



**HMP/YOI Forest Bank**  
**Manchester**

**Annual Report**

**1<sup>st</sup> November 2013 – 31<sup>st</sup> October 2014**

**Chairman: Barry M Cave J.P**  
**Vice Chairman Mr E Birch J.P**

## INTRODUCTION

Amendments to Prison and Immigration Rules governing the role and purpose of the IMB approved by Ministers in June 2004 require Boards “to report annually to the Secretary of State how well the prison/centre has met the standards and requirements placed on it and what impact these have had on those in its custody/held in the centre”.

This is a very broad remit and to help Boards increase the focus and value of their reports, the National Council has prepared the following template and guidance. It is drafted in the light of comments made by Chairs who helped trial the document, good practice found in IMB Annual Reports and comments and observations from those who evaluate the information these reports contain.

The format contained in this document enables Ministers, The Prison Service, NOMS, UKBA management and contractors in the prison and immigration estate to see more clearly what the IMB is telling them about their establishments and to make comparisons across the estate. At the same time, agencies with special interests and responsibilities such as the Skills Funding Agency (SFA), Primary Care Trusts (PCTs), healthcare providers and Safer Custody Group will be able to readily find the specialist information they require. It will also enable the IMB National Council to identify emerging themes and trends, inform NC priorities and identify training possibilities for IMB members.

Additional guidance has been included on content, style and layout, on preparing and producing the report and on contacting the media. Boards retain their right ‘to inform the Secretary of State or any official to whom he has delegated authority, where it judges appropriate, of any concern it has’ and to report to the Minister any matter which in its independent judgement it believes the Minister should know’. A common format and good practice followed by all Boards will ensure that the voice of each Board is heard more clearly and more powerfully.

Forms designed to assist Boards record and collate information in the preparation of the report have also been included. Of course, a Board has the right and duty to report to the Minister any matter with in its independent judgement it believes the Minister should know.

## Section 1

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### STATUTORY ROLE OF THE IMB

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

The Board is specifically charged to:

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

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

## Section 2

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## Section 3

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### DESCRIPTION OF THE PRISON

HMP/YOI Forest Bank is a purpose built category 'B' prison operated by Sodexo Justice Services and is in its 14th Year of operation. It is a local prison serving courts in Manchester, Bolton, Oldham, Bury, Tameside, Rochdale, Stockport, Blackburn, Burnley, Chorley and occasionally Liverpool Courts. The establishment holds adult men both on remand or sentenced and young prisoners between the ages of 18-21 years.

Forest Bank is also used in overcrowding drafts for areas as far away as Birmingham but the majority of the population is from the Greater Manchester area.

The operational capacity is set at 1460 with a CNA of 1064. There are eight residential house-blocks with a total of sixteen wings.

Description of residential units:

#### **Wing Function**

<b>A1</b>	<b>Young adults</b>
<b>A2</b>	<b>General Population</b>
<b>B1</b>	<b>General Population</b>
<b>B2</b>	<b>40 hour week workers</b>
<b>C1</b>	<b>General Population / Challenging Behaviour Unit</b>
<b>C2</b>	<b>Kitchen Workers</b>
<b>D1</b>	<b>General Population</b>
<b>D2</b>	<b>Drug Free</b>
<b>E1</b>	<b>Induction</b>
<b>E2</b>	<b>General Population</b>
<b>F1</b>	<b>Challenging Behaviour Unit</b>
<b>F2</b>	<b>General Population</b>
<b>G1</b>	<b>Eden Unit – Drug Recovery</b>
<b>G2</b>	<b>Recovery Motivation Unit</b>
<b>H1</b>	<b>First Night Induction</b>
<b>H2</b>	<b>Vulnerable prisoners</b>

There is also a Healthcare Centre which has a twenty bed in-patient facility and a Care and Separation Unit which can house up to twenty five prisoners if necessary. Other areas of the prison include an Education Centre with classrooms, a library and computer suite; a Chapel; a Gymnasium with a Sports Hall and an outside all weather Astro pitch; Industries comprising of separate workshops; a reception; a visits hall; an administration centre and kitchens which were awarded a Gold star rating from Salford Council Health and Hygiene for the sixth year running.

## Section 4

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### EXECUTIVE SUMMARY

The summary is a true reflection of the work carried out at HMP Forest Bank Manchester by the staff and the Independent Monitoring Board for the reporting year 1<sup>st</sup> November 2013 to 31<sup>st</sup> October 2014. It follows the monitoring of the establishment using the Template and Guidelines issued by the Ministry of Justice which provides valuable information and feedback to the Government and Ministers.

This Board of Volunteers has been operating with only one third of its complement for the past year. It is only right and proper therefore that at the outset of this report I place on record my personal thanks to the Board Members not only for their support to me as Chairman but also for their unstinting commitment, professionalism, diligence, patience and care in difficult circumstances in their task of monitoring the establishment.

The shortage of numbers on the Board is reflected in the reduced number of areas reported on this year. Early in the year we had a very good response to our advertising campaign for new members but sadly by the end of the reporting period we are still less in numbers than we started with.

As in previous years, the Board acknowledges with gratitude the excellent professional relationship it enjoys with the Director Mr Trevor Shortt, his Deputy Mr Ian Whiteside, the Senior Management Team and the Staff. All have shown themselves to be caring and dedicated in carrying out their roles within the establishment and set themselves very high personal standards.

Clearly the Government is still required to impose financial restraints to reduce the National Debt and this of course has implications for the Ministry of Justice which has seen its annual budget reduced with a consequent effect on the prison service.

At Forest Bank the Board is delighted to report that all services remain at a very acceptable standard with little impact on the core day, visits, food, maintenance or re-offending programmes.

It is with deep regret that the Board has to report the death in custody of three prisoners. Two of these were as a result self inflicted injuries and one through natural causes. Each death is investigated by the Ombudsman and the findings are published. The Board attends and monitors each Death in Custody, has an input in the investigation and receives the final reports.

In this reporting year we are very pleased to note that a Security Audit and a Safer Custody Audit both received a GREEN classification which is the highest that can be awarded.

Last year we raised concerns regarding the number of detainees kept in custody under IS 91 (Immigration Matters). This year the situation has improved with only 28 being held under these orders.

We are very pleased to note that the Maintenance programme has continued apace despite the financial restraints. Most notable are the installation of new Industrial washers and dryers, new shower areas and floors on the wings. Currently the Maintenance team under the leadership of the Maintenance Manager deal with an average of 130 repairs each month as well as 400 planned work projects annually.

The property storage facility is working well but the Board continues to receive numerous Applications from prisoners regarding missing property. Much of these emanate from transfers to and from other prisons as the vehicles are still not designed with enough space for multiple bags of property which are associated with long term prisoners.

Last year the Board raised awareness of the increased risk across the population of the growing numbers of Organised Crime Group members in custody. We are pleased to report that at Forest Bank this has been very well managed by the Security Department and we have not received any reported incidents during the year.

The Board finds it difficult to understand why prisoners from Wigan are being sent to Liverpool, and Liverpool prisoners are being accommodated in Forest Bank. This appears illogical as Wigan is closer to Forest Bank and by accommodating them locally there would be a saving in cost and prevent friction resulting from visitors having to travel longer distances.

This is a policy which the Board feel would benefit from review.

One of our major concerns is the increase around the prisoners use of New Psychoactive Substances, (Legal Highs) often known as "Spice" or "Black Mamba" with serious physical and mental health consequences. At the present time these are readily available in the community, are extremely difficult to detect as there is no distinctive smell, evade current drug testing capabilities and cause difficulties for the staff in managing and treating the side effects which on occasions necessitate hospital treatment. Prisoners who have taken the drug can experience seizures, loss of motor control, irregular heartbeat and psychosis.

The Board would urge the Minister to take forward a system of testing for this drug and roll it out to prisons as a matter of urgency.

The Board is very pleased to report that the new Incentive Earned Privileges Scheme introduced from 1<sup>st</sup> November 2013 has resulted in very few problems. It had been anticipated that this piece of legislation would cause difficulties nationwide for discipline within the establishment but the staff had been well trained in preparation for the event and no problems were encountered.

The prison has proactively engaged with the University of Central Lancashire to deliver a Pro-Social Modelling Course to over 250 staff so far. NOMS recognise that a Pro-Social Modelling culture is a key factor in reducing reoffending hence the importance being given to this training.

There have been a number of prisoner / family days throughout the year.

This has been very successful and the feedback from prisoners and family members has been very positive and the Board hopes that this practice will continue in 2015.

During the year the prison has hosted visits from:-

Hazel Blears – Member of Parliament for Salford and Eccles

Deputy City Mayor - Salford City Council - Councillor David Lancaster

Andrew Emmett – NOMS

Mark Eckersley - General Manager GEO-AMEY

Ian Blakeman – NOMS

Jane Yan - HRD China

Paul Lee - High Sheriff of Manchester

Regional Meetings of the I.M.B

Another success story is the Eden Drug Recovery Unit. This unit is designed to promote and facilitate recovery for prisoners allowing them to live a life free from substance abuse. Currently there are 60 prisoners currently taking part. 750 prisoners have taken part in Recovery since August 2011 with a success rate of 67%

Members of the Board have regularly attended the following meetings:

- Security
- Diversity and Inclusion
- Prisoners Consultative Meetings
- Safer Custody and Violence Reduction
- Healthcare
- Reception Inductions
- Care and Separation Reviews
- Board Meetings

In addition members of the Board attend each Initial Training Course for new officers and give a presentation on the work and responsibilities of the Independent Monitoring Boards.

The Board enjoys an excellent working relationship with the Controller and his team at Forest Bank.

In particular, we appreciate the willingness with which we receive answers to any questions that we may have and the invaluable guidance that we receive particularly in relation to prisoner's applications and the contractual requirements of the prison.



The Controller and his staff are always willing to accept an invitation to attend any of our meetings and to brief the Board on current matters.

## Section 5

### KITCHENS 5.1

The kitchens are overseen by a Catering Manager and 2 Team Leaders, 2 NVQ assessors and 5 Prison Custody Officers who all have catering experience and have the appropriate accredited catering certificates. They prepare over 3,000 meals per day and over 4,500 at the weekend.

There is a multiple choice of hot and cold meals each day, 5 choices at lunch, 6 choices at dinner. Prisoners who work in the kitchens have a requirement to pass food hygiene exams before they can work there and have to be drug free.

Some prisoners on release have obtained employment with J W Lees brewery who sponsor a training programme within the establishment.

The jail caters for all religions including Muslim, Buddhist, Hindu, Rastafarian and the meals are well prepared and served to a reasonable standard. The Board monitors the kitchens weekly to check the quality, quantity and temperature of the food served.

The food budget for the prison is in the region of £25,000 per week.

In respect of Ramadan, 123 prisoners were served hot food after sunset. These meals are cooked at 160c, blast chilled, put into sealed aluminium containers then reheated by prison staff to be transferred to the wings and served.

HMP Forest Bank has again won a catering award from Salford City Council for the 6th year running and an award ISO 90001 March 2014 - 2015.

All officers working in the kitchen with the prisoners have a level 3 RSPH.

## SECURITY AND OPERATIONS – 5.2

Reportable Incidents	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Jul 2014	Aug 2014	Sep 2014	Oct 2014
All	64	103	88	97	62	95	75	86	88	78	59	148
Assaults on Staff		2	2	0	0	0	2	2	1	4	2	8
Assaults and Fights		21	17	15	12	15	7	14	7	10	12	30
Use of Force	20	18	12	18	15	21	20	24	20	21	10	44
Drug/implement Finds	19	29	21	17	11	23	15	19	23	20	16	23
Self Harm	25	33	36	47	24	36	31	27	37	23	19	43

**The table above shows the monthly breakdown of assaults, fights, use of force, drug finds and incidents of self harm.**

The aim of the Security Department at HMP Forest Bank is to provide Security, Safety and Control.

This goal continues to be developed and achieved as is the physical, procedural and dynamic security coupled with excellent intelligence which is received and acted upon daily.

Monthly meetings are held which cover all aspects of security both within the confines of the prison and the surrounding area. Intelligence is disseminated and current trends examined. The meetings are chaired by the Director or his Deputy and are attended by the Head of Security and Operations or Security Manager, Catering, Wing Governors, Controller, Police, Health and Safety, Safer Custody, Healthcare, Geo Amey, Maintenance and the I.M.B.

Objectives vary throughout the year according to prevailing circumstances. The agenda is drawn up so that the meeting is focused and the discussions relevant. Up to date information is essential if the deliberations are to be effective and to this end the staff from the Security Department prepare a monthly threat analysis report.

The content of the report and its conclusions are circulated and all staff are encouraged to comment or contribute to the findings.

As in previous years the Board has been extended the utmost courtesy and consideration in conducting its business at the prison.

Any information requested has been provided promptly and fully. We have been kept informed of current trends and where possible details of staff and wing searches have been provided along with an invitation to attend and observe.

The excellent professional working relationship enjoyed during last year has continued along with mutual respect and co-operation.

The Board wishes to highlight and place on record its thanks for the co-operation and assistance it receives from all members of staff and management in relation to security matters.

### **MDT:**

Forest Bank is a very busy local prison with an average turnover of approximately 2,000 prisoners a month. The prison completed approximately 300 tests a month which includes Random, Suspicion, Risk and Reception tests. The last monthly MDT rate is running at 4.11% with an annual level at present just under 5.09%.

### **Drugs**

This area of responsibility for the security department continues to be a constant pressure for both prison staff in general and the security staff in particular. It is a constant battle to combat the problem of drugs being smuggled into the prison. Prisoners are constantly trying to find new ways to obtain contraband and the Security Department works very hard to assess trends, available intelligence and to close down avenues as they become known.

### **Mobile Phones**

Mobile phones continue to be in great demand within the Prison, with a basic handset (costing £7) changing hands for up to an estimated £500. Staff continue to remain vigilant and are always on the lookout for chargers and SIM cards in addition to phones. The BOSS (electronic detection chair) in Reception has proved effective and there has been considerable investment in purchasing wands and additional training on search methods.

**This year the following has been recovered:**

**Mobile Phones: 117**

**Chargers/Batteries: 83**

**Sim Cards: 86**

This year has seen the emergence of mini “car key fob” mobile phones which due to the small size and lack of metallic components are very difficult to detect. These phones are available in local shops and the internet, and retail for approximately £80. Inside the prison they command an estimated price of £ 450

### **Staff Searches**

The target for staff searches is 1 per month throughout the year and this was achieved.

During the reporting period 22 searches have been conducted. This is a time consuming and labour intensive part of the security operation but an essential one.

Particular attention has been paid to inform all staff of the sophisticated methods of conditioning being employed by prisoners; this is clearly an area which must remain at the forefront of every persons mind and the training is ongoing.

### **Intelligence Reports**

This year has seen a further improvement in the quality of reporting and the evidence provided in these reports. Each report is graded and an appropriate response is made, confidentiality is maintained and there has been good liaison with Manchester and Merseyside police. We have again seen all members of the security department show considerable dedication to their work, much of which has to be done under extremely difficult circumstances.

I am pleased to be able to report that 4 new security staff have now been appointed which indicates the raised profile in the department.

### **Visits**

During the reporting period 87,256 visitors entered the prison visits hall.

The Ion drugs scanner is very effective. It allows for a faster but more comprehensive check in and search procedure for visitors.

The Board are satisfied and confident that the Security Department is operating very effectively within the establishment.

The view is re-enforced by the results of a recent unannounced audit, undertaken by the Ministry of Justice who awarded HMP Forest Bank a Green rating which equated to a score of 96% in this very important area of operations.

### Care and Separation Unit (CSU / Segregation) 5.3

The Board's role is to ensure that:

- activity of the unit is carefully observed, with each prisoner spoken to on every rota visit; and
- the board is informed consistently about developments for which the IMB has specific monitoring responsibilities

Examples of the type of monitoring undertaken to achieve these objectives include at least weekly rota visits at which all prisoners are spoken to and their comments recorded, monitoring the physical condition of the accommodation and facilities to ensure it is similar to normal accommodation, receiving notification from the unit within 24 hours of a prisoners segregation, attendance at prisoner reviews and adjudications, and ensuring all paperwork is complete.

The unit comprises 24 cells, including 2 special cells, 2 holding cells and a meeting room used for adjudications, reviews and general meetings.

Overall, staffing of CSU is normally 10 officers (3 Senior and 7 PCO's) but when the weekly average prisoner roll count is over 15, 2 additional staff are brought in from the wings.

In general the facilities within CSU are well maintained and are kept in good order. The Manager of the unit is particularly keen to ensure that the general cleanliness and physical fabric of the cells are no worse than those on normal location. However only two shower cubicles are provided on the unit and they are in need of upgrading. The Board has highlighted this and Management is currently considering their replacement with the more `communal` type of showering facility which exists elsewhere in the prison.

The number of prisoner held in CSU varies from week to week.

In 2013, the average was 12 per week.

In the year to October 2014 however the average number increased to 19 prisoners per week. This increase coincides with a general increase in the number of adjudications processed. In 2013 the average monthly total of adjudications was 183.

In the year to September 2014 the average monthly total was 267, an increase of 45%.

The numbers of prisoners being held in the CSU has increased in the reporting year.

There are a number of factors that have contributed to this:

1. Increase in the operational capacity of the prison
2. An increase in prisoners from outside of the prison's catchment area including a number of Tornado transfers into the prison;
3. Prisoners being placed into the CSU for association with psychoactive substances;

In the 2014 reporting period the majority of prisoners held in CSU were there under Prison Rule 45/YOI Rule 49 (removal from association either in their own interest /own protection or in the interest of good order or discipline (GOOD) or as a consequence of Prison Rule

53/4 (segregation pending adjudication). The monthly average for Rule 45 was 29 and for Rule 53/4 prisoners the monthly average was 22.

It is pleasing to report that in the 2014 reporting period no prisoner was held in segregation for over 3 months, unlike in 2013 when there were 4. However, 4 prisoners have been held in the Special Accommodation during 2014, albeit for no more than 24 hours, whereas in 2014 only 1 prisoner was in Special Accommodation.

In the 2013 reporting period (January to September) 28 prisoners were held in CSU under open ACCT (Assessment Care in Custody Teamwork) whereas over the same monitoring time period in 2014 there were 66 prisoners on open ACCT, almost a two and half fold increase.

The CSU is managed to a high standard adhering to appropriate rules and procedures, with appropriate monitoring and reporting mechanisms to the IMB in place. CSU statistics are kept and every 3 months the Segregation Monitoring and Review Group (SMARG) meet to monitor trends and to address any emerging issues.

Periodically, the CSU accommodates particularly difficult to manage prisoners, notably those that undergo `dirty protests.

Throughout the year one prisoner who was on a dirty protest was particularly demanding and challenging.

The prison's approach to managing the prisoner until his release in August 2014 was multi-disciplinary, headed by the Director.

The IMB was invited to attend the review meetings and we monitored the situation.

It is pleasing to report that the prison managed the prisoner appropriately providing him with relevant care so that his needs were met, but at the same time safeguarding and protecting other prisoners and staff.

Reviews of prisoners held in CSU are held three days a week, Monday, Wednesday and Friday.

Board members attend reviews to ensure that they are properly conducted in accordance with set procedures and that the proceedings are properly documented. There is always a representative from the mental health team present and the prisoner is given the opportunity to make their representations and to discuss any issues. Board members have attended several reviews throughout the year.

No issues or matters for concern have been reported.

On our visits to CSU Board members are respected and openly received, and throughout the year staff and CSU management alike have responded positively to our requests for information and to our monitoring role in general. There have been occasions when we have been specifically invited to attend review meetings and other briefings.

## **Adjudications**

The Board's role is to ensure that adjudications are monitored regularly for fairness, consistently and prisoners understanding.

The Board monitors adjudications on a monthly rota basis by attending hearings. Adjudications hearings take place daily and the Board attends on average 3 times per month.

The Board receives the adjudication sheets which contain details of the decisions made and details of adjudications charges to be heard are available the day before.

Independent Adjudications (Tier 2) are held about twice per month. The Board carry out periodic monitoring of Tier 2 adjudications.

The table below shows the total number of adjudications held throughout the reporting period. The figures in brackets are for the same month but in the previous year.

### **Total Adjudications**

Each month there has been an increase in the number of adjudications heard in comparison with the corresponding month the year before. This year the total number of adjudications were held was 3212.

Over the same period last year the total figure was 2205. This represents a 45% increase and would correspond with increasing numbers of prisoners being held in CSU.

During the reporting period no issues have been raised by the Board about the way adjudications were conducted and adjudicators are reported as being consistent in the way the hearings are held. In respect of punishments and awards Senior Managers review their relevance, fairness and appropriateness on an ongoing basis at the quarterly SMARG meeting.

There continues to be concern about police referrals for adjudication charges and delays in the referral process. These are charges that are too serious for the prison to deal with under the adjudication process, and are more appropriately dealt with by Greater Manchester Police (GMP). About 2 years ago there was a full time police Liaison Officer, based at Swinton Police Station, would coordinate relevant cases. A change in procedure now means that any reportable offence is telephoned to Swinton Police Station and the Duty Officer who takes the calls, deals with the matter.

It is then up to the Crown Prosecution Service to take the case forward. A time limit of 6 weeks previously observed has not been happening consistently and it is often prison staff chasing the issue.

This means that those offences which by definition are the most serious because they have been referred to the GMP for pursuance are not dealt with. This often results in the charge being so old it is not in the interest of justice to proceed or a delay so long that the charge becomes redundant.

The prison continues to work with the police on this matter.

This issue continues and needs to be taken forward in order to provide staff with the support they need and to maintain public confidence in the justice system.

In conclusion, the Board wishes to express its appreciation and acknowledgement of thanks to the various adjudicators for their professionalism, expertise and skill in conducting adjudications. The Board is satisfied that the adjudication process is conducted fairly and consistently, and that prisoners are given every opportunity to be represented, to contribute and to challenge the evidence. Adjudication decisions are made promptly with a full explanation of the factors that influenced the decision. All prisoners are given information about the appeal process.

## **Diversity and Inclusion 5.4**

Forest Bank recognises Diversity and is committed to the equality of treatment regardless of race, ethnic origin, gender, sexual orientation, religion or disability. Discrimination or any form of abuse is unacceptable.

All staff take diversity seriously and Senior Managers of all departments and prisoner representatives attend Bi monthly Diversity and Inclusion meetings at which the IMB report their observations.

In Forest Bank to date there have been 54 DIF forms. All incidents of discrimination, harassment and victimisation are reported to the Diversity and Inclusion Team. They are fully investigated and are quality checked by the IMB.

In 2014, over 500 care plans have been opened. The Diversity and Inclusion surgeries offer an open door policy to offenders across the establishment to develop and maintain care plans for any offender with a disability. The care plans are then disseminated to different departments, i.e. Healthcare, Education, Safer Custody, Housing etc. Referrals are made and a multi disciplinary approach is taken to ensure full support is offered.

The establishment has issued 125 Disability Cards during the year.

Currently, 62 prisoners are holding disability cards, 28 are medically unfit for work and 9 prisoners have PEEP's in place.

## **Protected Characteristics**

These are as follows

- \* Age
- \* Disability
- \* Gender
- \* Gender Reassignment
- \* Race and Ethnicity
- \* Religion and Belief
- \* Sexual Orientation
- \* Marriage and Civil Partnership
- \* Pregnancy and Maternity



The Diversity and Inclusion Team monitor and champion equalities across the establishment to develop and maintain the following forums / surgeries below:

- \* BAME/FNP
- \* Roma Gypsy Travellers
- \* Majority
- \* Gay rights and supporting prisoners
- \* Older prisoners (50 and over)
  
- \* Younger prisoners (21 and under)
- \* Faith
- \* Learning difficulties / learning disabilities
- \* VP's diversity forum

### **Foreign Nationals**

Of the 83 foreign national prisoners in Forest Bank, 28 are held on IS91's. The number held on sole IS91's is 10.

All none speaking English offenders are assessed by the Diversity and Inclusion team within a week of coming to HMP Forest Bank at the Big Word surgeries.

### **Cultural Awareness**

The Diversity Team actively promote Cultural awareness for both staff and visitors. The recent Black History celebration was educational with live entertainment. It was well attended by staff and prisoners with excellent feedback received by the IMB. Through the year there are displays throughout the establishment aimed at increasing cultural awareness (e.g. Gypsy/Traveller history, learning difficulties / disabilities).

There are special catering arrangements for Ramadan to ensure a hot meal is available at sunset each day for 28 days of the festival. The feedback from the prisoners was very positive and no complaints were received.

### **Healthcare 5.5**

Staffing levels.

1 Healthcare Manager  
3 Clinical Leads  
Primary Physical Health – 11 Registered General Nurses  
Primary Mental Health – 6 Registered Mental Health Nurses, both teams are supported by  
6 Healthcare Assistants

There is a team of 5 G.P's and 1 G.P with special interest in ITDS Clinical Interventions

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A full Pharmacy service is provided by Boots Alliance who employs 1 pharmacist four days per week, 1 full time pharmacy technician for IDTS. Forest Bank spends £2500 on average per week on medicines.

Secondary Mental Health is provided by GMW Foundation Trust

### Healthcare Appointments

HMP Forest Bank	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct
Number of planned appointments												
GP	678	651	660	641		694	676	661	736	688	702	812
Nurse Clinic	1054	984	1149	1077		1392	1258	1104	1325	1309	1296	3282
Dentist	222	142	279	286		232	251	104	131	160	178	287
Optician	10	20	20	20		10	17	30	20	12	14	20
Number of appointments not attended												
GP	119	97	107	159		164	149	181	157	156	149	185
Nurse Clinic	85	51	100	84		146	99	118	127	96	127	80
Dentist	65	38	82	92		112	98	19	24	34	48	81
Optician	2	5	1	6		2	8	6	6	2	2	0

### Primary Care

Meetings are convened every week by the clinical leads to discuss patients of concern which may need multi disciplinary needs.

Services include GP Respiratory, Bloods, Sexual Health, Anti-Coagulant, Dermatology, IHD under 50's, Ear Clinic, Older Patients, Minor Operations Dressings, Immunisations, Triage, Hepatitis Clinic, Pain Management, Diabetes, Injection Clinic, BBV Clinic and Palliative Care.

There is a 5 bed ward equipped and furnished specifically for use of those prisoners needing specialist treatment or End of Life Care, the refurbishment was funded by the King's Fund.

The ward is a first class example of how such a unit should be presented and maintained in a prison environment.

Other services include:

Dental Services – Available for sentenced prisoners, with emergency treatment for those on remand. There is currently a 15 day waiting list for non urgent cases but they are introducing extra sessions to reduce the backlog.

Podiatry – only for sentenced prisoners

Optometry – Sentenced prisoners

**Discharge Planning and Care**

From October 2013 to September 2014, 1635 prisoners were treated for drugs and alcohol addiction.

1366 for drugs and 269 for alcohol.

With the intervention of the team 1542 successfully completed their care plan.

They also link in with the prison Pharmacy to ensure they are in receipt of their home medication.

**Mental Health**

The prison has a primary care Mental Health Team who are employed by Sodexo Justice Services and work within the Healthcare Department

**Prisoners with Disabilities 2014**

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	2014
1 Disability	220	233	244	245	245	207	N/A	235	251	
More than 1 Disability	42	42	53	53	56	42	N/A	43	55	

Disability is defined under the following headings, severe disfigurement, speech impediment, visual impairment. Progressive conditions, reduced physical capacity, hearing difficulties, learning difficulties, dyslexia, mental illness, reduced mobility and other disabilities.

**Vulnerable Prisoners and Healthcare Provision**

A separate regime is allocated for vulnerable prisoners to give them access to healthcare facilities.

They also have specific times for work and recreational facilities to ensure they are not excluded in any way.

The Vulnerable Prisoners wing houses up to 80 inmates.

## Joint Working Partnerships

The NHS commissions secondary health service for offenders at Forest Bank, Salford PCT provide support to the prisoners in respect of sexual health, Hep C and dental services.

Sodexo Justice Services works in cooperation with the Department of Health to ensure that the delivery of primary health services is in line with current practice, and to ensure continuity of care for prisoners transferring to and from SJS prisons and into the wider HMP prison estate.

## Visitors Centre 5.6

### Social / Domestic Visits

Monday	Closed
Tuesday – Friday	13.00 - 19.30
Saturday – Sunday	12.00 – 16.30

Legal Visits (Mondays)  
Remain unchanged

The maximum length of time for a visit is still two hours which appears to be quite an acceptable length of time.

The total number of visits from 1<sup>st</sup> November 2013 to 31<sup>st</sup> October 2014 was 87,256 which is a slight reduction on the previous year.

### Visits Total Returns for 12 months

Convicted Prisoners YOI			Convicted Prisoners Adults	
Basic	18		Basic	91
Entry	396		Entry	3531
Standard	681		Standard	11695
Enhanced	43		Enhanced	4041
Remand Prisoners YOI			Remand Prisoners Adults	
Basic	189		Basic	182
Entry	723		Entry	3118
Standard	2205		Standard	10757
Enhanced	20		Enhanced	412
Regime Hours YOI			Regime Hours Adults	

Domestic Visits	2772.5		Domestic Visits	37213
Legal Visits	833.75		Legal Visits	4433.25
Legal Visits YOI			Legal Visits Adult	
Remand	560		Remand	3089
Convicted	562		Convicted	3184
KPI Failures			KPI Failures	
Remand	0		Remand	0
Convicted	0		Convicted	0
<b>Articles passed in the Visits Hall</b>				
Swallow	Remand	1		
	Convicted	2		
Conceal	Remand	13		
	Convicted	12		
<b>Closed Visits</b>				
Suspected Drugs	Remand	126		
	Convicted	164		
MDT	Remand	271		
	Convicted	266		
Behaviour	Remand	235		
	Convicted	132		
Total Extra Hours Given		572.25		

The crèche is very popular and runs well under the supervision of volunteers and in the reporting year no issues have been raised with the board. The crèche is very grateful for the toys donated by the general public and prisoners' families and is vital to the families of the prisoners.

The prison also runs family days and these were run on:-  
17<sup>th</sup> February, 21<sup>st</sup> April, 2<sup>nd</sup> June, 28<sup>th</sup> July, 2<sup>nd</sup> September 20<sup>th</sup> October

### Visit Booking

The majority of visits are still booked by telephone even though they can be booked by text or e-mail.

Staff have also identified a problem in that an increasing number of family members book a visit and then fail to turn up.

This is being done to prevent family or partners booking when there is a conflict within the family unit.

The new kiosk system on each wing is now being used by prisoners to book their own visits directly.

As more prisoners become accustomed to this method it will relieve the administrative strain and make for a more accurate and effective method of booking.

### Ion Scanner

The Board have been made aware that there are differing views from staff as to the effectiveness of the scanner compared to having drugs dogs on scene.

Statistically, the Ion Scanner is far more effective.

### Visits Monthly Returns

	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14
<b>CONVICTED INMATES ADULTS</b>												
<b>Basic</b>	6	7	2	3	6	13	15	4	7	8	10	10
<b>Entry</b>	133	342	335	357	269	264	289	317	316	321	288	300
<b>Standard</b>	892	783	916	884	1003	1048	1028	989	1129	992	1007	1024
<b>Enhanced</b>	599	521	417	354	341	320	274	217	233	214	249	302

	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14
<b>REMAND INMATES ADULTS</b>												
<b>Basic</b>	6	24	15	6	26	24	19	10	8	11	14	19
<b>Entry</b>	82	250	208	280	341	403	256	333	284	230	224	227
<b>Standard</b>	1027	737	805	757	719	839	1013	924	1052	991	959	934
<b>Enhanced</b>	93	34	41	58	53	24	13	13	2	15	26	40

	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14
<b>REGIME HOURS ADULTS</b>												
<b>Domestic Visits</b>	3159.5	2860.5	3649.5	2960.5	3343	3490.5	2704	3039	3041	3016.5	2971	2978
<b>Legal</b>	453	336	455.25	389.25	444	392.25	310.5	256.25	388.5	319.75	351	337.5

	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14
<b><u>LEGAL VISITS ADULTS</u></b>												
<b>Remand</b>	334	254	282	256	250	274	254	235	258	198	239	255
<b>Convicted</b>	294	204	317	269	342	274	255	261	268	195	249	256

	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14
<b><u>ARTICLES PASSED IN HALL</u></b>												
<b>SWALLOW</b>												
Remand	0	0	0	0	1	0	0	0	0	0	0	0
Convicted	0	0	0	0	0	0	0	0	0	2	0	0
<b>CONCEAL</b>												
Remand	0	0	2	4	3	1	1	0	1	0	0	1
Convicted	0	1	0	0	2	1	2	1	2	2	0	1

	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14
<b><u>CLOSED VISITS</u></b>												
<b>SUSPECTED DRUGS</b>												
Remand	4	1	1	11	8	9	5	10	10	28	17	22
Convicted	3	1	5	8	29	5	10	12	13	38	24	16
<b>MDT</b>												
Remand	22	13	30	31	24	33	39	17	18	11	10	23
Convicted	16	9	34	19	34	28	25	28	17	27	12	17
<b>BEHAVIOUR</b>												
Remand	31	21	42	54	30	17	15	2	16	5	0	2
Convicted	13	18	33	15	9	13	10	6	7	4	0	4

	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14
<b><u>CONVICTED INMATES YOI</u></b>												
<b>Basic</b>	2	2	1	0	1	2	0	1	1	3	4	1
<b>Entry</b>	32	39	40	22	26	22	35	32	29	24	44	51
<b>Standard</b>	70	46	67	44	40	41	47	38	65	72	63	88
<b>Enhanced</b>	16	9	2	0	4	7	0	0	3	2	0	0

	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14
<b>REMAND INMATES YOI</b>												
Basic	8	9	19	2	1	5	35	34	19	15	28	14
Entry	9	43	44	56	47	72	100	67	64	67	67	87
Standard	228	162	191	74	113	90	187	247	246	225	228	184
Enhanced	12	0	0	0	1	5	0	0	0	0	0	2

	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14
<b>REGIME HOURS YOI</b>												
Domestic Visits	239.5	230.5	268	247.5	151	163.5	220	244	260	266	245	237.5
Legal	86.25	55.5	81.5	61.5	59.25	74.5	70.5	70.5	81.25	56.25	72.25	64.5

	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14
<b>LEGAL VISITS YOI</b>												
Remand	49	27	79	51	41	65	37	40	67	23	40	41
Convicted	70	48	29	31	38	28	72	54	28	42	60	62

	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14
<b>KPI FAILURES</b>												
Remand	0	0	0	0	0	0	0	0	0	0	0	0
Convicted	0	0	0	0	0	0	0	0	0	0	0	0

	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14
<b>TOTAL NUMBER OF VISITORS</b>	7506	6860	7540	6638	7117	7101	7745	7315	7970	7351	6971	7142

	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14	May 14	Jun 14	Jul 14	Aug 14	Sep 14	Oct 14
<b>TOTAL NUMBER OF EXTRA HOURS GIVEN</b>	41.5	32	34	34	42.75	76	50	41.5	44	57.5	57.5	61.5



## **Industries 5.7**

Over the last 12 months the workshops have been filled with constructive activities which allows the prisoners to develop their work skills to make themselves more employable when released.

### **Timpson's**

The Timpson's workshop offers repairs for shoes, heels, handbags, new zips and other repairs of various types. The workshop employs 20 prisoners and is hoping to increase to 30 in the near future. The prisoners work 40 hours per week. Upon release, prisoners are guaranteed an interview with the company

Timpson's have 3 full time officers to teach, supervise and inspect before delivery.

This is a success story for the prison.

### **LTV Workshop 9**

This workshop processes books which arrive from very large outlets.

They check, sort, pack and ship the books to various smaller stores for their re-sale. Books that are not deemed fit for re-sale are recycled. 42 prisoners are employed on a 2 week shift system working 40 hours per week.

### **LTV Workshop 10**

Old and new DVD's are reduced to minute particles, granulated and then loaded into 1 tonne bags for shipment. These granules are then used to make the reflective strips on high visibility clothing and accessories.

The cardboard cases are shredded and recycled. The DVD polystyrene cases are reused if they are in good condition. All broken cases are granulated for reuse.

Metal CD cases are also recycled in this workshop. Approximately 35 pallets are processed each week, generating on average 8 tonnes of recycled material.

This workshop offers 45 prisoners 40 hours per week on a 2 week shift system.

The board note that this workshop offers an NVQ level 2 in recycling.

### **Marshall Tuflex Workshop 2&3**

This workshop involves the assembly of various electrical products for wholesale companies, one example being plug sockets. Approximately 350,000 to 420,000 are assembled per week. This year 1,603,088 boxes have been delivered. This workshop has 38 pallets delivered per week and employs 24 prisoners from 8:30 till 11:00 each morning and 27 prisoners from 13:15 till 16:00 each afternoon.

## **Workshop 8**

Full training in painting and decorating is given to City & Guilds level 1. This workshop also has a printing workshop which produces contract printing for internal stationery and external printing and posters for various companies. This workshop also produces the printing and posters for Sodexo.

The painting and decorating workshop employs 9 prisoners on a 2 week shift system offering 40 hour per week and the printing workshop employs 7 prisoners on a 2 week shift system offering 40 hours per week.

## **Tier 1 Recycling**

Old and out of date computers are stripped down and recycled in this workshop. Computer disk drives are removed for re-sale or recycling depending on the make and model. All other parts are stripped and sent to various companies in England or abroad. All wiring is stripped of insulation and then granulated into copper, PVC etc for recycling. Metal cases are sent for scrap and recycled.

This workshop offers 34 men a 2 week shift system of 40 hours per week.

Each prisoner within the industries complex has a Personal Progression Booklet, a working CV which identifies learning objectives, comments from the workshop instructor and is used as preparation for work on release. Replicating work in the community each workshop also displays KPTs required for the week and identifies employees of the week.

## **Education, Learning and Skills 5.8**

The Board is pleased to report that the education department has made much progress in extending the quality of learning and skills provision at Forest Bank.

Prisoners are assessed on their basic literacy and numeracy skills on their fourth day of admission to Forest Bank. They need to reach entry level 3 to obtain work in Prison. Courses are available to bring the educational standard up to the required level. Prisoners' educational requirements are included in their sentence plan if appropriate. There is a range of courses available to meet their needs and sufficient places to accommodate prisoners who need them.

There are a number of prisoners who fail to attend these courses because they prefer better paid jobs. Other issues which may limit the learning and skills opportunities available include detoxification programmes, gym sessions, court appearances and sickness. The actual classroom attendance as compared with places available is over 90%.

There has been more development in extending the link with outside firms to provide a greater range of prison work and training. There are now five workshops operating a full

40 hour working week. The provision of activity and work places is now around 1200. The number of unemployed prisoners has reduced to approximately 200. The Board consider this is important aspect of the Education Departments work and invaluable in improving the job prospects for prisoners on their release.

Four additional teachers and two new curriculum managers have been appointed. This has strengthened the functional skills teaching scheme and helped improve personal and social development programmes.

The views of prisoners regarding education and learning were generally favourable. The prisoners consulted would like to see more provision for acquiring trade skills, as, in their view, this would improve their prospects of obtaining employment after their release. However, they were pessimistic about their job prospects on leaving prison. They said they generally came from areas of high unemployment where it was difficult to get a job and having served a custodial sentence their prospects of employment were further diminished. The prisoners consulted had no experience of adult education outside the prison, so were unable to compare facilities at Forest Bank with outside establishments.

Education is now a strategic priority at Forest Bank. Quality improvement group meetings chaired by the deputy director take place regularly. These have a clear focus on improving the standards of teaching and learning.

The Board is satisfied that the education provision in Forest Bank is meeting the needs of prisoners. The Board is pleased with the excellent work that is being done in fostering closer links with employers in the area, some making a definite offer to employ offenders.

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### **Safer Custody: 5.9**

Forest Bank undertakes a whole prison approach to the prevention of suicide and self harm. The Safer Custody Team is chaired by a member of the Senior Management Team and its role is to ensure compliance with the Prison Service baseline policy. The Safer Custody Team utilise the ACCT (Assessment Care and Custody Teamwork) to assess those prisoners that may be at risk of suicide or self harm. To ensure close working relationships with Health Care the Safer Custody Senior Officer is responsible for the Line Management of Health Care Prison Custody Officers.

The Health Screen for prisoners at risk of self-harm/bullying are all in place and during the reporting period all Risk Assessments are being completed within the 2 hour time limit. There have been no failures.

Prisoners entering the establishment are housed in a special wing and are given an induction programme which outlines the prison regimes and procedures. It importantly provides details of the support services available. The Safer custody Team leads the procedure for monitoring the risk and needs of prisoners.

The ACCT (Assessment of Care in Custody Team) books are an essential for the regular monitoring of prisoners who are regarded as being at risk in terms of their personal safety, suicide and self-harm. Samaritans visit the prison weekly and liaise with prison Listeners to offer support and advice. They also attend the monthly Safer Custody meeting. Over the last 12 months 97% of staff have undertaken refresher training in ACCT procedures ensuring that the highest standards of compliance with national standards are maintained.

As mentioned earlier, sadly there has been 3 deaths in custody at Forest Bank since the last annual report.

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## THE WORK OF THE INDEPENDENT MONITORING BOARD

This section should describe how the Board has carried out its role by way of rota visits, hearing applications, segregation reviews, surgeries, questionnaires, meetings as observers, letters raising issues with Ministers or senior management. The following template should be used for recording the key statistical data.

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	7
Number of Board members at the end of the reporting period	8
Number of new members joining within the reporting period	7
Number of members leaving within reporting period	6
Total number of Board meeting during reporting period	12
Total number of visits to the Establishment	55
Total number of segregation reviews held	245
Total number of segregation reviews attended	21
Date of Annual Team Performance Review	

There should always be a full set of statistics on IMB Applications in the form of the template below. These together with the Board's comments will be of assistance to the Ombudsman and management generally. Comment should be made where there have been major changes from year to year.

Code	Subject	Year 2011	Year 2012	Year 2013	Year# 2014
A	Accommodation				6
B	Adjudications				10
C	Equality & Diversity (inc. religion)				21
D	Education/employment/training inc. IEP				19
E1	Family/visits inc. mail & phone				17
E2	Finance/pay				49
F	Food/kitchen related				8
G	Health related				70
H1	Property (within current establishment)				43
H2	Property (during transfer/in another establishment)				115
H3	Canteen, facilities, Catalogue shopping, Argos				18
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc.,)				42
J	Staff/prisoner/detainee Concerns inc. bullying				24
K	Transfers				14
L	Miscellaneous Non Compliance with Procedure.				38
	<b>Total number of IMB applications</b>			582	494
	Of total: number of IMB Confidential Access was:				17

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## GLOSSARY OF ESTABLISHMENT RELATED TERMS AND ABBREVIATIONS USED IN THIS REPORT

<b>AA</b> - Administrative Assistant	<b>LSC</b> - Learning & Skills Council
<b>ABS</b> - Anti-Bullying System	<b>MAPPA</b> - Multi-Agency Public Protection Arrangements
<b>ACCT</b> - Assessment, Care in Custody & Teamwork – replacement for F2052SH	<b>MDT</b> - Mandatory Drugs Testing
<b>ACR</b> - Automatic Conditional Release	<b>MSL</b> - Minimum Staffing Level
<b>AO</b> - Administrative Officer	<b>MQPL</b> - Measuring the Quality of Prison Life
<b>ARD</b> - Automatic Release Date	<b>NACRO</b> - National Association for Care & Resettlement of Offenders
<b>ATOS</b> - Company responsible for assessing long-term sick	<b>NC</b> - The National Council for IMBs
<b>BCU</b> - Briefing and Casework Unit – PS unit handling adjudication appeals	<b>NEC</b> - National Exchange Centre- building between VTC & Boiler Ho. used for ETE
<b>BME</b> - Black & Minority Ethnic	<b>NOMS</b> - National Offender Manager Service – amalgamation of the Prison & Probation Services
<b>BOV</b> - Board of Visitors – now IMB	<b>OASYS</b> - Offender Assessment System – computerised risk & needs assessment
<b>C &amp; R</b> - Control & Restraint	<b>OBP</b> - Offending Behaviour Programme
<b>C2W, CTW</b> - Custody to Work – pre-release focus on housing, employment and lifestyle issues	<b>OCA</b> - Observation, Classification & Allocations – a Reception task
<b>CARATS</b> - Counselling, Assessment, Referral, Advice & Throughcare Scheme – drug & alcohol team	<b>OLASS</b> - Offender Learning and Skills Service (part of LSC)
<b>CC</b> - Cellular Confinement – a punishment	<b>OSG</b> - Operational Support Grade
<b>CCD</b> - Criminal Casework Department (Croydon)	<b>OSO</b> – Operational Support Officer
<b>CDRP</b> Crime and disorder Restorative Practice	<b>OI/OR/OP</b> Own Interests/Request/Protection – Segregation under Rule 45/49
<b>CLAIT</b> - Computer Literacy and Information Technology	<b>PACT- Prisoner Advice and Care Trust</b>
<b>CCT</b> - Criminal Casework Team (part of Home Office Immigration & Nationalities Dept)	<b>PASRO</b> - Prisons Addressing Substance-Related Offending – an OBP
<b>CMU</b> - Case Management Unit – work on sentence planning & progress	<b>PCO</b> - Prison Custody Officer
<b>CNA</b> - Certified Normal Accommodation	<b>PCT</b> - Primary Care Trust – National Health component responsible for healthcare
<b>CRD</b> - Conditional Release Date	<b>PEI/O</b> - Physical Education Instructor/Officer
<b>CSH</b> - Contracted Service Hours (pre-agreed paid overtime)	<b>PER</b> - Prisoner Escort Record
<b>CSU</b> - Commissioning Support Unit	<b>PESO/PEPO</b> - Physical Education Senior/Principal Officer
<b>DASU</b> - Drug And Alcohol Support Unit	<b>PIN</b> - Prisoner Information Notice
<b>DH</b> - Dog Handler	<b>PMU</b> - Population Management Unit (central)
<b>EDR</b> - Earliest Date of Release	<b>PO</b> - Principal Officer
<b>ETE</b> - Employment-Education-Training	<b>POA</b> - Prison Officers' Association – the main trade union
<b>EMU</b> - Estates Management Unit	<b>POELT</b> - Prison Officer Entry Level Trainee
<b>EO</b> - Executive Officer	<b>POPO</b> - Prolific and Other Priority Offender
<b>EPDG</b> - Estates Planning & Development Group	<b>PPO</b> - Prisons and Probation Ombudsman
<b>EGP</b> - Ex Gratia Payment	<b>PPP</b> - Public Protection Panel
<b>ETA</b> - Employment & Training Allocation	<b>PS</b> - Prison Service
<b>ETE</b> - Employment/Training/Education	<b>PSI</b> - Prison Service Instruction
<b>ETS</b> - Enhanced Thinking Skills – an OBP	<b>PSO</b> - Prison Service Order – see <a href="http://www.hmprisonservice.gov.uk/resourcecentre/psispsos/listpsos">www.hmprisonservice.gov.uk/resourcecentre/psispsos/listpsos</a>
<b>F2050</b> - Prisoner's basic record	<b>RFW</b> - Removal from Wing – a punishment
<b>F2052A</b> - Prisoner's wing record	<b>ROAD</b> - Remission of Added Days (up to 50%)
<b>F2052SH</b> - Record for prisoner currently at risk of self-harm	
<b>FLED</b> - Facility Licence Eligibility Date (when prisoner may be considered for ROTL)	

**FOCUS** - Financial Outstations and Central Unified Systems – the PS accounting system  
**GOOD** - Good Order or Discipline – Segregation under Rule 45/49 (historically GOAD)  
**HCC** - Health Care Centre  
**HDC** - Home Detention Curfew – the Tag  
**HDCED** - Earliest Date of Release on HDC  
**HEO** - Higher Executive Officer  
**HMCIP** - Her Majesty's Chief Inspector of Prisons  
**ICA1/2** - Initial Categorisation & Classification Forms for Adults/YOs  
**IDU** - Inmate Development Unit  
**IDS** Integrated Drug Treatment Services  
**IEP** - Incentives and Earned Privileges – Prisoners can be on Basic, Standard or Enhanced  
**IG** - Instruction to Governors  
**IMB** - Independent Monitoring Board  
**IND** - Immigration & Nationality Department  
**IRC** - Immigration Removal/Reception Centre  
**ITC** Initial Training Course for prison Custody Officers  
**JSA** - Job-Seekers Allowance  
**JSAC** - Job Simulation & Assessment Centre (for officers seeking promotion to SO)  
**KPI/KPT** - Key Performance Indicator/Target  
**LDR** - Latest Date of Release  
**LED** - Licence Expiry Date  
**LIDS** - Local Inmate Database System – **IMB** - can use this to check location, dates, etc.

**ROM** - Regional Offender Manager  
**ROR** - Restoration of Remission – now ROAD; Risk of Reconviction;  
**ROTL** - Release on Temporary Licence – e.g. to work in mess; town visits; home leave  
**REAT** Race Equality Action Team  
**ROWD** - Review of Works Departments (may involve privatisation/civilianisation)  
**RRA** - Assistant to the RRLO  
**RRLO** - Race Relations Liaison Officer  
**SAU** - Standards Audit Unit  
**SCG** - Safer Custody Group  
**SED** - Sentence Expiry Date  
**SEO** - Senior Executive Officer  
**SIN** - Staff Information Notice  
**SIR** - Security Information Report  
**SLA** - Service Level Agreement  
**SMARG** - Segregation and Monitoring Review Group  
**SMT** - Senior Management Team  
**SO** - Senior Officer  
**SPDR** - Staff Performance & Development Record – reviewed annually  
**TOIL** - Time Off in Lieu (of payment)  
**TSU** - Technical Support Unit – part of PS responsible for repairs/installations (“Works”)  
**TUPE** - Transfer of Undertakings (Protection of Employment) – staff transfer  
**VDT** - Voluntary Drugs Testing  
**VO** - Visiting Order – sent out by prisoners, allows named people to visit  
**VTC** - Vocational Training Centre  
**Gold Commander** Headquarters controller for serious incidents  
**Silver Commander** Person in establishment in charge of serious incidents  
**Bronze Commander** Local Sub Commander for serious incidents  
**Operation Tornado System** to provide extra staff and resources for serious incidents