



INDEPENDENT MONITORING BOARD

HMP/YOI DOWNVIEW

ANNUAL REPORT

JANUARY-DECEMBER 2012

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 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.

TABLE OF CONTENTS

STATUTORY ROLE OF THE IMB.....	2
1. DISCRIPTION OF THE PRISON.....	4
2. EXECUTIVE SUMMARY.....	4
3. PREVIOUS YEAR'S CONCERNS STILL UNRESOLVED.....	7
4. EQUALITY & INCLUSION.....	8
5. PURPOSEFUL ACTIVITY EDUCATION, LEARNING & SKILLS.....	9
6. HEALTHCARE & MENTAL HEALTH.....	9
7. RESETTLEMENT.....	10
8. SAFER CUSTODY.....	10
9. CARE AND SEPERATION.....	10
10. RESIDENTIAL, ACCOMODATION & KITCHENS.....	11
11. JOSEPHINE BUTLER JUVENILE UNIT.....	12
12. WORK OF THE BOARD.....	12
13. APPLICATIONS TO SEE THE BOARD.....	15

1 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 355, of which approximately 120 are Foreign National prisoners from some 50 plus countries.

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.

2 EXECUTIVE SUMMARY

We are satisfied that Downview has generally treated its prisoners humanely and justly during 2012.

Our primary concern this year has been the ready availability of illegal drugs in the prison and NOMS's apparent lack of will to ensure that the prison's management can tackle the issue effectively. The prison dogs were removed as a cost saving, ROTL workers are not routinely searched on return from daily or weekend release due we are told to shortage of staff, the CCTV camera in the Visits Hall cannot be used without a RIPA¹ warrant and there is no working x-ray machine for post coming in Downview. Is it any wonder that drugs are easy to come by in the establishment?

Although a coherent drug reduction strategy has recently been devised in cooperation with Surrey police, we are not convinced, given a woeful lack of resources, that all the measures will be routinely and relentlessly applied. For example, it is well known from security reports that out of the 350+ prisoners at Downview, on average 50 are suspected of being involved with drugs either as suppliers, carriers or users. It is a false economy to make efficiency savings by reducing the tools necessary to detect drugs coming into the prison and then having to use equivalent resources to combat the effects of this neglect.

We recognise that in recent months, some progress has been made in tackling the supply of drugs by borrowing dogs from HMP Isis, and Surrey Police have been very proactive with their Iontrack and Beanfeast initiatives.²

We are however worried that all this recent activity will be short-lived and once the initial impact has had an effect, things will be scaled back. The Governor is well aware of the Board's concerns but is constrained by NOMS from obtaining the necessary resources to deal methodically with the situation without jeopardising other essential services / elements of the regime (such as time outside of cell, access to work and education).

¹ **The Regulation of Investigatory Powers Act 2000 (RIPA)** regulates the powers of public bodies to carry out surveillance and investigation, and covers the interception of communications.

² **Iontrack** is the use of a drug detection wand and **Beanfeast** is the stopping and searching of traffic on the HMP High Down and HMP Downview access road on random days).

MDTs should not be restricted to formal or informal Key Performance targets and should be performed daily until the supply of drugs has been successfully curtailed. The usual punishment of 14 days cell confinement for a positive result is clearly no real deterrent. The use of additional sanctions would seem an obvious and much needed solution.

We think that prisoners returning from ROTL should automatically be searched before returning to their wings; ad hoc searches are not satisfactory and are not working in any event.

The Board has had some other serious concerns during 2012:

- ❖ The uncertainty about the implementation of 'Fair and Sustainable' has had a serious effect on staff morale throughout the year.
- ❖ The information gleaned from local prisons in up to seven of the nine pathways is often not communicated to Downview efficiently.
- ❖ A significant backlog of OASys assessments has built up over the year which has slowed down sentence planning and the sequencing of interventions.
- ❖ Staff sickness continues to impact on the regime, primarily through cross deployment

There have however been marked improvements in the Josephine Butler Unit. The new Governor and his dedicated team are committed to maintaining high levels of performance in line with a well-constructed business plan with the improved management systems giving the unit and its staff a much needed level of stability.

Downview greatly improved in the last Governance and Operations audit (Equality, Fire & Safety, Health & Safety, Finance and Assurance measured) moving from Amber rating in 2010 to Green in 2012. The Governor and staff worked hard on this audit and are rightly pleased with the outcome.

There was also an improvement in comparison with other female prisons in Downview's scores in a recent Measuring the Quality of Prison Life (MQPL) survey. In 2010, Downview was the worst female prison but, this year, 43% of prisoners gave Downview a 6 or more rating on Quality of Life, as opposed to 21% in 2010. The scores are still relatively low however, and we shall be interested to see what the Governor will do to improve them.

ISSUES FOR THE MINISTER

- The availability of drugs in prisons is unacceptable, and not enough is yet being done to stem the supply coming in. Drugs are not just highly detrimental to users, but their presence also affects non-using prisoners whose lives are often disrupted by both bullying and reactive security measures.

Even in these financially constrained times, investments in equipment and resources to address this problem are worthwhile and almost certainly cost-effective. In the long term, they will also benefit prisoners and society at large by reducing reoffending. Despite the rhetoric we hear from Ministers, we are not yet convinced that there is sufficient will to tackle this problem aggressively.

What are you planning to do to support NOMS and more importantly the management of Downview to effectively deal with this? What resources will you make available so that this is tackled in a sustainable way?

- If it is the intention of the Ministry of Justice to rehabilitate prisoners and assimilate them into society on release, every opportunity should be taken to help them prepare themselves for doing so. There also needs to be better links with local services to support women coming out of prison, particularly those with addiction problems. What plans does the MoJ have for establishing a network of support agencies to help offenders fit back into the community and help them not to reoffend?
- Why was the contract for PRAXIS introduced into both HMP Downview and HMP Drake Hall without any prior consultation or needs analysis? There appears to be a total lack of understanding within Downview about what PRAXIS has been contracted to do. How was a decision made to spend £750,000 of taxpayers' money over two years on something that appears to be ill-thought out and not in response to the needs of Foreign National women at Downview? How are PRAXIS being measured and against what targets to ensure that they are giving value for money?
- Downview continues to house women a considerable distance from their homes (from the West Country and Wales for example). This makes it extremely difficult for families to visit and for effective connections with local post-release services and mentoring to be developed. With fewer women receiving custodial sentences, has any thought been given to re-role HMP East Sutton Park from a local to a closed prison?

ISSUES FOR NOMS

- The importation of illegal drugs and the misuse of prescribed ones are serious problems for Downview and it appears if NOMS decisions around resources and funding are at best short-sighted and at worst indirectly enabling the problem to persist. For example, we understand that it was a NOMS decision not to fund extra CCTV cameras in the stairwells of the refurbished C wing (see para 10).
- The Board believes that the 'offender journey' would achieve better outcomes and be both easier and cheaper to run if prison staffs within clusters cooperated better. Information on Probation and Health is usually forwarded efficiently, but this rarely is the case with the other pathways. Once risk, medical, addiction and behavioural needs have been addressed, we believe it is of paramount importance for prisoners to be placed in education and/or work as soon as practicable. To this end, we feel strongly that equivalent staff in clustered prisons should know who their opposite numbers are and that they should consult each other regularly.

ISSUES FOR THE GOVERNOR

- Meetings are frequently cancelled and not rescheduled, and key personnel don't always attend. The outcome is that there are few well-informed forums to discuss progress and concerns raise issues and hold people accountable. For example SMARG (Segregation Monitoring and Review Group) designed to look at adjudications was cancelled five times in a row, the Equality Action Team (EAT) meetings have been cancelled and rescheduled at short notice, and the Prisoners' Consultative Committee (PCC) is erratically attended. As a result we

question the effectiveness of the PCC as a voice for prisoners, especially as going into 2013 this meeting will now only be held on a bi-monthly basis.

It is our view that there is a pervasive reluctance to attend meetings. With some notable exceptions (safer custody being one) we have observed the poor level of attendance and lack of engagement even by governors at both the meetings and the training sessions we attend. We therefore question whether this is an endemic cultural problem within the main prison?

- The Governor is aware of the Board's concern over the backlog in the OASys assessments. We understand that in the new 'Fair and Sustainable' profiles two hub managers are shortly to be appointed to administer assessment for the large throughput of low-risk prisoners. Given the poor record in 2012, we welcome this move and will monitor the outcome with interest.
- Though there has been locum cover, we are concerned that it took eighteen months for a permanent Muslim Chaplain to be appointed to Downview.
- The Induction process is still not working well. This criticism follows on from the comment we have made to NOMS above about the 'offender journey'. We applaud the use of peer workers to introduce new prisoners to Downview, but think that closer staff supervision is required. For example, the induction DVD is still to be finalised and in any event wouldn't be of use because, contrary to what we have been told, there are no functioning DVD players in the Reception (A) Wing. We are also disappointed to note that there are no English or foreign language editions of the new induction booklet.
- Whilst the Governor was not consulted on PRAXIS coming into the prison, now that they are in Downview there appears to have been little done to make the most of this opportunity and to get a firm grip on their remit and the outcomes expected.

3 PREVIOUS YEAR'S CONCERNS THAT HAVE STILL NOT BEEN ADDRESSED

The Minister

- Prisoners' Distance from Home: Last year's reply stated that "*Closeness to home remains a key factor*" but Downview continues to receive many prisoners who have been sentenced by West Country and Welsh courts. Such prisoners are much too far from home, which makes it too difficult and expensive for families to visit on a regular basis.

NOMS

- Excellent pathways information on prisoners is gleaned by local prisons but it is not relayed well, and communication between staff is 'ad hoc' rather than routine, particularly in the conducting and reviewing of OASys assessments. Could HMPS please address this issue?
 - In the NOMS planning document for the implementation of OLASS 4, Downview is still wrongly listed as a "female local" prison. We understand the error was corrected on the system but the consequences remain (i.e. the wrong

allocation of funding). **Please could this be addressed as a matter of urgency?**

Downview Management

- Personal Officer Programme: Although a commitment was made to implement a programme by April 2012, it is still awaiting implementation.
- Equality Action Team (EAT) meetings are still infrequent and then poorly attended. What is the problem?
- The “Virtual Campus” facility is now up and running but it is hardly being used. We are told it is to be moved to the College building, but when?
- Though the major incident procedure instructions are well written, the physical preparedness of the command suite, location of keys, etc during last year’s incident were not. Have these matters been addressed?

4 EQUALITY & INCLUSION

The Equality Action Team continued to meet infrequently this year with a member of the IMB in attendance at the majority of meetings that did take place. Also present were representatives from the Chaplaincy. The Equalities Action Plan is regularly reviewed with actions and progress noted at each meeting. Prisoner representatives have had the opportunity to raise a range of issues e.g. photographs for their families, celebrations of religious festivals and other faith issues, including more Pentecostal services and requests from the over 50s for more exercise. The procedure for submitting Discrimination Incident Reporting Forms (DIRFs) was kept under review and reported on regularly and there are prominent posters throughout the prison on how to do this.

In September the Equalities Officer published, via the regular Prison Bulletin, a clear and informative Guide to Equalities at HMP/YOI Downview. This set out the expectations of positive action across the prison to celebrate and respect equality.

The UK Border Agency continues to run weekly surgeries covering all foreign national prisoners’ issues and, as a result, calls on the IMB to become involved with deportation/asylum issues are rare. This remains an example of excellent joined up working.

As we have stated elsewhere Praxis was awarded a contract to provide advice and support for foreign national prisoners through a support worker who spends 3 days/week at the prison. This contract was drawn up without any discussion with the Governor or staff at Downview. Consequently, there is a lack of clarity about the service that is being offered. If the contract is to be maintained, a closer working relationship and clearer lines of communication between prison staff and the support worker are required. We wonder however whether ring-fencing the current Foreign Nationals’ Officer’s appointment and abandoning the Praxis contract altogether might make better use of public money.

5 PURPOSEFUL ACTIVITY, EDUCATION, LEARNING & SKILLS

Under the Pathways system, referrals for new prisoners are “sequenced” so that serious health conditions, and substance abuse and behavioural problems should be prioritised before education and work. As 2012 has been a year of managing change in all learning interventions little benefit can be derived from commenting on it other than to say that operational and contracted staff are working well together in planning for a radically different future.

During the year we had serious reservations over the implementation of OLASS 4. Delays caused uncertainty for College teaching staff and the confusion over the allocation of funds for the planning of this new and imaginative model of instruction is still not satisfactorily resolved. However, having witnessed the dedication of both teachers and administrators, and spoken to many prisoners on the subject, we have noted a surge in enthusiasm for learning. We have been encouraged to see increased activity in social and employability training and skills such as business administration, IT, cookery and hairdressing. Successful ESOL and literacy courses are also offered, the latter in some cases as follow on from *Toe by Toe*. Also commendable has been the furtherance of Distance Learning liaisons with charities such as Prisoners’ Education Trust and Women in Prison, which have excellent records in the field of prisoner rehabilitation.

The Media Centre has continued to run excellent TV and radio courses this year and several students have subsequently procured employment on release. The Librarians have also collaborated well with College staff, particularly with regard to literacy training, and have organised several cultural events, including visits from writers and poets which have been most beneficial.

We would specifically like to praise the work of the Farms and Gardens team. The physical layout of the establishment provides large areas of open space, which the Farms and Gardens team keep in pristine condition throughout the year. No matter what the season the flowerbeds are an array of colours and help lift the otherwise dreary and formidable atmosphere of the prison. The Farms and Gardens manager and his two staff work hard to encourage the prisoners who work with them, some of whom have never worked in a garden in their lives, to give of their best and the results of their efforts are a delight to see. We would like to see prisoners receiving some form of accreditation for their efforts.

6 HEALTHCARE & MENTAL HEALTH

Assura Medical Ltd (Virgin Healthcare) has now taken over the provision of healthcare from the Primary Care Trust and standards are being maintained. Staffing levels have not changed but the manager has stressed that nurses will not be involved in activities that are not included in the contract. We are unable to comment on whether this will have any impact on prisoners – owing to ‘commercial confidentiality’ we are not privy to the terms of the contract.

Dental care remains an issue due to the volume of work and the inadequate availability of dental staff. However in many cases this is caused by prisoners who have probably never visited a dentist on the outside trying to take advantage of the facilities provided.

7 RESETTLEMENT

The progression of prisoners from employment-related education towards work both inside the prison and on ROTL has improved although the Virtual Campus is underused. The Governor however acknowledges that some of the work currently available in Downview is repetitive and does little to enhance prisoners' post-release job prospects. She is therefore planning a major overhaul of working opportunities, including starting a workshop run by the London School of Fashion. We admire her enterprise and would like to see more innovative and creative solutions.

8 SAFER CUSTODY

Safer Custody is monitored at regular monthly meetings which are effective and well attended. Self-harm remained at the same rate throughout 2012. We await the findings of the Diversity Team investigating the accuracy of recent self harm statistics which indicate a disproportionate number of incidents reported by prisoners classified as 'White British', the aim being to discover whether there are undisclosed self-harm and/or other influencing factors among other prisoners.

We believe that not all bullying is being recorded because there is a discrepancy between the Wing reporting and the Security information. Most bullying is related to clandestine dealing in illegal drugs and the misuse of some of those on prescription. There are significantly more SIRs submitted to Security regarding threatening and bullying behaviour and it would appear that staff are submitting SIRs regarding bullying and intimidation rather than completing BIRF forms. Incomplete records are misleading, inefficient and can be dangerous. The prison should review if the records are necessary, and if they are, insist that staff keep them up-to-date.

We are pleased to note the establishment of a Drug Supply Reduction Team, which includes a representative from the Surrey police. This team meets monthly, but progress in developing its action plan is hindered by a lack of regular availability of on-site drugs dogs and the absence both of an x-ray machine and of efficient, manned surveillance equipment within the prison and on its perimeter. However, cell-searching has been increased in response to intelligence received.

An Enhanced Case Review Team (**ECRT**) has been created this year to review the care and progress of vulnerable prisoners with multiple issues. The team meets monthly and reports to the Safer Custody committee. Currently, the ECRT has a caseload of 8 prisoners.

The number of Listeners dropped in the spring, to the extent that calls were diverted to the Samaritans outside, but the Samaritans have since trained nine more prisoner Listeners.

9 CARE AND SEPARATION

Last year we commented on the totally unsatisfactory accommodation in the Care and Separation Unit (CSU) cells and noted plans to upgrade them. Progress has been made this year but work is not yet complete. There are still cells without electricity and the showers are in need of refurbishment.

We note that, because experienced officers trained in CSU and adjudication procedures are frequently cross-deployed, cells sometimes cannot be unlocked for IMB visits. We are also concerned by a significant increase in the number of

adjudications being dismissed or not concluded. Efforts are being made to resolve these issues by the creation of two new teams, by increasing the number of staff appropriately trained for CSU duties and by imposing the new work profiles which will reduce cross-deployment of officers from the CSU. As mentioned above, the newly created Enhanced Case Review Team may also help to reduce the adverse effects on vulnerable prisoners of time spent in segregation.

Monitoring of adjudication awards and the use of segregation is supported by compilation of good quality information. However, as stated earlier senior management meetings to review, analyse and act on this information have been deferred on several occasions. There was a gap of five months between the last two review meetings, which we consider severely hinders timely responses to unfavourable trends and emerging issues. We would like to see improved commitment amongst senior management to ensure that review meetings are not repeatedly sacrificed to operational pressures.

Analysis of adjudication indicates high numbers of positive Mandatory Drug Testing charges. Whilst this may in part be due to improved intelligence, we also believe that it reflects the high availability of drugs within Downview.

10 RESIDENTIAL, ACCOMMODATION & KITCHENS

For most of 2011 the top floor accommodation of C wing was vacated while major work to the roof was undertaken and the roll numbers reduced to approximately 280. In January, following completion of the work, the top floor accommodation was refreshed and additional offenders were taken in over a relatively short period of time to achieve full occupancy. Following a risk assessment, staffing numbers in C wing were reduced and additional security for both staff and prisoners was supplied by the installation of a CCTV system. This system does not cover the stairwells and there is anecdotal evidence that undesirable activities that might previously have taken place on the corridors are now occurring unseen on the stairways. We think this illustrates the unintended consequences of a lack of foresight in planning such cost savings and the effect of short-term thinking - factors which have contributed to the difficulty in countering the increase of drug availability and use in the prison.

Residential matters continue to feature only rarely as a topic for Applications to see the IMB which is an indication of satisfaction amongst prisoners.

The kitchen staff has again had to cope with numerous equipment breakdowns during the course of the year. Scarcely a week goes by without one or other major piece of equipment failing. Repairs are carried out but the breakdowns have caused unnecessary expense, impacted the operation of the kitchens and stress to staff. It is hoped that three new ovens will be supplied in the first half of next year. There have been slight adjustments to additional foods issued to vegans to ensure a full intake of necessary nutrients. The kitchens continue to provide a good standard of food with wide variety despite difficulties with equipment.

11 JOSEPHINE BUTLER JUVENILE UNIT

There have been marked improvements since last year. During the past eighteen months there have been three different Governors heading the unit but now the

recently appointed Governor and his dedicated team are committed to maintaining high levels of performance in line with a well-constructed business plan giving the unit and its staff a much needed level of stability.

Until late November, the Unit had been running at much higher occupancy levels than they are currently with an average of 13 young women out of a possible 17 in residence but towards the end of the year this has dropped to an average of 5.

During the year the Unit found that it could not meet the YJB target of 11 hours that young women should spend unlocked from their rooms with the then current staff profiles. We are pleased to note that a new core day has now been introduced with appropriate staff profiles which will permit unlock hours of 11.25 during the week and 10.5 at the weekend.

There appears to be no record of drugs or alcohol being covertly brought into the Unit. Indeed the number of young women having dependency issues is extremely small. In line with the main prison the responsibility for healthcare has been taken over by Assura Medical Ltd (Virgin Healthcare).

12 WORK OF THE BOARD

The Board consists of unpaid volunteers with, collectively, a vast amount of operational, commercial and administrative experience. Less than half our members work full time, the majority are retired or work part-time including in other voluntary roles.

We started the year with 13 of our designated membership of 14. We lost two whom we have not replaced. 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.

As mentioned in the main body of this report, meetings are often cancelled, sometimes at the last minute. Members attempt to attend and monitor as many meetings as possible and even those going ahead are often poorly attended with little concrete action. It becomes a wasted opportunity to sort out multi-faceted issues.

The workload placed on chairmen continues to grow to such an extent that it is difficult (for six years at Downview, impossible) to find members, especially those in full time employment, prepared to take on the role. We start 2013 without an elected chairman.

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	11
Number of new members joining within the reporting period	0
Number of members leaving within reporting period	2
Number of attendances at meetings other than Board meetings	256
Total number of visits to the prison/IRC (including all meetings)	346
Total number of applications received	274
Total number of Segregation reviews attended	5
Total number of Segregation reviews held	n/a

13 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.

Complaints regarding **property at Downview** relate in the main to delays by Reception processing clothing exchanges - a result of the staff shortages experienced throughout the year. Those complaints about **Property lost during transfer/other prisons/UKBA/police** are perennial and we are not sure how they can ever be resolved or eliminated.

There was an increase in complaints regarding **employment** solely due to the closing of the workshop during the summer from lack of staff cover and the women working on the airline headset packaging were confined to their wings.

Money issues continually arise from the delay in the transfer of prisoners' money from HMP Bronzefield, a result of private prisons using their own financial IT systems that do not connect to C/NOMIS.

There is a mistaken belief amongst prisoners that the IMB has the power to mediate on their behalf or to overrule the ROTL Board decisions as most of the **sentence related issues** are about rejected applications for temporary release.

Although we are critical in this report of the lack of regular Equality Action Team meetings, it is pleasing to note that we only received two applications on **diversity** issues. Considering the diverse mixture of Downview's population this is an excellent reflection on staff attitudes to equality and diversity, and also reflects well on the Foreign Nationals' officer, who when not being frequently cross-deployed, does a good job meeting the many differing and unique demands made on her.

Complaints regarding **food** are mainly confined to those prisoners who either think they are entitled to a special diet or would like more variety in those meals provided to vegans or vegetarians. With the daily funding the catering manager receives for each prisoner, the Board consider the quality and quantity provided is excellent. The low number of complaints the Board receives reflect the overall satisfaction with the food.

APPLICATIONS TO SEE THE BOARD

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

Code	Subject	2008	2009	2010	2011	2012
A	Accommodation	5	4	5	8	5
B	Adjudications	15	6	9	6	9
C	Diversity related	4	3	3	0	2
D	Education/employment/training	12	13	15	24	42
E1	Family/visits/mail/telephones	27	24	18	22	30
E2	Finance/pay	26	35	24	28	25
F	Food/kitchen related	11	4	12	4	8
G	Health related	35	47	33	29	22
H1	Property at Downview	38	39	26	4	32
H2	Property during transfer/other prisons/UKBA/police	14	15	12	4	25
H3	Canteen, Catalogue shopping etc.	3	4	1	0	3
I	Sentence related	97	106	111	78	52
J	Staff/prisoner related	18	14	12	17	12
K	Transfers	7	16	29	9	10
L	Others	39	38	25	17	42
	Total number of applications*	299	316	287	234	274

- **2008 others:** Deportation/Asylum (5), Missing passport (4), Bullying (3), Accident compensation (3), 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, Council Tax, Records, Housing on release, Disability stool, 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:** Bullying (6), Deportation (6), Delays by Area answering Requests & Complaints (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, Red writing entries, Divorce advice, Postage due charge, Change of personnel officer, Quality of prison issue clothing.
- **2010 other:** Access to Ombudsman (3), Parole Papers (3), Deportation (2), Bullying (2), Compassionate visit (2), Induction programme (2), Arts& Craft materials, Media graduation ceremony, Noise from radios, 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:** Bullying (2), Delayed unlock (2) Deportation.(2), Religious recognition (2), Batteries for hearing aid (2), Signing course (2), Housing, Location of partner in HMP, Confiscated DVD, Complaint against IMB.
- **2012 Others:** Housing on release (6), Delays in answering Complaints (4), Lock downs (4), Bullying (2), False accusations (2), Deportation appeal (2), Property confiscation(2), Stuff holding room, Missing laundry, Complaint about IMB, Thank you IMB, Driving licence, Community Care Grant, Outside banking issue, Birds of prey, Passport application, CD player, Prayer meetings, Sarah's Law, Prisoner Consultative Committee, Outstanding fine, Bank/debit card loss, Access to solicitor, Tax Credits, Inappropriate behaviour, Non allergy pillows, Injury claim.

ACRONYMS

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

BIRF	Bullying Information Report Form
CARATS	Counselling, Assessment, Referral, Advice and Through care
C/NOMIS	National Offender Management Information System
FN	Foreign Nationals
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
OLASS	Offenders Learning and Skills Service
PET	Prisoners' Education Trust
RIPA	Regulation of Investigatory Powers Act
ROTL	Release on Temporary Licence
SIR	Security Information Report
UKBA	United Kingdom Border Agency
YOI	Young Offenders Institution
YJB	Youth Justice Board