



Annual Report

1st SEPTEMBER 2012 – 31st AUGUST 2013



Monitoring fairness and respect for people in custody

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SECTION 1

Statutory Role of the IMB

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

The Board is specifically charged to:

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

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

SECTION 2

Composition of Chelmsford IMB

Nick Adams - Chair (from January 2013)

Russell Pearson - Chair (to January 2013)

Keith Fellowes - Vice Chair (resigned July 2013)

Graham Herbing - Vice Chair

Gill Castle- Board Development Officer (to July 2013)

Emma Hewat - Board Development Officer (from July 2013)

Paul Norton – Ashley - Board Information Officer (appointed April 2013, Board Information Officer from July 2013)*

Kate Abbott

Sarah Carr (appointed June 2013)*

Barry Catling (appointed April 2013)*

Lyndall Collins

Tony Evans

Graham Finch

Maureen Findlay

Danyl Fletcher

Stephen Harriman

Joe Hayden (appointed April 2013)*

Robert Hunt

Andrew Johnson

Diana Platts

Lady Rosemary Ruggles-Brise (resigned March 2013)

Rod Salmon (appointed April 2013)*

Robert Seymour (resigned July 2013)

Brian Wellman (appointed April 2013)*

Claire Wiltshire (resigned February 2013)

* Transferred from HMP Bullwood Hall

SECTION 3

Description of HMP/YOI Chelmsford

1. There has been a prison on this site in Chelmsford since 1819. The original Prison was built in the traditional 'spokes of a wheel' design of three storeys – once four, when part was below ground.
2. Over time, there have been the addition of three further wings, and the Prison now comprises: Seven accommodation wings, a Full-time Healthcare Centre and Day Care Centre, Education through various agencies, a Gymnasium and multi-sports artificial grass pitch, a Multi-Faith Room, Kitchen, Library, Laundry, Workshops, a Recycling Centre, Visitors' Hall, Video Link area, Visitors' Centre and a variety of offices housing prison and agency staff.
3. Chelmsford is a Local, Category B prison and, as such, a large proportion of the prisoners held are on remand. The average stay of a prisoner at Chelmsford is just a few weeks, which leads to a high turnover with a large number of transfers to and from Court and other establishments each day.
4. At the beginning of the reporting year there was an Operational Capacity of 710; at the beginning of 2013 a decision was taken to close B Wing in the older part of the prison, thus reducing the Operational Capacity from 710 to 578. This wing is currently unoccupied, but ready to be brought back into use, if and when required.
5. The Prison has a Certified Normal Accommodation of 554. The approved capacity for Young Prisoners aged 18 – 21 (YPs) is 150, although this year the actual number of YPs has fallen significantly.
6. For some time Chelmsford has been classified as a 'Complex Prison' and its complement of Governors, Senior Management Team (SMT) and officers has been based on this classification. With the reduction in Operational Capacity, the Prison was reclassified as 'Standard' in March 2013.
7. This reclassification, allied to the MOJ's 'Fair and Sustainable' Programme, has meant that the Prison's staff structure has changed significantly with several senior, experienced managers and a significant number of senior officers leaving the Prison.
8. HMP Chelmsford continues to house YPs and Adult Prisoners, both on remand and sentenced, with sentences ranging from a few weeks to life. In the year under review, the population has fluctuated significantly but has steadily declined. This is in part at least, as a result of the change in policy of London courts, with YPs now being directed to other prisons.
9. During the last few years, there have been very significant changes in the way in which certain services have been provided to or by the Prison. In Healthcare a

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privately owned contractor has replaced the local Primary Care Trust, and during the year under review, this contractor has itself been taken over by a larger company. The Education providers too have changed fairly regularly and looking forward, it seems clear that the services currently provided by the Prison's Resettlement department and the in-prison Probation team are likely to be replaced or supplemented by those of third party organizations.

10. By 2014 Chelmsford is due to become a 'Resettlement Prison' with prisoners being held at other establishments transferred to the Prison towards the end of their sentences, to allow them to be released, with support, into their local communities, to help reduce re-offending.

SECTION 4

Executive Summary

1. Healthcare has been an area of concern for the Board throughout the period covered by this report. The Healthcare providers have often been unable to supply sufficient numbers of doctors and senior nursing staff to provide the level of cover required to adequately safeguard prisoners and those who have been employed were not always fully integrated into prison procedures. Waiting lists for outpatient appointments have also often been, in the Board's view, too long. Yet again, the number of prisoners' applications to the Board relating to Healthcare has risen, accounting during the reporting period for 30% of the total.
2. Once again the Board has great concerns about the number of Foreign National Prisoners who continue to be held in custody after their sentence has expired. We feel that this practice, which applies across the prison estate is both unjust and counterproductive to the safe operation of the Prison.
3. The Prison's Safer Custody and Violence Reduction teams have, in the Board's view, been instrumental in reducing conflict and helping to keep prisoners safe. We are however concerned that the disbandment of these teams following the introduction of the 'New Way of Working' (NWOW) will make it much more difficult to provide the same level of care for prisoners.
4. The decision to postpone the much-needed refurbishment of the Prison's Victorian Wings is greatly to be regretted. In the Board's view, the accommodation, while at the moment habitable, is far from satisfactory, with the Segregation Unit, the officers of which are responsible for much excellent work with some very difficult individuals, being in the poorest condition.
5. The reduction in the cost allowance for the provision of meals to prisoners is greatly to be regretted. Despite the Prison's best efforts, including the production of its own bread and pastries, the provision of a varied and nutritious diet has become even more challenging.
6. During the latter part of the reporting period the Prison's visits booking procedures have not always worked well. Visitors complained of unanswered calls, unhelpful staff and visits being wrongly booked or not booked at all although we understand that the Prison has taken action to improve matters.
7. The Board believes that the Prison's initiative in establishing its 'Enterprise' unit employing prisoners to carry out work for an external company is to be commended and would like to see this extended to provide training for possible future employment of as many prisoners as possible. The cessation of the very popular, practical and useful Barbering course is however very much to be regretted.

SECTION 5

Equality and Inclusion

1. The Prison's Equality team, comprising the Equality Officer and the Foreign National Prisoner (FNP) Coordinator, worked closely with Wing Officers to ensure that Equality is encouraged as best practice and given a deserved high priority throughout the Prison. This team too has been disbanded as part of the NWOW.
2. The fall in adjudications involving YPs, many of who are from Black and Minority Ethnic (BME) backgrounds, described in last year's report has continued. Although this is clearly due in part to the continued reduction in the number of YPs being sent to Chelmsford by the London Courts, the Prison's continuing Violence Reduction initiative resulted in a significant reduction in the level of, usually gang-related, violence, better general behaviour, fewer breaches of discipline and a calmer atmosphere throughout the Prison.
3. It is the Board's view that the Equality Team worked appropriately and effectively with prisoners on the subject of gender and/or sexual orientation, with BME, Older, Traveller and Foreign National prisoners and detainees. At a Foreign National conference held in London at the beginning of the review year, Chelmsford was highlighted for exceptionally good work and support involving the Incentive and Earned Privileges system (IEP) and Enhanced status encouragement. The same conference also acknowledged the excellent work of the Prison in the areas of translation and interpretation for prisoners from a variety of foreign countries.
4. Respect for prisoners from diverse cultures and religions was seen to be encouraged through day to day contact by the Equality and Chaplaincy teams as well as in coordinating awareness and in arranging appropriate menus throughout the year.
5. The Prison has made improved access for prisoners using wheelchairs and those with other disability issues to enable them to participate in most areas of prison life. Most wings now have cells suitable for wheelchair users and at the Gymnasium there is a lift to enable those with mobility difficulties to gain access to the exercise facilities on the first floor. However prisoners are still unable to access some areas of the Prison where education is provided.
6. The Prison has carried out 'Equality Impact Assessments' throughout the establishment to assist in keeping Equality issues under review and despite the Equality team being few in number, the Board feels they were effective and maintained a high profile throughout the Prison.
7. The Prison continues to hold a significant number of FNPs and, as in previous years, several of these are being held after their sentence has expired, sometimes for many

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months. Prisoners are often not kept fully apprised of the progress of their cases and this can lead to frustration and disquiet for the prisoners concerned.

SECTION 6

Education, Learning and Skills, and Resettlement

1. Education at Chelmsford is currently provided by A4e Justice, which offers a range of courses under the City and Guilds awarding body.
2. The Prison's statistics indicate that typical weekly attendance at classes is 170, which equates to around 31% of the whole prison population, and of those available to attend education this equates to a reasonable figure of around 48%. All courses are offered on a 'roll on roll off' basis and access to all courses is via referral through Tribal (NCS). Prisoners are generally enthusiastic participants.
3. The provision of education and training is now focussed on a modular approach, which, in the Board's view, is appropriate to the short stay nature of the prison population. Overall participation in courses is, naturally, influenced by the transient nature of the prison population and has been further affected by the recent closure of B Wing.
4. The Board however regrets the withdrawal of the Barbering course, which was particularly popular with those prisoners who benefited from the availability of haircuts on the wing and which contributed to the positive atmosphere within the Prison, as well as those who participated in the course.
5. Given the strictures described, the provision of opportunities for prisoners to acquire Learning and Skills is well integrated and highly liaised with related functions in the Prison. In particular there is good co-operation with Induction, Resettlement and the Library, a number of educational activities having been undertaken in conjunction with the Library.
6. In addition to the formal teaching, the Prison reaches out to prisoners via 'In Cell Education' and education is also provided, subject to criteria being met, in Healthcare and the Segregation wing. The 'Toe-by-Toe' reading mentoring initiative, where prisoners are trained to assist other prisoners with their reading and writing, has also proved very successful.
7. There have recently been changes to the construction workshops, with closure of the bricklaying workshop, but plumbing and painting and decorating courses continue to run through City and Guilds.
8. The Board is pleased to note the planned introduction of the Edexcel BTEC Award in Construction into the vacated workshop; this course will include units on carpentry, technical design and Health & Safety, all of which are important skills for prisoners who hope to begin or resume work in the Construction Industry on release.
9. The Board however notes that there have been problems with the inward transfer of records from other prisons, but understands that this is now being managed via the LRS. (Learning Records Service). The Prison says that where no records are available for prisoners, NCS Tribal will generate a reference number for a prisoner's

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records. As A4e is also the education provider for the East and London regions, it should facilitate records transfer.

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SECTION 7

Healthcare and Mental Health

1. The Board had concerns during the earlier part of the reporting year regarding nurse recruitment, the loss of senior managers and team leaders, staff training and poor communication between the Prison's various Healthcare Departments. By the end of the year, following the appointment of a new Head of Healthcare, we have indications that these concerns are now being addressed. The IMB believe, however, that thanks to the efforts of the staff these organisational issues had no adverse effect on the good standard of Healthcare delivered to all prisoners.
2. There has been yet another change in Healthcare provider. Care UK has taken over Harmoni Healthcare. The Board notes that staff now have improved terms and conditions of employment, which it is to be hoped, will further improve the stability of this area of the Prison.
3. A Practice Manager is now in post, which the Board considers to be an asset despite some settling in issues.
4. A regional forum for Heads of Healthcare has been set up very recently which should provide a much-needed support network for the Prison's Head of Healthcare.
5. The recruitment of sufficient suitable staff remains difficult. The Board understands that Care UK has negotiated reduced Agency introduction fees, which have enabled them to draw on their own bank of experienced nurses who are familiar with the Prison.
6. The introduction of a two-day prison familiarisation process for those successful at interview should reduce the incidence of losing newly appointed staff.
7. The Board is concerned to note that applications relating to Healthcare have risen for the fourth consecutive year and comprise 30% of all applications. Half of Healthcare applications concern medication issues.
8. For the past few months the Head of Healthcare, senior nurses and pharmacy staff have reported their concerns that doctors working in the Prison were not fully integrated into prison procedures and also with, in their view, some inappropriate prescribing of antidepressants. Healthcare management and the doctors have recently discussed these issues and, the Board has been told, have planned procedures to improve cohesion and teamwork.
9. Waiting lists for GPs, dentists and opticians are still too long at times and require continued monitoring.

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10. The Board commends the Healthcare officers, nurses and In-Reach staff who have attended, supported, cared for and disciplined the many very vulnerable and difficult in-patient prisoners living with severe mental health, personality and behavioural disorders.

SECTION 8

Purposeful Activity

1. The Board feels that the Prison's systems and procedures for the provision and the allocation of employment operate effectively.
2. Prisoners' skills and their suitability for employment are assessed on arrival and a job is often arranged within a few days, although the wait for some of the more popular jobs can be longer.
3. Despite the challenges presented by the high turnover of prisoners, overall the Prison has met its Key Performance Target of more than 80% of prisoners being engaged in work or education. The closure of B Wing has however led to fewer jobs being available.
4. The number of prisoners who refuse to engage with the Prison, and are classified as 'unwilling to work', is typically very small and it is believed that the Prison does its best to encourage all prisoners to engage in 'Purposeful Activity'.
5. The Board believes that the range of jobs available is reasonable, given the nature of the Prison and the average length of stay of prisoners. These include jobs as Orderlies, Operatives and Mentors on the wings and in a variety of other areas throughout the Prison.
6. Employment in the Prison's Laundry, Kitchens and Recycling and 'PICTA' Units is popular and can, if the prisoner remains for a sufficient period, help them to obtain relevant qualifications. In addition, at the end of the period under review, the new 'Prison Enterprise' unit, which employs prisoners to assemble light fittings for a local company, began operations and in due course should provide work and training for up to 18 prisoners.
7. The Board believes that this and similar initiatives are to be encouraged and, if they are well designed and managed, could cover their cost of operation and even generate additional funds for the Prison.

SECTION 9

Resettlement

1. It is the Board's view that the two most important jobs in Resettlement are to help with accommodation and employment, however it continues to be difficult to evaluate the success or otherwise of these areas of the Prison as prisoners are not monitored after release.
2. The Prison is meeting its resettlement targets and much good work is being done by staff with individual prisoners. The Board however cannot comment on the success of their efforts once the prisoners have been released.
3. The Housing Manager of National Association for the Care and Rehabilitation of Offenders (NACRO) works hard on behalf of prisoners in need of accommodation. Phone calls are made to landlords to help prisoners retain their previous accommodation. The Prison's own statistics for the three months to June 2013 show that targets for the provision of accommodation have been exceeded. The Board is impressed with the manager's dedication to his job: at the end of the period under review, he was considering the supply of tents and sleeping bags for those for whom accommodation cannot be arranged on release.
4. The Prison's statistics indicate that between 80-100 prisoners are released each month of which at least 85% have secure accommodation to go to.
5. NACRO and Job Centre Plus provide help with job finding and the Prison's own statistics for the three months to June 2013 show that their target for assisting prisoners into employment has been exceeded.
6. The agencies within the Prison provide close support for remand prisoners to help them retain employment, but only 20% of prisoners who have been previously employed go back to their employment on release.

SECTION 10

Safer Custody

1. The Board commends the Prison's Safer Custody team for its previous professional approach in its well-chaired meetings. Excellent minutes were produced and a very wide range of attendees from across the Prison contributed. The candid and usually positive opinions of the prisoner representatives were valued and acted on. Safety and Fear Free Environment (SAFE) Representatives from the wings have regularly stated that relations between prisoners and between staff and prisoners were generally good. Prisoner Representatives have been commended by senior staff for good work where noted.
2. The Safer Custody team encouraged the submission of Security Information Reports (SIR) relating to self-harm during this reporting year and as a consequence many more were made, resulting in more reliable statistics.
3. It has been reported to the Board, by staff, that the presence of mental health professionals (INReach staff) at the Prison's regular morning briefing, following a Safer Custody recommendation, has been beneficial to the safety of prisoners.
4. The Board has been impressed with the programme of Mediation, which has been used successfully in defusing conflict between prisoners. This programme was initiated and devised at this Prison and is conducted by officers who have received specific training in mediation skills.
5. The Board also commends the contribution of the Chaplaincy team to Safer Custody, in particular in response to the Death in Custody (DiC) in July 2013. The caring and professional conduct of officers, nurses, managers and members of the Care Team and Chaplaincy who have dealt with DiCs this year has been most impressive. The Board would like to acknowledge their candour and their selfless efforts to protect those in their care.
6. Recommendations made at the recent inquest into a DiC, to appoint a family liaison officer to the family of a prisoner who had committed serious self-harm, were already in place in Chelmsford.
7. The Samaritan organisation say that they appreciate the close working relationship they have with HMP Chelmsford.
8. The concerns expressed by the Board in last year's report about bullying associated with tobacco debt have not completely disappeared. The problem has been recognised as an important feature of the YPs' attempts to assert or gain power. The Board recognises the contributory factors of the distribution of 'Canteen' issues to

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new prisoners, and the reduction in the number of wings making it difficult to separate prisoners, has continued to occupy those in Safer Custody.

9. The weekly reports by duty members of the Board make regular reference to the general good humour and positive atmosphere throughout HMP Chelmsford. This contributes greatly to a general feeling of safety within the Prison. The personal experience of Board members when speaking to prisoners leaving, on release or transfer, suggests that they have felt well treated in Chelmsford. Many prisoners have expressed positive comments regarding their safety in informal chats during rota visits. The Board continues to be impressed with the number of good interactions between staff and prisoners.
10. The Board's positive view was endorsed by the Audit of the week 4th February 2013 when the Safer Custody Team was awarded 'Green' status. The Auditor commented, in very favourable terms on several aspects of the team's work, particularly staff-prisoner relations. The arrangements in the Prison for Safer Custody were the 'best ever seen' according to the Auditor.
11. The Board has concerns however and believes that the complement of 'Listeners' at the Prison has often been below that required for the numbers and different categories of prisoner that exist at Chelmsford. The officer in charge of transfer now assists keeping trained Listeners in the Prison but the Prison's turnover is still considerable
12. Observations in Assessment Care in Custody Teamwork (ACCT) documents are now termed 'interactions' but it is generally felt by the Board that insufficient time and thought is devoted to entries in these important documents. In Healthcare, an area under great pressure, the ACCT paperwork can build up. A number of well-conducted ACCT Reviews have however been observed.
13. Although it is reported by the Prison that the Exit Survey is being completed more frequently, and that results show Chelmsford is a 'safe and decent establishment for prisoners and staff', the Board feels it would be beneficial if more were done to ensure that the survey is completed by sufficient numbers of prisoners to make the results useful.
14. The Board feels that the provision of more CCTV coverage on many wings has been beneficial to the safety of both prisoners and staff and feels that CCTV coverage should be further extended.
15. The closure of B Wing has resulted in a more condensed population and this has contributed to the difficulties for staff to keep prisoners well separated when necessary.

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16. The number of deaths in custody (DiCs) during the reporting period was 4. Included in the total is the death of a prisoner who never reached the Prison following sentence
17. The number of inquests outstanding at the end of the reporting period was 5. The date for one inquest is set for 12 months after the DiC, another 17 months after the DiC. Although the Prison has no influence on the timing of the inquests, the Board is pleased to see that these represent shorter periods between the event and the inquest than in many previous cases, which it is hoped is to the benefit of the families and friends of the deceased. However at the end of the reporting period, for 3 of the DiC's, no date had, as yet been set for the inquest.

SECTION 11

Segregation Unit, Care and Separation, Close Supervision

1. The Board believes that the Segregation Unit on A Wing has maintained its reputation for the provision of high quality services to prisoners spending time on the Unit. The Board commends the individual strategies, which staff employ to address negative behaviours, particularly with those transferred in from other prisons.
2. The number of Applications received by the Board in respect of prisoners on Cellular Confinement (CC) has been minimal and it is rare for any significant issues to be raised during rota visits to the Unit. However, four prisoners' complaints were upheld.
3. The reduced number of prisoners on both Good Order or Discipline (GOoD) (60) and CC regimes (184) during the year under review is partly due to the reduction in YPs numbers. By the end of the reporting period, Special Accommodation cells had been used on only three occasions. There were no incidents requiring body belts.
4. Positive use is made of non-Segregation accommodation on A Wing, particularly in preparing prisoners for return to other wings where appropriate, or retaining those who may have difficulty in settling on the larger wings.
5. The Board's weekly rota reports evidence timely and appropriate contact by the Unit with Board members ensuring that prisoners have early access to duty IMB members. Examination of the documentation relating to prisoners placed on GOoD generally indicates that they are of a satisfactory standard.
6. The Board has continued to monitor the punctuality of the Independent Adjudicator and is pleased to note that this has shown improvement.
7. The postponement of the anticipated refurbishment of A Wing was disappointing as the area, though kept clean and tidy, is in very real need of a material upgrade.
8. The quality of the work of the Segregation Unit staff was recognised in the 2013 Essex High Sheriff's Awards.

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SECTION 12

Residential Services

1. During the year the Prison's population has reduced and the number of YPs has fallen at a faster rate than for some years.
2. The Board regrets the decision to postpone the upgrade of the Victorian Wings and the closure of B Wing. Although the older part of the Prison is currently deemed habitable, the Board has concerns that unless major refurbishment is carried out, conditions will continue to deteriorate to the detriment to the wellbeing of the prisoners and staff.
3. Not all prisoners spoken to appear to be concerned as to whether they are housed in the older or newer wings, as they say there are advantages and disadvantages to both. For example during the very hot weather during the summer the older wings have been far more comfortable. During the winter however, the segregation cells are cold.
4. 'Disabled' cells have been installed on D, E, F, and G Wings but there is more work to do to make the Prison fully accessible.
5. The Board is dismayed to note that, during the period under review, the cost allowance to feed prisoners has been reduced from £2.10 to £1.98. Efficiencies within the Kitchen have been made to try to ensure a minimal impact on the quality of food and the Board is pleased to note that the Prison is finally able to produce its own bread and pastries.
6. The Board is also concerned by the amount of time it takes the Prison's 'Works' department to carry out maintenance or address problems such as flooding in cells or leaking pipes, particularly in the older part of the Prison.

SECTION 13

The Visits Centre

1. The Board is pleased to note that the Visits Centre, now under the management of the Ormiston Trust, has continued to operate efficiently, with the same committed staff processing new and experienced visitors professionally and respectfully. Comments made to Board members by visitors are usually positive, and appreciative of the efforts made by the staff and volunteers in the Centre's waiting area, the children's play area and the tea bar. Officers on duty in the Visits Hall have been observed as properly alert and aware of the issues presented by visitors to both sentenced and remand prisoners.
2. There have however been complaints from visitors over the last months about difficulties booking appointments on the official booking line. Calls have gone unanswered and, it is alleged, staff on that booking line have been rude. The Prison has had employment issues to deal with in attempting to resolve these difficulties. There have been occasions, involving both legal and social visits, when visitors have arrived to find that their appointment had not in fact been booked at all, or inaccurately booked, or that a visit had not been correctly confirmed and so visitors did not arrive. The Board regrets the costs, waste and disappointment involved due to this state of affairs and will continue to monitor the situation with the implementation of planned improvements.

SECTION 14 Board statistics

| | |
|---|----------|
| Recommended Complement of Board members | 19 |
| Number of Board members at the start of the reporting period | 19 |
| Number of Board members at the end of the reporting period | 21 |
| Number of new members joining within the reporting period | 6 |
| Number of members leaving within reporting period | 4 |
| Total number of Board meetings during reporting period | 12 |
| Total number of visits to the Establishment excluding Board meetings | 210 |
| Total number of Segregation Reviews attended | 68 |
| Total number of Meetings attended | 32 |
| Date of Annual Team Performance Review | 13/06/13 |

SECTION 15 Applications to the Board

| Code | Subject | 2009/10 | 2010/11 | 2011/12 | 2012/13 |
|------|--|------------|------------|------------|------------|
| A | Accommodation | 6 | 3 | 12 | 1 |
| B | Adjudications | 4 | 4 | 3 | 3 |
| C | Equality & Diversity (inc religion) | 10 | 1 | 3 | 2 |
| D | Education/employment/training | 5 | 16 | 9 | 10 |
| E | Family/visits inc mail & phone | 9 | 10 | 2 | 8 |
| F | Food/kitchen related | 3 | 3 | 5 | 3 |
| G | Health related | 22 | 34 | 33 | 36 |
| H | Property | 36 | 25 | 21 | 24 |
| I | Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc) | 6 | 1 | 2 | 4 |
| J | Staff/prisoner/detainee concerns inc bullying | 14 | 23 | 14 | 10 |
| K | Transfers | 15 | 9 | 9 | 4 |
| L | Miscellaneous | 41 | 28 | 13 | 17 |
| | Total number of IMB applications | 171 | 157 | 126 | 122 |

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SECTION 16

GLOSSARY OF ESTABLISHMENT RELATED TERMS AND ABBREVIATIONS USED IN THIS REPORT

ACCT Assessment Care in Custody Teamwork
BME Black and Minority Ethnic
CC Cellular Confinement
CSU Care and Separation Unit
DiC Death in Custody
GOoD Good Order or Discipline
FNPs Foreign National Prisoners
HMCIP Her Majesty's Chief Inspector of Prisons
HMP Her Majesty's Prison
IEP Incentive-based Regimes and Earned Privileges
IMB Independent Monitoring Board
IRC Immigration and Removal Centre
LRC Learning Records Service
MOJ Ministry of Justice
NACRO National Association for the Care and Rehabilitation of Offenders
NCS National Careers Service
NWOW New Way of Working
NVQ National Vocational Qualification
OMU Offender Management Unit
OPERATIVES Prisoners working in industrial type operational areas within the Prison such as Recycling, the Laundry and the Workshops
ORDERLIES Prisoners working in other areas such as Healthcare, the Library and the Wings
PICTA Prison ICT Academy
ROTL Release on Temporary Licence
SAFE Safety and Fear Free Environment
SMT Senior Management Team
TRIBAL (NCS)
VP Vulnerable Prisoner
YOI Young Offenders Institution
YP Young Prisoner (aged 18 - 21 years)
VRQ Vocationally Related Qualification