



INDEPENDENT MONITORING BOARD

HMP/YOI DOWNVIEW

ANNUAL REPORT 2011

TABLE OF CONTENTS

1	STATUTORY ROLE OF THE IMB	3
2	DESCRIPTION OF THE PRISON	3
3	EXECUTIVE SUMMARY	3
	<i>ISSUES FOR THE MINISTER</i>	4
	<i>ISSUES FOR NOMS</i>	4
	<i>ISSUES FOR HMP/YOI DOWNVIEW</i>	4
4	DIVERSITY & EQUALITY	8
5	FOREIGN NATIONALS	8
6	LEARNING & SKILLS AND STAFF TRAINING	9
7	HEALTHCARE & MENTAL HEALTH.....	11
8	DISCIPLINE, CARE & SEPARATION UNIT	11
9	WORK OF THE BOARD	12
10	APPLICATIONS TO SEE THE BOARD	13
11	ACRONYMS.....	16

1 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 Secretary of State for Justice from volunteer members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes designed to prepare them for release.
- Inform promptly the Secretary of State, or any official to whom he/she 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 had 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.

2 DESCRIPTION OF THE PRISON

Downview is a closed prison for adult women. Within the prison boundaries, there is also a 17 bed juvenile unit (The Josephine Butler Unit) for female offenders aged 15-17 (both remand and convicted).

The adult prison's Operational Capacity is 350, of which approximately 80 are Foreign National prisoners. For most of the year capacity was reduced by some 70 beds due to the closure of the 4th floor of C wing while the roof was being replaced. The wing was reopened in November.

Most of the accommodation is Victorian, built in 1872, (the prison used to be the nurses' accommodation for Banstead Hospital), but all blocks have been upgraded and accommodation is almost exclusively one prisoner per cell. One block, D, is dedicated to Enhanced prisoners who work in the community.

After two years the experiment to twin Downview with HMP Send - a female prison some 25 miles away - was ended.

3 EXECUTIVE SUMMARY

We are satisfied that Downview has generally treated its prisoners humanely and justly during 2011 and we commend the Residential managers and staff for this.

However the prison is currently operating with approximately 70% of its uniformed officer establishment due to chronic staff shortages caused by long term sickness, suspensions and delays in recruiting new officers. As a result we are seriously concerned that prisoners are being locked down for extended periods when many of them could be doing something useful. Steps to rectify this position have been hampered because the MoJ recruitment process is painfully slow and drawn out compared with that in the private sector. Furthermore staffing relationships at

Downview have been blighted by the failure of management and the local POA committee to agree on the introduction of new profiles and shift patterns.

ISSUES FOR THE MINISTER

- Prison staff training is inadequate and takes insufficient account of the advances being made in the government's rehabilitation policy. Will the Minister please take action to have this improved as a matter of urgency? (see pages 5&10)
- The prison staff recruitment and induction process is slow and overly bureaucratic. The internet application site referred to in recruitment advertisements is not always available and months pass before the process is completed. This often causes applicants to lose interest and look elsewhere. Please will the Minister look to the private sector to find a better system?(see page 5)
- Prisoner Transport: The new contract allowing mixed occupancy is not acceptable. Will the Minister please address this? (see page 7)
- Though it is obviously too expensive to apply the Corston recommendation for small multi-functional custodial centres countrywide, has thought been given to providing a small, Corston-type facility for women in the West Country? (see page 6).
- Work on the Pathways system has advanced markedly this year, yet communications between prisons have not. Please will the Minister direct that HMP Bronzefield may be allowed to use P-NOMIS at once and that the system itself be upgraded? (see pages 5 and 13)

ISSUES FOR NOMS

- How is the performance of contracted services monitored? The company currently providing kitchen maintenance seems to provide a very variable standard of service. (see page 7)
- Progressive rehabilitative work for prisoners has been improving swiftly, yet operational staff are not being trained sufficiently to understand and help implement it. When will this situation change? (see page10)
- Excellent pathways information on prisoners is gleaned by local prisons (e.g. the Holloway passport), but it is not relayed well, and communication between staffs is 'ad hoc' rather than routine. Could HMPS please address this issue? (see page 12)
- What efforts have been made to secure the services of a Muslim chaplain or prayer leader for HMP Downview? (see page 8).
- In the NOMS planning document for the implementation of OLASS 4, Downview is wrongly listed as a "female local". Please could this error be corrected? (see page 9).

ISSUES FOR HMP/YOI DOWNVIEW

- Induction programme: When will the first night officer post be profiled? (see page 7)
- Personal Officer Programme: When will the prison have a meaningful personal office scheme in place? (see page7)

- If the prison allows visitors to bring in property for prisoners then it must provide a consistent and satisfactory service for taking charge of it. If it is unable to do this it should change the policy accordingly and ensure everyone is made aware of this change. The current hit and miss arrangement is not acceptable. (see page 6)
- What is happening with Diversity in Downview? There appears to be a lack of senior leadership and engagement in this very important agenda. (see page 9)
- The “Virtual Campus” facility has been set up in the old boardroom for some months. When will it be in operation? (see page 9)
- Though the major incident procedure instructions are well written, the physical preparedness of the command suite, location of keys, etc during a recent incident were not. Have these matters been addressed? (see page 5).

HR Issues

One of the principal aims of prison is to reduce reoffending, but we do not see how policies to achieve that purpose can be successfully implemented until organisational and staffing issues are addressed. As HMIP has recently observed, there are areas of excellence in Downview, but we believe that the overriding problem during this difficult year has been the absence of friendly interaction and mutual trust between management, unions and operational staff. Morale has consequently suffered.

Serious Incident and Death in Custody

We were concerned that a Serious Incident involving the barricading of a cell by three prisoners was not handled initially to the standard we would have expected. The delay in advising the Board that the incident had happened, the lack of preparedness of the Command Suite, and the delay in getting trained negotiators on the scene was unacceptable. The incident was however brought to a satisfactory conclusion as a result of good team work by the management and officers on duty.

It is with regret that we have to report an incidence of a death in custody, but we compliment the management on the care and consideration given when notifying the prisoner’s relatives.

The serious cases of alleged inappropriate relationships between staff and prisoners touched on in last year’s report have at last been concluded, enabling the Governor to fill the resulting vacancies.

Diversity and Foreign Nationals

We have noticed deterioration in the management of Diversity coordination, with no Diversity meetings being held in the last six months of the year. In a prison with a large number of Foreign Nationals and a multi-ethnic population this is inexcusable.

By contrast the UK Border Agency continues to provide a good service to Downview, running weekly surgeries to cover all foreign national prisoners’ issues. Calls on the IMB to become involved with deportation/asylum issues are now rare.

Integrated Communication Systems

Information sharing with private prisons is still an issue. Despite Mr Blunt stating in his reply to last year's report that *"An initial business case to provide privately operated prisons with access to Prison-NOMIS has been approved in principle. Subject to funding being available, a project will commence soon. Engagement with the three operators of privately operated prisons has begun and a Full Business case is expected to be submitted for approval in spring 2011"* This has not happened. The continued failure to integrate communication systems between private and public prisons wastes much time (and therefore money), causes transcription errors, and reduces the potential for sharing good practices between the sectors.

Awards

In 2011, the Media House and Time TV were awarded Platinum, 3 Gold, 3 Bronze and 1 Commended Awards at the Koestler Arts Awards, with three of the winning films featuring in the exhibition at The South Bank Centre. The manager of the Media project was also presented with a Butler Trust Award at Buckingham Palace.

The Prison has been subjected to a number of audits in 2011, all of which have gone well and have resulted in an upgrade in the Prison's rating to level 3.

Building Works

The replacement of the C wing roof which was a considerable undertaking was well managed and carried out with minimal impact on the regime. By early January 2012 the prison complement will be increased from 280 to 350, though this will decrease to 346 if the planned changes to the CSU take place.

Healthcare

The Healthcare Trust has improved its already high standard of medical service provision to Downview's prisoners. The deployment of nurses on the wings is both stable and successful and the continuity of care has improved prisoner confidence in the service.

As we state later in this report most of the complaints the Board receives from prisoners relate to the waiting list to see the dentist. We regret to say that currently the delay is 33 weeks.

Mental health issues

The Board has been impressed by the achievements of the mental health in-reach team during the year. Using "System 1" communication, they have quickly reacted to cases transferred to Downview from other prisons. However, after one incident when a serious case had to be transferred out quickly, the absence of a protocol to cover the procedure caused considerable anxiety. However, the Board is still concerned that Downview has had to accommodate prisoners suffering from serious mental health problems. They pose a threat both to their own safety and to that of other prisoners and staff. They also disrupt the regime, causing unacceptable extra work to staff and annoyance to other prisoners.

Prisoners' distance from home

In last year's report we raised the issue of the number of prisoners arriving at Downview from South Wales and the West Country. As the Minister quite rightly pointed out in his reply, due to the small number of female establishments and their geographic dispersal, this situation although not satisfactory is unavoidable. However it does cause distress for prisoners with children who find it difficult to visit and have extremely long journeys for just one hour's visiting time.

Until mid October the frequent lack of a property officer on duty during Prisoners' Visits has involved the Visitor Centre staff in bagging and tagging property being brought in, as agreed, by visitors for later checking. We are very concerned that this process has now been stopped for security reasons. The result is that if no officer is on duty to check the property, the visitors have to take it home again. This adds to the distress of their journey especially if they have had to travel great distances to Downview on public transport. Not all visitors complain, but the IMB received 6 complaints on the subject in October, and 7 in November on the subject.

Prisoner Transport

Since the changeover of Prisoner Transport contractor we have been advised of a number of incidences of female prisoners arriving in the same vehicle as males. Downview staff are not equipped to handle male prisoners should anything untoward happen. We are even more concerned with the issue of child protection when female juveniles are travelling in the same vehicles as adult males. We support the Governor's policy of turning away mixed occupancy vehicles. Whoever negotiated the new transport contract needs to restate the occupancy conditions.

Personal Officer Programme

Downview lacks a proper personal officer programme. We were told that it was planned to introduce a scheme whereby officers would be assigned to the occupants of specific cells on their landings. Nothing has become of this and few prisoners have a personal officer.

Induction Programme

Last year we observed that the Induction programme for new prisoners to Downview was not working effectively. In September a new procedure was introduced, including an information DVD and induction reference booklet, and a streamlined programme of talks and visits. The programme is being improved, though there is as yet insufficient material in foreign languages, and prisoners are still arriving at induction sessions without their personal information packages. The "First Night Officer" post promised in response to last year's report has yet to materialise.

Kitchen Equipment

During the year there have been constant breakdowns of kitchen equipment. There is usually a considerable delay waiting for the contractors to effect a repair during which staff have to manage without that particular item. Considering this and the financial constraints on them, the staff do a very good job. It is important that promised capital expenditure should be made available in 2012 to replace the most

unreliable equipment. Equally we recommend that contractors' performance should be measured against acceptable response times for this industry and action taken where they fail to comply.

Juvenile Unit

The Josephine Butler Unit (JBU) has unfortunately had three governors this year and a large turnover in staff. HMIP inspected just as one was about to leave and commented that it seems to have lost its edge.

For long periods of the year the unit was greatly under-utilised, but the last quarter of has seen it fully occupied.

Alcohol abuse

In last year's report we raised our concerns at the lack of formal programmes to address this national problem. In his reply to us Mr Blunt said that *"Downview is currently in the process of looking at an alcohol programme delivered at Portland prison to see whether it could be suitable to be delivered to women as well"*. The Minister may be interested to know that neither we nor Downview's Governor heard anything about this programme and nothing appears to have come of it. However, we are pleased to hear that a full time alcohol worker is about to take up an appointment with the RAPt/CARATS staff on a fixed term contract. We strongly recommend that this appointment is made permanent.

4 DIVERSITY & EQUALITY

Diversity management within Downview has deteriorated in the second half of 2011 and it is the Board's view that this relates to changes in personnel at all levels. The well liked and effective diversity and FN officer retired in summer and his successor is frequently cross-deployed a regular basis (this is symptomatic of the wider staffing issues) She therefore has less time to devote to her role. There has been a change in senior management overseeing this post which has meant that there has been little or no effective leadership in this area. There has not been an Equality Action Team meeting since the summer and the previous meeting was poorly attended by senior staff.

Prisoner diversity orderlies continue to do a good job supporting women with diversity related issues but the lack of a well attended forum to raise these issues and to discuss and hold Downview to account on the stated diversity aims is cause for great concern.

There is still no Muslim Chaplain – this was highlighted in our 2010 annual report and has been an ongoing concern for the IMB and indeed the Muslim women who would benefit from stability in this area. There appears to have been little done to rectify this.

5 FOREIGN NATIONALS

Downview has a complex mix of women from many different countries and has built an excellent working relationship with the UKBA. The weekly surgery run by UKBA ensures that FN related immigration queries are dealt with as smoothly as possible.

This joined-up working should be rightly praised for helping make what for many foreign national women is a stressful process into one where issues are addressed quickly and face to face.

The Board understood the rationale in ending a dedicated FN strategy meeting and merging it with the overarching Diversity meetings. However the poor quality of those meetings, when they do actually happen, gives cause for concern that FN issues are not being discussed in an open forum with visible senior leadership.

6 LEARNING & SKILLS AND STAFF TRAINING

Downview's Learning & Skills provision has undergone a radical and beneficial reorganisation during the year. The energetic Head of Learning and Skills has become Head of Reducing Reoffending and in that role has taken on the direction of all learning and working opportunities except those with specific medical, regime or behavioural emphases. She has also assumed responsibility for Pathways administration. The relationship between contracted assessors and educators has much improved, and the useful work done by Pathway 'leads' has noticeably increased. Though there is a long way to go before the needs of the regime and the rehabilitative effort can be made to correspond, an encouraging start has been made.

Pathways

Major advances have been made on the application of NOMS' Nine Pathways system. 'Leads' have been appointed for all nine current pathways and they meet together regularly to coordinate activities, notably the running of "Information Fayres" at which prisoners seek help from outside organisations to increase their chances of successful resettlement on release.

Investment has also been made in a "Virtual Campus; unfortunately, however, it is not yet in use for administrative and technical reasons.

Prisoner development

Last year, we criticised what we considered to be OLASS 3's over-emphasis on accredited employability skills at the expense of help for women who are lacking in confidence and self-esteem or are ignorant of domestic skills like parenting or running a home. We are therefore encouraged by the Department of Business, Innovation & Skills' "Review of Offender Learning" which came out in May and shall monitor the evolution of OLASS 4 closely. The idea of giving governors more say in what is included in the commissioning of education contracts, and more flexibility in operating them is welcomed. However, we are concerned to note that, in the NOMS OLASS 4 planning documents, Downview is wrongly listed as a "female local" prison and its funding consequently reduced. This error should be corrected at once.

We applaud the introduction of citizenship courses and the PRT's guide on this subject "Time Well Spent". We also welcome St Giles Trust's new NVQ 3 programme in Advice and Guidance now being run at both Send and Downview which is preparing suitable prisoners for advisory roles within prisons, including the Call Centre at Send. We strongly recommend that both prisoners and staff are kept aware of this facility and that prisoners are constantly encouraged to use it. We also urge

the management to look for more ways of engaging prisoners in worthwhile roles – there are several intelligent prisoners at Downview whose talents are not being used, though they have the ability either to assist the management at once or to be trained to do so. Risk assessment of such people should be regarded as a realisable challenge rather than as an obstacle. In this regard, we welcome the arrival of a prisoner peer adviser, trained at HMP Bronzefield, who is now working in Downview's thriving housing department.

We also repeat the praise we made last year of the contribution made to prisoner development by the Media department. In our summary we have alluded to the recognition rightly given to the manager. We should add that her cooperation with other departments in producing both DVD and CD aids for the benefit of prisoners has been invaluable. We also recognise the work done by library staff for their conventional activities, for administering the Shannon Trust's "Toe by Toe" programme, and for such innovative things as setting aside a quiet corner for stressed prisoners to listen to mental health-related CDs, and inviting well-known poets and authors to host 'workshops' for prisoners.

Staff training

Our biggest area of disquiet this year relates to staff. One would have thought that the House of Commons Justice Committee's enquiries into the Role of the Prison Officer and the Howard League's report "Turnkeys or Professionals", both of 2009, would have led to action. AMIMB's "Monitor" magazine has also been voicing the concerns of members for some years, as has the IMB National Council. There is conclusive evidence that residential officers can have a huge influence on whether or not prisoners re-offend, yet the recruitment, selection and training of these vital individuals is slow, haphazard, and far too reliant on 'on the job' help from more experienced officers. This just will not do in the 21st Century. The nature of women's custody has changed rapidly in recent months, and close collaboration between regime and rehabilitation staffs has become increasingly important. Furthermore, by denying operational staff sufficient opportunities to engage with the full scope of the rehabilitative effort there is a risk effort that a `them` and `us` culture is being created - it is the duty of headquarters and managements to see that this does not happen, and to recognise that appropriate training is crucial to the maintenance of morale.

Last year, we applauded the Women Awareness Staff Programme (WASP), and Sex Workers in Custody and the Community (SWICC) provided at Downview. We do so again and believe that all officers should attend WASP as part of their induction training. We are even more concerned that the management (or the system?) doesn't seem to be interested in making course attendances mandatory unless there is a KPT attached to their doing so. We can also understand why officers who are both keen and capable of giving instruction are loath to do so when they are given so little time to prepare and such scant respect and consideration for taking on these responsibilities. We were therefore particularly disappointed to discover that the "currency" of trained major incident negotiators has been allowed to lapse. .

Lastly, we are appalled to note that some officers have not even done the ACCT Awareness course without which, in our opinion, they should not be allowed to supervise prisoners.

7 HEALTHCARE & MENTAL HEALTH

This year, the Healthcare Trust has continued to improve its already high standard of medical service provision to Downview's prisoners. The deployment of nurses on the wings is both stable and successful and the continuity of care has improved prisoner confidence in the service. Elsewhere in this report, we have also alluded to the excellent service given by the mental health in-reach team.

Though HMCIP formal report has not yet been published, the draft report grades both the adult prison and juvenile unit as 'very good' in the Prison Health Performance Quality Indicators.

Assura Medical Ltd will take over responsibility for healthcare from January 2012, and the nursing staff are expecting the company to continue to improve the healthcare provisions available to prisoners.

Prisoner complaints have continued to decline this year, and most of those the Board has received relate to the waiting list to see the dentist. We regret to say that currently there is a 33 week waiting list, caused in part by prisoners taking the opportunity to have long delayed dental work done in prison, but also by constant updating of the dental facilities and by the lack of a dental hygienist.

The main concern at the Healthcare Governance and Partnership meetings throughout the year has been the cancellation of so many outside appointments, caused mostly by the non-availability of prison escort staff. This has resulted in delays in both diagnoses and treatments. The figures indicate that these deficiencies are not 'clinic-specific' and it is therefore difficult for healthcare to make any alternative arrangements i.e. buying in Consultant sessions in for example pain clinics, neurology and gynaecology.

The entire healthcare facilities are also beginning to look tired and worn and seriously in need of some renovation and redecoration in accordance with NHS infection control policy.

The recent appointment of prisoner healthcare representatives on the residential wings although in its infancy is already beginning to prove a very positive service in improving prisoner awareness of the healthcare services within the prison.

The Board continues to be impressed by all aspects of healthcare both in the adult prison and the juvenile unit and we look forward to monitoring how Assura will continue both maintaining and improving healthcare at Downview in the coming year.

8 DISCIPLINE, CARE & SEPARATION UNIT

The CSU has been used regularly throughout the year although there has been an increase in the number of women segregated in locations other than the CSU. The unit also takes women from Send which has no separation unit.

The Victorian cell accommodation remains unsatisfactory having neither moulded furniture nor electricity. A costing exercise was carried out during the year to upgrade the facility but no work was commissioned. However an alternative solution to which the Area Manager has given his approval is a change in the layout of the CSU which will bring into use 4 cells in the adjacent B wing and result in the current 8 cells being mothballed. This has yet to happen.

The senior management of the prison monitors adjudication awards and the use of segregation on a quarterly basis. This work is done diligently and detailed statistics are produced and reviewed covering CSU utilisation including ethnic breakdown, trends of adjudication awards and use of force.

We congratulate the CSU team for winning the “Team of the Year” award presented to them at the Surrey Criminal Justice Awards Ceremony. The award reflected the work they do in caring for prisoners and in particular the care they gave to the long term resident referred to by us in last year’s Annual Report.

9 WORK OF THE BOARD

This year, IMB Downview has taken a greater interest in national custodial issues in 2011. Under the auspices of the IMB National Council and association (AMIMB), members have attended several events with input from MoJ and Dept of BIS, and we have made useful contacts both with outside organisations such as the PRT, PET, NFWI and ‘Women in Prison’, and with smaller charities whose services would be of great value to prisoners if their efforts were better integrated into the regime. In principle we strongly support Baroness Stern’s views on women’s custody - “it shrinks human beings and defines them by their errors”. We therefore believe that prisoners must be given more opportunities to rehabilitate and that all staff should be trained to encourage this. In short, society is changing exponentially and it is essential that, instead of defending obsolescent practices, the Prison Service should adapt and devise imaginative new ones. Our core responsibilities are of course to Downview, but we are now better placed to monitor its performance in context. We are also forging closer contacts with other IMBs in women’s prisons in the south east with a view to monitoring the pathways process more efficiently.

As there appeared to be little coherent reaction to the prospect of budgetary cuts, the Board also decided to look more closely at the state of collaboration between prisons which habitually ‘feed’ Downview with prisoners. We first concentrated on the ways that ‘feeder prisons’ recorded prisoners’ details using the NOMS Pathways system, and we then looked at how these details were communicated. We have long questioned why HMP Bronzefield has been denied access to P-NOMIS and note that IMB Bronzefield has been equally vociferous on the subject. We have also discovered that P-NOMIS cannot transmit HMP Holloway’s excellent ‘Passports’ to Downview when prisoners are transferred. By contrast, we admire the swift transfer of prisoners’ health details by ‘System 1’, and wonder why other pathways information acquired by Prison Service staff cannot be transferred equally efficiently.

The Board itself consists of unpaid volunteers with, collectively, a vast amount of operational, commercial and administrative experience. Most of our members work full time, others either work part-time or are retired.

We started the year with 13 of our designated membership of 14. We lost two members and recruited two new ones so we ended 2011 as we began. Never easy, it is becoming harder to recruit new members with time to give. We are living at a time when it is increasingly difficult for people to take or be allowed time off for voluntary work. Some employers (including in the public sector) expect members to use their annual leave to undertake Board duties. This distorts the demographics, shifting the make-up of Boards towards older members who are usually retired.

The workload placed on chairmen has also grown to such an extent that it is difficult (for five years at Downview, impossible) to find members, especially those in full time employment, prepared to take on the role.

BOARD STATISTICS	
Recommended Complement of Board Members	14
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	13
Number of new members joining within the reporting period	2
Number of members leaving within reporting period	2
Number of attendances at meetings other than Board meetings	273
Total number of visits to the prison/IRC (including all meetings)	351
Total number of applications received	242
Total number of Segregation reviews attended	7
Total number of Segregation reviews held	n/A

10 APPLICATIONS TO SEE THE BOARD

The Board holds a formal 'surgery' each Tuesday when prisoners can apply to see us on issues that they have been unable to resolve using the normal prison processes. In addition we are often stopped while performing our duties with 'on the hoof' applications. You will see from the following table that the topics vary little year on year.

Applications were down on previous years due to the closure of the 4th floor of C wing and the reduction of some 70 places from the operational capacity.

Complaints regarding **property and monies** relate in the main to delays by Reception processing clothing exchanges - a result of the staff shortages experienced throughout the year. Money issues continually arise from the delay in the transfer of prisoners' money from HMP Bronzefield, a result of private prisons not having access to P-NOMIS.

There was an increase in complaints regarding **employment** solely due to the closing of the workshop for two weeks in the summer due to lack of staff cover. Women working on the airline headset packaging were confined to wings, again another result of staff shortages.

We had one persistent prisoner who visited the Board on thirty-two separate occasions on **sentence related** issues, thus skewing the statistics.

Although we are critical in this report regarding the management of the Equality Action Team it is pleasing to note that we did not receive a single

application on **diversity**. This is quite a feat considering the diverse mixture of the population and we think this is due to the attitude and example of the officers when going about their duties on the wings and landings.

As we state elsewhere in this report, delays in dental appointments contributed to the majority of **healthcare** issues. In many cases prisoners who have probably never visited a dentist on the outside take the opportunity to have long delayed dental work done in prison.

Despite the major works programme on C wing - the largest residential block - complaints regarding **accommodation** are few and usually relate to the hardness or thickness of Prison Service mattresses, although one prisoner did complain that her cell was too small for her to perform her aerobics and asked if we could arrange for her to be transferred to a larger one complete with carpet!

APPLICATIONS TO SEE THE BOARD

**As many applications have more than one topic, the table doesn't necessarily add up*

Code	Subject	2007	2008	2009	2010	2011
A	Accommodation	1	5	4	5	8
B	Adjudications	7	15	6	9	6
C	Diversity related	8	4	3	3	0
D	Education/employment/training	15	12	13	15	24
E	Family/visits	14	14	13	13	9
F	Food/kitchen related	8	11	4	12	4
G	Health related	38	35	47	33	29
H	Property/Monies	156	72	89	62	36
I	Sentence related	107	97	106	111	78
J	Staff/prisoner related	7	18	14	12	17
K	Transfers	3	7	16	29	9
L	Others	67	58	62	96	30
	Total number of applications*	431	330	396	359	242

2007 others: Bullying (13), Housing on release (5), Repatriation (3), Prisoners' shop (3), Telephone call costs (3), Deportation issues (3), Lost passports (2), UKBA (2), JP signature (2), Thank you IMB (2), IPTC (2), IPV (2), PIN numbers (2), Confiscation orders (2), Licence recall (2), TV costs when cell sharing (2), FN overstayer (2), Argos catalogue, Litter, Laminate paper costs, Legal appeal, Claim against PS, Job seekers allowance, Property confiscation, Stolen car, Vegan washing powder, Delay in Complaint response, Legal visits, Bankruptcy, Picture published without permission, Mattress, Sentenced abroad, Court hearing.

2008 others: Deportation/Asylum (5), Legal letters (5), Missing passport (4), Bullying (3), Prison shop (3), Accident compensation (3), IPTC (2), Mistaken Identity (2), Revolving Doors (2), Arrest Warrant, Illegal photocopying, Handcuffed by SERCO, Legal Aid, Citizenship, Unauthorised use of photo, File for Bankruptcy, Old Age Pension, Escort to railway station, Mail delays, Telephone call costs, PIN number delays, Opening of Legal letters, Council Tax, Records, Housing on release, Disability stool, IPV, Nationality, Help to dress, Childcare allowance, Access to Listeners, State Benefits on release, Heating on D wing, Assault by another prisoner, Help to write letter.

2009 others: Postal delays (9), Wages (7), Bullying (6), Deportation (6), IPV (3), Delays by Area answering Requests & Complaints (3), Prisoners' shop (3), Location of prisoner (3), Missing passports (3), Reception packs (2), Clothing on release (2), Family photos (2), Child benefits, Housing benefits, Housing on release, Request to cell share, Complaint about a solicitor, Request to call a solicitor, IPC, Red writing entries, Divorce advice, Postage due charge, Change of personnel officer, Quality of prison issue clothing, Argos delays.

2010 other: Access to Ombudsman (3), Postal delays (3), Parole Papers (3), Deportation (2), Bullying (2), Compassionate visit (2), Delay in PIN number registration (2), Induction programme (2), Arts & Craft materials, Media graduation ceremony, Noise from radios, Prisoners' shop prices, Use of a typewriter, Dirty protest clean up, Stop TV programme being broadcast, Lost legal documentation, Missing daughter, Getting to see IMB, CARATS, Detergents.

2011 others: Post delays (7); Inter prison telephone calls (4); Bullying (2); Delayed unlock (2) Deportation.(2); Religious recognition (2); Batteries for hearing aid (2); Signing course (2); Compassionate visit; Legal letters; Housing; Location of partner in HMP; Confiscated DVD; Complaint against IMB.

11 ACRONYMS

The following acronyms are used in this report. For readers not familiar with these MoJ terms below is a list of explanations

ACCT	Assessment, Care in Custody & Teamwork
AMIMB	Association of Members of Independent Monitoring Boards
BIS	(Department of) Business, Innovation & Skills
CARATS	Counselling, Assessment, Referral, Advice and Throughcare
C-NOMIS	National Offender Management Information System
FN	Foreign Nationals
HMIP	Her Majesty's Inspector of Prisons
HMPS	Her Majesty's Prison Service
IRC	Immigration Removal Centres
JBU	Josephine Butler Unit
KPT	Key Performance Target
MoJ	Ministry of Justice
NOMS	National Offender Management Service
NFWI	National Federation of Women's Institutes
OLASS	Offenders' Learning and Skills Service
PET	Prisoners' Education Trust
PRT	Prison Reform Trust
RAPt	Rehabilitation for Addicted Prisoners Trust
SWICC	Sex Workers in Custody and the Community
UKBA	United Kingdom Border Agency
WASP	Women Awareness Staff Programme
YOI	Young Offenders Institution