



HMP/YOI Drake Hall

Annual Report

**1st November 2013
to
31st October 2014**

Section one

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 Minister of Justice from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

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

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Section Three

Description of HMP & YOI Drake Hall

The prison is situated in rural Staffordshire, about a mile from the town of Eccleshall and 10 miles from Stafford and the nearest railway station. The women are accommodated in 15 houses, each with c.20 rooms; most are single rooms, with a small number of doubles.

Drake Hall is a closed prison for women with a certified normal holding capacity of 315. Population averaged 98% of capacity over the year of which an average of 15% were Foreign National prisoners. The number of Young Offenders in the total averaged 9.

The Adult Learning Centre is managed by Milton Keynes College whose contract started in August 2012. Prisoners' education and training needs are assessed by the National Careers Service, a careers information, advice and guidance service.

Healthcare provision is under the Staffordshire and Stoke-on-Trent NHS Trust.

The Library is organised and staffed by Staffordshire County Council. It is open every day including Sundays and runs a Poetry Group, Storybooks for Mums and a Sunday Reading Group. Total visits for the year have increased by 21%, with a 30% increase for Saturday and Sunday visits. A bistro style coffee shop, sited off the main library entrance, was opened in August: this is for use by enhanced prisoners at particular times and may have influenced Library attendance at weekends and afternoons.

There is a prison shop, contracted to DHL Booker, who also runs a warehouse in Drake Hall from which 10 other prison shops are supplied; this provides work for 41 prisoners at Drake Hall. Work is also provided through the Kitchen, Gardens, the Laundry, the CFM workshop, the Recycling Unit and Hair & Beauty Salons. As a prison with a strong remit for resettlement, Drake Hall also encourages prisoners at the appropriate stage of their sentence to find work outside the prison.

Section Four

Executive Summary

4.1 Issues of Concern or Excellence not requiring a response

Drake Hall is a Closed category prison and, as befits this status, successfully manages some difficult prisoners. The Board is satisfied that the prison does this humanely, decently and well, despite the fact that the open environment within its outer fence can sometimes make it difficult. The Governor and staff are to be congratulated on their good work but the Board wonders why the Prison service does not make better use of the particular role that the Drake Hall environment can play in the resettlement process and reflect this in prisoner allocations. The unique environment at Drake Hall provides ideal opportunity for the development of personal responsibility in the women. The prison operates like a small village. Everybody works; they eat communally; they are represented on most committees and they are listened to. They also have personal freedom of movement around the campus enabling them to seek advice and solutions to problems between each other and staff. They have rights and responsibilities and most women develop organised lifestyles.

Drake Hall has always had a high level of ROTLs: there were 5,417 instances in 2013-14. Of these about 70% were for outwork, covering voluntary work, either in local charity shops, in the community, or paid work in local businesses. There were only 3 instances of failure to return which validates the rigorous process to which each application for ROTL is subjected. The changes imposed in the summer have made little difference to the process but it has excluded a number of women who were receiving carefully vetted ROTL. The Board feels that a national one-size fits all is not always appropriate particularly where the reasons for ROTL applications from a woman are most likely family/children orientated.

Congratulations must be extended to the Education Department where there has been substantial improvement in learner expectation and standards of quality and performance. Input from all staff, learners and prison partners has resulted in sustained improvement with the curriculum developing in partnership to meet the needs of the learners, employers and the local community.

Attendance average	90%
Retention on courses	95%
Achievement	81%

During the year there have been no long stays in the CSU and whilst this is policy, the Board takes the view that much of the credit for this must go to the team managing the unit. They engage with the women immediately when they are located in the CSU. The officers listen; they talk with the women; negotiate ways forward and use a variety of strategies to enable the majority of women to return to their normal location. This is done in a civilized manner, which develops mutual respect and is to be commended.

The Board considers that a female doctor on site regularly is essential for the well being of the women. It was agreed earlier in 2014 that a female GP would hold a weekly clinic. Regrettably this has not materialised. The Board recognises that the current provision of a female GP occasionally is an improvement on previous years and waiting times to see

her have reduced. Many of the women have previously been abused by men; some women feel reluctant to discuss certain areas of their health with a male doctor; for others there are cultural or religious reasons why they might prefer to see a woman doctor. The regular provision of this is proving problematic and the Board urges prompt action to remedy the situation.

The Board is not satisfied with the way the Healthcare complaints system operates. Concerns are outlined in (j) of the Healthcare report.

4.2 Overall Judgement

Overall, the Board continues to believe that Drake Hall provides a safe and secure environment for prisoners where they are treated with humanity and decency. The prison upholds a committed emphasis on preparing the women for resettlement.

Section Five

5.1 Equality and Inclusion

- a) There have been significant changes in the environment at Drake Hall during the year, several reflecting upon the Equalities Team and its work. One very helpful development has been the completion of the disabled access ramp to the Equalities Hub. Equal access to the Hub and to participation in its work is now possible for all prisoners.
- b) Those staff working within the prison equalities team, remain committed and hard working. The strength of the provision that has been developed was recognised both by the Governors and by the prisoners in valedictory presentations when the Equalities Manager stepped down from his role late in the year. The prisoners expressed particular thanks for the support he had offered to individuals. The new Equalities Manager has the benefit of a strong existing team of Officers and prisoner support workers.
- c) A monthly Equalities Meeting is held and chaired by the governing governor. It is well attended by officers and by prisoners. Discussion and debate is invariably open and frank. This reflects the belief of the prisoners that the forum can have positive outcomes and the belief of officers and governors that the legitimate concerns of prisoners should, wherever possible, be addressed. It is accepted that not all issues raised by prisoners are, however, capable of being resolved within the prison.
- d) Foreign Nationals: the majority of them from within the EU make up almost 15% of the prison population at Drake Hall. Their needs in terms of phone contacts with families overseas, access to foreign language newspapers and where necessary access to translation services have been reviewed during the year. They have also been aided in producing up to date photographs to send to their families. The removal from Drake Hall of Foreign Nationals beyond the end of their sentences is now complete. Vigilance on the part of the equalities team will be required to maintain that situation.

- e) There has been significant and justified cause for concern by Muslim prisoners, among others, about the lack of any regular and predictable access to a female Doctor.(see executive summary)
- f) A further cause for concern has been the restricted range of clothing permitted to prisoners. Muslim prisoners in particular wished to have the facility to purchase and wear traditional dress, especially at Eid. The prison has plans to develop a charity clothing shop and a catalogue for the purchase of traditional dress.
- g) The Equalities Team, backed up by the Education Team, has promoted a variety of events to focus on particular aspects of equality, diversity and inclusion. Prisoner representatives have consistently welcomed the value and success of these events.

5.2 Education, Learning and Skills

- a) There is a noticeably improved optimism within the department. Last year's promise of improving attendance, introducing new courses and motivating the women to achieve success in the available courses has materialised, to the credit of all concerned. The three grading judgements which are used here are:
 1. Effectiveness of management;
 2. Outcomes for prisoners;
 3. Quality of teaching, learning and assessment.

Drake Hall Education Department has achieved Grade 2 in all three areas judged by the OLASS Self-Assessment Report in September 2014, showing improvement across the board from 2012-13.

- b) Staffing levels are currently 100%. Class numbers are uniformly 10 and in the case of IT it is expected they will be 15. The newly introduced ILP (Individual Learning Plan) system is having desired results. Retention is now averaging 95% of maximum class size. Attendance is averaging 90% since December 2013. Success is averaging 81% of enrolled learners. The curriculum has been extended and upgraded to include more Level 2 courses. It is pleasing to learn that women who become disillusioned with their courses are individually encouraged to explain their reasons for dropping out and are actively encouraged to resume their studies.
- c) Priority Areas for Improvement for 2014-15 are:
 1. Improving the usage of the Virtual Campus
 2. Improving detail in the use of ILPs
 3. Improving sequencing of courses and programmes
 4. Developing the curriculum further and securing additional funding to do so.
- d) It is noted that Functional Skills in Mathematics, Levels 1 and 2; in English, Levels 1 and 2 and ICT are requiring improvement. This is being addressed and a new Learning Support Tutor has been appointed.
- e) Overall there is cause for congratulating the Education Department and for continuing to be optimistic that the women in Drake Hall are being given the best possible chance of re-settlement.

5.3 Healthcare and Mental Health

- a) For the early part of the reporting year, the Healthcare Centre at Drake Hall was fully staffed. However, later in the year, the loss of the Team Leader and the Healthcare Manager, plus retirement and transfer of other staff meant that staffing was stretched and at times was operating at the official Minimum Staffing Level. New staff will not be in place until the end of the calendar year. Despite these problems, the staff has continued to deliver a high standard of care for prisoners.
- b) All prisoners receive a detailed health screening on the day of their arrival at Drake Hall and any relevant Care Plans are identified at that time.
- c) Particular mention must be made of the high quality of care and record keeping that healthcare staff delivered in the course of an end of life plan for a terminally ill prisoner who eventually died in hospital. The IMB was impressed with the level of concern and care.
- d) The question of DNAs continues without any particular reason or trends being identified although it has remained in single figures for GP and Nurse clinics. It is continually monitored and discussed at the regular Healthcare/Operational meetings. These meetings continue to provide a valuable interface between Operational and Healthcare Staff.
- e) Mental Health services in the prison are now much improved, with two Registered Mental Health Nurses on the staff, a contracted counsellor and a dedicated Inreach Team attending on a regular basis. Operational staff are in receipt of Mental Health training.
- f) The long-awaited decontamination suite for the Dentist has now been completed.
- g) Waiting lists for the Optician, Dentist and Podiatrist are still fairly lengthy (up to 10 weeks), but an additional optician has now been security cleared.
- h) Regrettably, a female GP still does not hold a clinic every week as was agreed earlier in the year; there is still a waiting time of two weeks.
- i) The Prison has this year issued a revised Health Promotion Policy. This policy is implemented by a very active multi-disciplinary Action Group and involves some of the prisoners who have qualified as Health Trainers.
- j) The question of complaints continues to cause some concern both to the Board and prisoners. All complaints are now sent directly to the external PALS service of the commissioning PCT and replies sent directly to the prisoner. This makes it impossible for Healthcare Staff to deal with problems at a local level, or for the IMB to monitor responses for timeliness or appropriateness.

Overall, the IMB Board is happy that Healthcare staff, Mental Healthcare staff and DARS staff continue to provide an excellent and professional level of healthcare at Drake Hall.

5.4 Purposeful Activity, including work

- a) Planning productive work and other purposeful activity is given a high priority in the management of the prison. Those responsible recognise the positive role that engagement in these activities ought to play in the rehabilitation and eventual resettlement of prisoners.
- b) The induction process, when prisoners arrive, includes an assessment of the needs and potential of each individual prisoner in the areas of education and work. Decisions are then taken on job allocation and educational programmes for individuals in consultation with Offender Managers. A wide range of work and education is available: this is supported with a range of accredited qualifications to meet the abilities and needs of the women. Established areas of work include DHL Booker, Kitchen, Gardens, Laundry, CFM Workshop, Re-cycling Unit and Hair and Beauty Salons. During the past year a number of initiatives have been taken to ensure that appropriate qualifications are now being offered in each of these areas without exception. Prisoners have the right to seek a change in their work area after completing four weeks working in the area to which they have been allocated. The Labour Allocation Review Panel meets regularly to consider and agree any changes.
- c) There have been several innovations during the last year. The Call Centre continues to work effectively and courses running in the prison for Greggs, the bakers, have produced good outcomes with women working in their stores on outwork and obtaining jobs on release.
- d) A wide range of activities is offered within the gym. These activities make a good contribution to the health and wellbeing of prisoners and in some cases also offer a range of qualifications with currency in the world of work: prisoners with appropriate skills and commitment are, for example, able to gain qualifications which enable them to lead some classes within the prison and monitor and advise others on their health and well-being.
- e) The effective management of purposeful activity is complex and presents constant challenges. Monitoring attendance is also complex as it can be limited by a range of factors such as ill-health, healthcare appointments and religious observance. However, despite these constraints, the Prison provides purposeful activity, education or work for all prisoners who are eligible to take part. Timetables are issued weekly to each woman, with consideration being taken of 'need to do' thus limiting the 'nice to do' like hair appointments and gym sessions.

5.5 Reducing Re-offending & Resettlement

- a) The progress on resettlement and reducing re-offending noted in our last report seems to have foreshadowed the Government's move to place more emphasis on resettlement throughout the prison service, and certainly met the approval of HMIP who gave Drake Hall an 'Excellent' (4) rating on inspection: the progress has continued
- b) The nine resettlement pathways are embedded in the prison's policies and team plans, and prominently displayed around the site. A "sequencing" approach has built on this framework to develop career pathways, linked to appropriate interventions and personal and development routes, all embraced in the individual's sentence plan. This enables both the prisoner and the offender supervisor to

manage where the prisoner should be each day and avoid, or at least minimise, clashes between work, education and interventions.

- c) Because Drake Hall is special in having an 'open' environment within its outer fence but at the same time, having 'closed' status, the regime puts a responsibility on the individual prisoner to be where she should be at a particular time. This has, at times, resulted in a high number of DNAs (Did Not Attend) for courses but the links to sentence planning have brought these down markedly and the new IEP scheme, has re-enforced this. Developing this sense of responsibility is seen as an important step in preparing the prisoner for release and this is a key feature of the prison.
- d) Sequencing has also enabled the prison to plan an 'offender journey' for each prisoner, which reflects their sentence plan. After an initial assessment in the first months after reception and, where needed, work on basic skills in English and Maths, the emphasis for lower tier prisoners, more than 2 years away from release, is on pro-social life and work skills, such as timeliness and co-operation. A 'ready-for-the-road' qualification has been introduced covering interview and presentation techniques and CV preparation. In the 2 years prior to release the emphasis moves to vocational skills, with NVQs linked to work allocation and to re-integration through ROTL, particularly outwork where appropriate. There are further, needs-based interventions, such as Thinking Skills, Focus on Resettlement and a Power to Change course; the latter is linked to domestic violence, and Drake Hall has specially adapted the male estate course for use by women.
- e) Drake Hall has always had a high level of ROTLs: there were 5,417 instances in 2013-14. of these about 70% were for outwork, covering voluntary work, either in local charity shops, in the community, or paid work in local businesses. There were only 3 instances of failure to return which validates the rigour through which the process of an application for ROTL is subjected. The changes imposed in the summer have made little difference to the process but it has excluded a number of women who were receiving carefully vetted ROTL. 3,815 reparative hours have been completed since 2012. Of the 228 women who completed outwork programmes and have been released since January 2010 on completion of their sentences, only 8.8% have been re-sentenced or recalled.
- f) Development of through-the-gate links continues, with Drake Hall now the lead partner for the Spurgeons monitoring programme on release. After being mooted unsuccessfully several times over the years since the outer fence was erected, the old JSAC building, outside the fence, has been converted into a residence block for 'open' category prisoners, which will add an extra dimension to the resettlement facilities. It is due to open in January 2015.
- g) The prison had started collecting information on whether prisoners released from Drake Hall had re-appeared in the system a year later; figures for 2011-12 releases show that 76% do not re-appear and that, even for those on short, under 12-month sentences, with whom intervention work is inevitably limited, the figure is 69%.

5.6 Safer Custody and Care and Support Unit

	2008/9	2009/10	2010/11	2011/12	2012/13	2013/14
Ave. population	249	282	299	299	266	309
No. of Adjudications	383	417	338	719	609	609
No. held in C&SU	77	133	118	199	133	142
No. of ACCTs opened	154	139	106	152	143	171
No. of ASBOs				12	43	61
No. of R&C	729	987	847	693	444	531
No. of UBRFs	66	161	105	96	67	235
No. of DIRFs	73	42	47	19	36	
No. of SIRs	1985	2340	2813	3165	2421	3263

- a) Safer Custody is managed by a Safer Custody Custodial Manager and 2 Safer Custody Officers, supported by a weekly Multi-Agency Safer Health meeting (MASH), at which all vulnerable prisoners are discussed and actions agreed, and a monthly Safer Custody meeting. The IMB attends the Safer Custody meeting regularly and the MASH meeting occasionally.
- b) Listener representatives, the local Samaritans liaison officer and the Peer Support Worker attend a part of the Safer Custody meeting. The Listeners also have monthly meetings with the Samaritans representative. Although there are inevitable difficulties scheduling Listener training, the prison is supportive of the Listener service and has good relations with the local Samaritans.
- c) The Safer Custody Suite, which was opened last year, allows prisoners on constant watch to be housed in safe accommodation in a residential unit, rather than the gated cell in CSU, which was previously the case. The Suite was used for 5 prisoners at various times during the year.
- d) The Safer Custody Peer Support Worker meets all women, newly admitted to the prison, as soon as practicable after their arrival, to give them information about Drake Hall and its regime. For many prisoners coming from the closed environment of their previous gaol to the comparative 'freedom' (within strict bounds) of Drake Hall is quite a culture shock and adapting can be difficult for a few days. The Safer Custody Peer Support Worker is also available to give advice and support to other prisoners. The role has proved very beneficial and feedback from her has helped the Safer Custody team to gauge the mood of the prison and to make useful changes to policy and practice.
- e) During the year 171 ACCT documents were opened, compared to 143 in 2012-13; there were 178 incidents of self-harm (182 in 2012-13) involving 102 prisoners (102 in 2012-13).
- f) The year again saw an increase in ASBOs issued for bullying, from 43 in 2012-13 to 61 in 2013-14 (compared to the 12 issued in 2011-12). Whilst this partly reflects a change in the type of prisoner allocated to Drake Hall, it is also a result of a strong, "zero-tolerance", approach by staff towards bullying
- g) There are 9 ACCT assessors. The quality of ACCT documents is continually monitored through audit on closure, by weekly checks by the duty Governor and monthly checks by the Regional Safer Custody Representative.

5.7 Segregation

- a) Although Drake Hall is a Closed prison it has an open environment behind the fence. The Care and Support Unit is used as a means of segregation for prisoners when they need to be temporarily removed from their normal routine. This may be for their own safety or for that of others or where they have committed an offence against the discipline of the regime. The unit comprises six single traditional cells.
- b) Board members routinely visit the CSU, speak with the prisoners and regularly check the paperwork including daily log, segregation sheet, initial segregation health screens and the food refusal log: these are signed as a record of visit and have been seen to be well kept and up-to-date. There is no cause for concern.
- c) Board members are informed within twenty four hours of a prisoner being located in the CSU and have attended all reviews this year. During the year there have not been any long-stays in the CSU as the staff work diligently with the women to re-integrate them as soon as is appropriate. The team working in the Unit use a variety of approaches to ensure the women understand why they are there and what they need to do to return to their normal location. Staff speak to the women in a civilized manner and develop mutual respect: this is to be commended.
- d) In September the prison had a death in custody: the first for a long time. The prisoner died of natural causes in Stafford Hospital. She had been in hospital for the previous 6 days after collapsing in prison. The Family Support Officer was able to contact the next-of-kin in time for him to be present at the death and gave him support with arrangements following the death. A Memorial Service was held in the prison and staff that had been involved on bed watch or in prior care, were supported by the Care Team.
- e) During the year there was a Safer Custody Audit, from which the prison received a Green rating.

5.8 Residential Services

a) Accommodation

Drake Hall is a campus site made up of both residential and occupational areas. Set in spacious grounds the personal accommodation, educational facilities and workplace departments are located in separate buildings. A number of the buildings are now quite old, but in spite of this limitation, the accommodation is generally of a reasonable standard. The women live in a number of houses that are located around the site. These houses are single storey, and provide single and double rooms, as well as kitchen and shower facilities. The communal nature of these facilities means there are sometimes problems for women in maintaining their privacy. However, the system does appear to work reasonably well. This type of accommodation provides an opportunity for living in a communal setting and helps women to live more independently. This is particularly important for women who are approaching their release date. Accommodation, in the main, continues to be satisfactory. Buildings and décor are well maintained and there is a rolling programme of refurbishment in Association Rooms. CCTV in the common corridor areas of the houses has assisted duty staff at night.

- b) Young offenders are now integrated into the wider prison community and this appears to have worked well. One of the units, St David's, is designated for older prisoners or for women with particular health care needs. This house is staffed and includes the provision of a continuous observation facility.

The grounds are maintained to a high standard. The building of a new twenty five-bed unit has begun and should be ready to open in early 2015. This is outside the prison gates and will act as a stand-alone unit for women who work in the community and are preparing for release. The Board is looking forward to the opening of this new facility.

The Board remains concerned about the poor conditions in the two remaining wartime residential units, Plymouth and Richmond. This has been an ongoing problem for over 10 years. Previous reports from the Board have made reference to this problem. The condition and facilities within these units is unacceptable and in need of significant improvement. This is being kept under review. The waiting room in the Health Care Centre is also in need of improvement.

c) **Food**

Food is prepared in a large and well equipped kitchen and the majority of the women eat in a large community dining hall. Initially, some of the women find this arrangement quite intimidating, although generally it appears to work well. To ensure the process is manageable, a number of sittings are available. The residents of two houses make use of the dining area at each sitting. Both the kitchens and the dining room are well maintained and clean and tidy.

The quality of food at Drake Hall is generally of a high standard. This is supported by positive feedback provided from the prisoners and monitoring by the Board. The menu offers a variety of choices and caters for the needs of the various cultural and religious groups represented in the Prison.

There have been occasions when problems have been identified but these are rare and do not reflect the generally high standards maintained. Where concerns are raised these appear to be responded to in a quick and effective manner. The Board continues to be impressed by the creativity and professionalism of the catering staff. Food is constantly provided in good quantities and of a consistently high standard. The reduction in the Prisoner meal allowance noted in the last Board report does not appear to have resulted in deterioration in the quality of the food.

Section Six

Other Areas of the Prison

Chaplaincy

Despite the best efforts of staff the needs of prisoners of particular religious denominations cannot always be fully met within the prison. Difficulties have been experienced in recruiting a sufficiently diverse Chaplaincy team. Rastafarians, Pagans, Members of the Church of Jesus Christ of the Latter Day Saints as well as Hindus and Muslims have each lacked sufficient support at some time during the year.

Drugs

The prison makes strenuous efforts to avoid the ingress of drugs. There is an encouragingly low level of MDT failures.

Section Seven

Work of the IMB

The Governor has continued to attend the Board's monthly meetings. This has allowed a frank and open exchange of views as well as allowing the Governor to respond to issues raised in the Minutes of the previous meeting.

The Board's good relationship with many staff at all levels, and in particular in the Care and Support Unit, has continued, thereby ensuring that issues are often resolved quickly at a local level.

Board Statistics for the period November 2013 to 31st October 2014

Recommended complement of Board members	12
No. of Board members at the start of the reporting period	8
No. of Board members at the end of reporting period	9
No. of new members joining within the reporting period	3
No. of members leaving within the reporting period	2
Total number of Board meetings during the reporting period	11
Total number of visits to the Establishment	305
Total number of segregation reviews held	45
Total number of segregation reviews attended	45

In addition, the Board attended 78 prison meetings in an observer role. The meetings ranged over the whole annual programme of Management, Strategic, Departmental, and Prisoner Forum meetings. The total number of Applications submitted to the Board this year was 67. Of the four Confidential Access applications, only one was a genuine confidential matter. The remaining three were as a result of prisoners misunderstanding the application procedure. Given the greater population numbers this year, we believe that this still reflects the improved General Application process in the prison. Prisoners now have a better understanding of their entitlements (such as ROTLs and visits) as a result of the Prison now issuing simple, easy-to-understand, guides for prisoners.

Code	Subject	2007/8	2008/9	2009/10	2010/11	2011/12	2012/13		2013/14	
							standa rd	Confi d- ential acces s	std	Confi d- ential acces s
A	Accommodation	3	2	5	0	1	0		2	
B	Adjudications	3	3	2	2	0	1		4	1
C	Diversity related	1	1	2	2	0	4		5	
D	Education/employment/training	2	5	2	1	2	2		2	
E	Family/ visits	3	8	12	5	2	2	1	8	
F	Food/ kitchen related	1	0	0	0	0	1		1	
G	Health related	3	5	9	1	7	6	2	12	
H	Property	11	13	6	6	9	5	1	13	1
I	Sentence related (incl. ROTL)	15	10	24	14	14	19	2	6	2
J	Staff/ prisoner related	8	7	6	4	5	2	3	3	
K	Transfers	5	8	4	6	2	0		1	
L	Miscellaneous	7	6	9	3	2	3		6	
	Total	62	68	81	44	44	43	9	63	4

We continue to be concerned about the number of applications which arise from avoidable failings in the transfer of prisoner properties and monies.

Recruitment to fill vacant places on the Independent Monitoring Board has taken place during the year. This was necessitated, in part, by the retirement of some members on the basis of the length of their tenure. The loss of the skills and experience of members obliged to retire is a matter of regret. Despite thorough advertising there were a limited number of applicants to fill vacancies. The Board was thus denied the opportunity to enhance its diversity.

Glossary

ACCT	Assessment Care in Custody Teamwork
CFM	Centre for Manufacturing
CSU	Care and Segregation Unit
DARS	Drug and Alcohol Recovery Service
DNA	Did not attend
DIRF	Diversity and Inequality Report Form
HDC	Home Detention Curfew
HMP	Her Majesty's Prison
HMIP	Her Majesty's Inspector of Prisons
IDTS	Integrated Drug Treatment Service
MDT	Mandatory Drug Testing
MASH	Multi Agency Safer Health
OLASS	Offender Learning and Skills Sector
PCT	Primary Care Trust
P-NOMIS	Prison – National Offender Management Information System
R&C	Requests & Complaints
ROTL	Release on Temporary Licence
SIR	Security Information Report
UBRF	Unsocial Behaviour Report Form
YO	Young Offender
YOI	Young Offender Institution