prisoner being present has stopped. This is a practice that has been criticised in the last two IMB Annual Reports.
- **The Board welcomed the announcement in May that the Justice Department will install the Prison-Nomis prisoner case management system in all private prisons by spring next year. It already operates in all Prison Service establishments. This will greatly improve access to information for staff when a prisoner arrives at HMP/YOI Bronzefield for the first time. After many years of delay by the Justice Department the Board will be keen to see if the commitment is fulfilled.**

5.2 RESIDENTIAL UNITS

- **The IMB raised concerns that the roll boards in the houseblock hub offices which should record a prisoner's location at any given time during the day are not always accurate. The prison accepted that there was a problem and has made efforts to address it. However, at the end of the reporting period there were still many inaccuracies. On numerous occasions when IMB members have tried to locate a prisoner, staff have been unable to give correct information as to where she is. (See also IMB Annual Report 2009-10)**
- **The use of name cards outside cell doors is inconsistent. The Board believes that greater efforts should be made to ensure that the cards are in place so that the occupant of a cell can be correctly and safely identified.**
- The Your Voice prisoner forum at which representatives from each houseblock raise issues directly with managers has been a valuable tool. However some prisoners tell the IMB that those who attend do not always represent the women on their units or feed back to their fellow prisoners the outcome of the meetings.
- **The touchscreen consoles (pods) on the wings continue to be a great success, and the services the prisoners can access continue to expand. In addition to giving prisoners easy access to their finances, canteen orders, menu choices and movement slips, prisoners now have a new, efficient and traceable method of putting in applications. The Board commends the introduction and continuing development of this service.**

5.3 PRISONERS' APPLICATIONS AND COMPLAINTS

- **Following regular representations from the IMB, complaints boxes have been installed on the wings, rather than on the central hub in each houseblock. This is an issue that was raised in last year's IMB Annual Report.**

5.4 KITCHENS/FOOD

- Comments from the prisoners about the food continue to be mixed, some voicing approval, others disgust.
- The kitchen staff cater for special diets. Some prisoners are hard to satisfy, however the Vegan Society has praised the menu that the kitchens have offered to Vegans at HMP/YOI Bronzefield.
- Prisoners now use the touchscreen pods on the wings to make their menu choices. This is a local prison with a transient population and the women tend to progress from one houseblock to another. Complaints about not receiving the food that had been ordered could be attributable to the kitchen staff not being informed of a prisoner's change of location.
- The Board continues to believe that greater use should be made of the kitchen to train women in cookery skills and the value of good nutrition to prepare them for release.

5.5 VISITS

- The arrangements for visitors are good and visits take place in pleasant surroundings. **The recent introduction of a weekly induction programme for new visitors to explain about prison life has been well received.**

5.6 RESETTLEMENT AND PROGRAMMES

- The Programmes team delivers courses on anger management, life assessment, self-esteem and alcohol dependency issues. There is also support for women who have suffered domestic abuse.
- The Resettlement Open Day held in June was an impressive occasion with 44 different outside agencies present. Every effort was made to ensure prisoners were able to attend the event.
- A Restorative Justice programme was introduced during the year to bring together the parties in a conflict and encourage them to see the other side's point of view. It aims to encourage participants to take responsibility for their own actions and be more aware of the community in which they live. The programme is offered both for conflicts between prisoners and for those between prisoners and staff. The work is in its early stages and the uptake has been slow, with 30 referrals in 10 months. The team responsible is committed to this new concept.

5.7 MOTHER AND BABY UNIT

- This continues to be an excellent facility catering for up to 12 mothers and 13 children.
- **The Board commends the new scheme for mothers to take responsibility for preparing their own babies' food, which is working extremely well.**

5.8 THE GYM

- **Staff in the gym are hardworking, enthusiastic and proactive, providing an innovative range of health-promoting programmes.**

Section 6**SUMMARY OF THE WORK DONE BY THE IMB IN THE REPORTING YEAR.**

Each week Board members attend the prison to conduct rota visits and monitor adjudications. They also respond to prisoner applications, attend Separation and Care reviews and observe meetings.

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

Board members regularly give a talk about the IMB to new staff during their initial training.

Two Board members attended the IMB Annual Conference in 2010. Members have attended national training courses and hosted training visits from IMBs at other prisons and have in turn visited other establishments.

BOARD STATISTICS	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	14
Number of Board members at the end of the reporting period	15
Number of new members joining within the reporting period	2
Number of members leaving within the reporting period	1
Total number of visits to the prison (including all meetings)	680
Total number of applications received	890
Total number of segregation reviews attended	118

APPLICATIONS TO THE BOARD

Code	Subject	2008/9	2009/10	2010/11
A	Accommodation	49	56	51
B	Adjudications	10	5	5
C	Diversity related	43	20	17
D	Education/employment/ training	52	48	7
E	Family/visits	99	65	49
F	Food/kitchen related	28	45	22
G	Health related	199	278	205
H	Property/Finance	277	194	144
I	Sentence related	120	76	44
J	Staff/prisoner/detainee related	101	120	144
K	Transfers	18	31	29
L	Miscellaneous	80	114	86
M	Confidential Access		44	87
	Total number of applications	996	1096	890