



REPORT

BY

INDEPENDENT MONITORING BOARD

OF

**HER MAJESTY'S PRISON
AND YOUNG OFFENDER INSTITUTION**

FOSTON HALL

1ST DECEMBER 2011 to 30TH NOVEMBER 2012

STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD

- 1.1 The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Secretary of State for Justice from members of the community in which the prison or centre is situated.
- 1.2 The Board is specifically charged to:-
 - a) Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release,
 - b) Inform promptly the Secretary of State or any official to whom authority has been delegated, as it judges appropriate, any concerns it has,
 - c) Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.
- 1.3 To enable the Board to carry out these duties effectively its members have the right of access to every prisoner and most parts of the prison and also to the prison's records.

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Section 3

3.0 DESCRIPTION OF THE PRISON

- 3.1 Foston Hall re-rolled as closed women's prison and young offender institution in 1997. It has a Certified Normal Accommodation (CNA) of 310, and Operational Capacity of 290. The main prison is located in the mansion and in ready to use units, and there is an assessment unit and induction unit (C wing) in their own shared compound within the grounds, and an enhanced unit (T wing) in its own compound. Both of the separate compounds have open access to the main site, although the outer doors are kept locked. Wings A,B,C and F accommodate both remand and sentenced prisoners, and are separate two-storey ready to use wooden buildings, with mostly single occupancy cells, and a small number of double occupancy cells in A and B Wings. E wing, for enhanced status prisoners, is located on two upper floors in the mansion in single and shared occupancy rooms. D wing for short term prisoners is in a two-storey building, with no single cells, and a number sharing up to five to a cell.
- 3.2 Health provision is commissioned by Derbyshire Clinical Commissioning Group and provided by Derbyshire Health United. Mental health provision is provided by Derbyshire Foundation NHS Trust. The healthcare team and mental Health In-Reach team work together closely and are members of a regular Multidisciplinary meeting in the establishment.
- 3.3 Milton Keynes College is the provider of Learning and Skills, in the main prison and assessment centre.
- 3.4 Derbyshire Probation Trust provides offender management staff who prepare Oasys assessments and sentence plans, and undertake Home Detention Curfew (HDC) and Release On Temporary Licence (ROTL) assessments on adult sentenced prisoners serving more than 12 months, and young offenders. Community based probation staff deliver offending behaviour programmes in the establishment.

Section 4

4.0 **EXECUTIVE SUMMARY**

The IMB believes that HMP and YOI Foston Hall is a well run establishment with dedicated staff at all levels endeavouring to provide a fair and decent service to prisoners in a challenging environment. However the Board has seen a reduction in aspects of the regime, (for example, animal sanctuary wound down, smaller food portions, staffing levels reduced) tied directly to the requirement for efficiency savings. The Board has observed that this reduction is eroding the quality of life for prisoners at Foston, and compounds the challenge for staff of providing a safe and supportive environment.

The Board's four main concerns are as follows, in order of decreasing priority:

- 4.1. D Wing accommodation remains unacceptably poor, and is overcrowded, unhygienic and degrading. (Reference 5.8.1). This matter has been raised in eight previous years' Annual Reports, and has not been progressed.
- 4.2. Significant delays in the distribution of prisoners' mail, following the implementation of new procedures for mail handling, combined with a decision to discontinue family days for lifers; have impacted adversely on prisoner's ability to maintain contact with families, causing widespread unhappiness. (Reference 6.1.1)
- 4.3. There is a significant level of reported bullying and complaints about unfair, differential and unequal treatment of prisoners by staff. (Reference 5.6.4)
- 4.4. The number of prisoner complaints to the IMB about the quality of healthcare is significant, and is a recurring issue in rota reports. (Reference 5.3.11)

Other concerns raised by the Board are as follows (in no particular order):

Policy matters

- 4.5. The Board remains concerned that there is inadequate provision for prisoners who have serious personality disorders. This requires a national response and joint action between health and justice departments working together to develop improved provision for women prisoners. This issue has been raised in the Board reports since 1997. (Reference 5.7.6). The Board notes that there are plans for regional specialist provision at HMP Foston Hall in 2013, and if these plans come to fruition, the Board will monitor closely the impact and quality of this provision.

- 4.6. The Board remains concerned that there are no structured treatment programmes or interventions for women sex offenders at HMP Foston Hall. This is an issue which requires a national solution and action to develop effective evidence based programme. This issue was raised in the Board report for 2008/2009, 2009/2010, 2010/2011, and is again raised in this report since there has been no progress that the Board is aware of.

Operational matters

- 4.7 There is very limited access to accredited groupwork programmes to address offending behaviour in the establishment, and no drug treatment programme for prisoners. This specific latter issue was first raised in 2008/09, and has not been progressed. (Reference 5.5.1)
- 4.8 The problem with recruitment of Healthcare nursing staff, and consequent use of agency staff, could adversely affect the provision of health care within the establishment. (Reference 5.3.6)
- 4.9 Accommodation for healthcare in the establishment is inadequate, with poor reception facilities and prisoners needing to queue outdoors to attend for dispensed medication. (Reference 5.3.4)
The Board is pleased to note that refurbishments are taking place in 2013 to improve healthcare accommodation.
- 4.10 There was acute pressure on the chaplaincy team due to sickness absence and resignation, and reorganisation of services, which could adversely affect prisoner access. (Reference 5.1.2)
- 4.11 Foreign National Prisoners' access to interpreters is inadequate or non-existent, resulting in the potential for unequal access to services, and poor understanding of regime issues. (Reference 5.1.4)
- 4.12 The Listener scheme is under pressure with a shortage of trained volunteers, and this could impact adversely on important aspect of the establishment's safer custody strategy. (Reference 5.6.3)
- 4.13 There are concerns about the size of food portions, which have reduced, and the arrangements for the weekend meal service mean that there are long gaps between meals. (Reference 5.8.2)
- 4.14 Remand prisoners are accommodated alongside sentenced prisoners, making it more difficult to ensure differential treatment as required by Prison Rules (Reference 6.1.3)

Section 5

5.1 **EQUALITY AND INCLUSION**

- 5.1.1 The ethnic profile of the prison (data as at October 2012) is 79% white British, 7.5 % black or black British, 4.6% mixed and 4% Asian or Asian British. There is a small percentage of “others “The faith profile is 30% no religion, 27% Church of England, 15% Roman Catholic, 8% Muslim, 1% Sikh, and with very small numbers of other faith groups. Different races and faiths appear to live together harmoniously as far as the Board can tell, although the Board has had to deal with a small number of applications from prisoners alleging unequal treatment and bullying based on skin colour.
- 5.1.2 The Chaplaincy team provides for the faith and spiritual needs of prisoners from the broad range of denominations and the Board is not aware of faith based tensions within the prison. Provision is made for members of all faiths to hold religious observances and celebrations, and the needs of different faith groups are catered for, including dietary requirements. The Board has been made aware that the Chaplaincy team has reduced in size, and is carrying a vacancy arising from long term sickness, and is therefore under acute pressure, which is of concern.
- 5.1.3 The Board has been made aware through rota visits of individual instances of concern relating to prisoners’ inclusion. Examples are as follows:
- There are a small number of prisoners, who have undergone gender reassignment, or are doing so. The Board is aware of one such prisoner who stated she feels isolated and unsupported, with not much contact with others in the same position.
- A second example is that of a dyslexic prisoner without access to resources required to allow her to participate.
- 5.1.4 Foreign national prisoners are not well catered for in terms of access to interpreters. The Board has dealt with prisoners with a poor understanding of English in a state of distress and confusion. This is of concern. Staff rely on using other prisoners to interpret for those who do not speak English, and access to telephone and other resources is limited or non existent.
- 5.1.5 The Governor has recently established a new Equality Action Team to which the IMB has been invited as an independent observer. This is a positive development.

5.2 **EDUCATION, LEARNING AND SKILLS**

- 5.2.1 Each prisoner is initially individually assessed and screened, including assessment of prior learning. This is initially to cover educational levels, literacy, numeracy and IT skills. Each prisoner starts with a rolling 2-week induction programme which deals with general topics such as health, safety and food hygiene. The requirements are matched to prisoners' previous experiences wherever possible (e.g. gardening, kitchen, and sewing). For resourcing purposes, education and training are currently being administered jointly. A balance between the two areas is maintained, where 5 education sessions per week are equated with full-time employment.
- 5.2.2 Remand prisoners, being typically present for shorter periods, are not generally included in education or training programmes – preference is given to sentenced prisoners who must work of necessity, according to regulations. The Labour Board meets weekly to assess prisoners' needs upon reception, and on an on-going basis.
- 5.2.3 The education provision is provided by Milton Keynes College in most cases, although for certain specialised areas other establishments (e.g. Stoke College) are called upon. Distance-learning courses are also available, funded by the Prisoners' Education Trust. Several providers are used, including the Open University.
- 5.2.4 The Board understands that the majority of prisoners wish to engage with the education on offer. Some courses (typically, Art) are oversubscribed, but there are sufficient places in general to accommodate all prisoners engaging in educational activities.
- 5.2.5 During November 2012, there were 2163 scheduled attendances, of which 1891 took place (87%). During the same period, there were 24 refusals or omissions to attend (1%); the other absences were all for valid causes (e.g. illness). No instances of work / education balance being upset were reported.
- The courses are generally arranged to be of 12-week duration corresponding to practices in the community. Some prisoners whose sentences are shorter, or who are on remand, cannot therefore take advantage of them.
- Good liaison is maintained so that prior information of release or transfer can be given, and in the latter case transfer may be delayed to enable prisoners to complete activities already started.
- There are very few limiting issues relating to escorting to classes as far as the Board is aware.

5.3 **HEALTHCARE AND MENTAL HEALTH**

5.3.1 All prisoners receive an initial health screening on reception, and there is out of hours access to a GP as required for all newly received prisoners during their first night in custody. A fuller second day reception screening is undertaken, which includes mental health screening. The mental health In-Reach team has the capacity to respond to acute cases within 24 hours. Other cases requiring a referral are seen within 7 days, and are triaged.

The Board has received a number of applications from prisoners who report that the medication they were prescribed in the community has not continued to be prescribed when they arrive at Foston. The lack of continuity is a cause of concern to prisoners, and results from delays in communication between community based GPs and the Healthcare team in the establishment. This is a matter of concern to the Board.

5.3.2 The Healthcare team (Derbyshire Health United) strive to ensure timely access to outpatient care as required. However, this is sometimes not possible because of staff escort availability in non-urgent cases.

5.3.3 The provider, Derbyshire Health United, prides itself on delivering inpatient care according to clinical need, at a standard at least equivalent to that provided in the community. The manager has plans in place to make further improvement to services, including speeding up the detoxification programme, improving access to alcohol services, and increasing pharmacy storage space.

5.3.4 Accommodation for healthcare provision falls short of what is desired. Prisoners have to wait outside the centre for medication to be dispensed, and there is inadequate reception facilities in both the main prison and assessment centre. The Board therefore welcomes the planned refurbishment and redesign of healthcare accommodation in 2013.

5.3.5 There continues to be a problem with prisoners failing to attend dental appointments, despite an improvement in 2011/12. This is of concern to the Board.

5.3.6 The Board previously reported a concern about recruitment and retention of healthcare staff. At the time of this report, the staff nurse complement was 20% under strength, and this places pressure on services. Although this is addressed through employing agency and bank staff, these may not always be suitable for a prison setting. This concern therefore remains.

5.3.7 The mental health In-Reach team provides counselling and psychological support Services through an 8 week computer based “Beating the Blues” programme, supported by a specialist nurse and commissioned by the Clinical Commissioning Group. In addition there is a weekly individual

session available for severely mentally unwell prisoners provided by a doctor of psychology, who also undertakes specialist assessments (eating disorders, risk of harm, psychometric testing amongst others).

- 5.3.8 Arrangements are in place to transfer prisoners with severe mental health problems that cannot be treated suitably in the establishment. The 12 week NHS target is monitored and generally met, although delays are sometimes due to external factors beyond the control of the mental health team. A new reporting mechanism is to be introduced allowing the team to analyse performance and learn any lessons.
- 5.3.9 Relationships between health providers and commissioners are reported to be excellent, exemplified by joint membership of a Derbyshire wide multiagency Offender Health Improvement Group. Managing demand for both healthcare and mental health In-Reach remains a challenge, and there are discussions with commissioners about capacity and resources.
- 5.3.10 The Board has received a Service User satisfaction survey piloted by the In-Reach Team showing high levels of satisfaction by prisoners.
- 5.3.11 In spite of the above, the Board has received a significant number of comments and applications from prisoners complaining about the quality of Healthcare and access to treatment and prescriptions, and this is a subject of frequent discussion by the Board and a matter of concern to members.

5.4 **PURPOSEFUL ACTIVITY**

- 5.4.1 The types and range of work available to prisoners includes kitchen work (with an opportunity to gain NVQ level 3 in hospitality and catering), gardening (again linked to NVQs in Horticulture), sewing (linked to a community employer), wing based jobs e.g. cleaning, server, litter picking, library work, and orderly opportunities in Reception, recycling, gym, healthcare and chaplaincy. A balance between work and education is supported, according to prisoners' needs and aspirations, and wherever possible, activity is linked to opportunities to gain skills certification. There is a fully equipped gym which is available on weekdays, staffed by 2 officers. The Board is aware that the regime at weekends is reduced, and is of the opinion that it is unfortunate that prisoners cannot use the gym then as staffing levels do not permit.
- 5.4.2 The Board has not directly observed the procedures for allocation of work, but it is satisfied that the balance between 5-day work (e.g. recycling) and 7-day work (e.g. cleaning) are understood and effectively managed. Some work areas are preferred by prisoners (e.g. on Wing, or in the Kitchens), and therefore capacity is lower than demand. The personal requirements of prisoners appear to be understood and dealt with – for instance, in cases of disabled or retired prisoners (where work may be optional), or for prisoners towards the end of pregnancy.
- 5.4.3 The Board is assured that cancellation of purposeful activity is infrequent and relates to staff illness or adverse weather conditions. Where possible, staff substitutions are made; in any case, prisoners are paid and their contributions acknowledged under these circumstances.
- 5.4.4 A positive development is the engagement of a local business man who is providing employment opportunities linked to skills developed by prisoners at HMP Foston. Following the sewing and textiles work undertaken in prison for Marks and Spencer, prisoners are to be employed locally in a substantial factory using skills gained to secure work upon release.

5.5 **RESETTLEMENT**

- 5.5.1 A mix of providers has been commissioned to deliver a range of interventions to address offending behaviour. The Board understands that Foston is now the only prison providing the accredited CARE programme (Choices, Actions, Relationships and Emotions) for female prisoners whose offending is related to difficulties with emotion regulation. There are only 30 places per annum and these are a national resource. The Thinking Skills Programme is also provided at Foston, again 30 places a year. This is commissioned from Derbyshire Probation Trust.

Despite these positive opportunities, overall the Board is of the opinion that there is limited access to groupwork programmes to address offending behaviour for prisoners at HMP Foston. For example, there are no structured programmes for drug and alcohol misusing prisoners to reduce the likelihood of reoffending.

Two voluntary organisations, Platform 51 and Women in Prison deliver the Chrysalis programme, designed to help women with domestic violence issues to increase their confidence and to aid their resettlement.

Psychological assistance is provided by the regional service under the terms of a Service Level Agreement, and this is mainly delivered on a one to one basis linked to individual assessments. These services continue to be under considerable pressure. A large proportion of the work is with prisoners who have committed sex offences, and with lifers and prisoners serving imprisonment for public protection (IPPs). The absence of a national structured treatment programme/intervention for women sex offenders continues to be a concern. This issue has been raised previously by the Board.

- 5.5.2 There is an efficient Offender Management Unit (OMU) at Foston comprising Offender Supervisors from the Probation Service and administrative officers. Alongside the work associated with the high volume of prisoner turnover the OMU has been implementing the restructuring needed to adopt the required team approach to “Managing the custodial sentence”. There are internal mechanisms for quality assurance of sentence planning, and it reported that on the whole OASys and sentence plans are completed within required timeframes.
- 5.5.3 Accommodation for prisoners post release continues to be a difficult issue and the strict criteria of Approved Premises is seen to be an issue. Closer links have been established with the Crawley House hostel (Approved Premise) and some funding has been attracted from Health to improve

Accommodation is seen to be a pathway warranting more attention in 2012-13 and greater involvement of the voluntary sector.

There are some positive initiatives in relation to families and children, for example

“Story Book Mums” helping children keep prisoners keep in touch with their children utilises the library and peer support. The local Soroptomists have arranged for a solicitor to attend one day per month to advise on family and children issues and provide an advocacy service. Currently Foston Hall caters for Children’s’ visits, for children up to the age of four, but the need for family visits, catering for older children is recognised.

Substance misuse services are delivered by a consortium of the Derbyshire Healthcare Trust, Phoenix Futures and a voluntary organisation SPODA (Supporting Parents of Drug Abusers) with clinical provision being the responsibility of the Derbyshire Health Unit.

5.5.4 Multi agency public protection arrangements (MAPPA) within the prison are co-ordinated by the OMU with offender supervisors attending MAPPA meetings

5.5.5 The Citizens Advice Bureau provides advice in the prison on a regular basis. The organisation Women in Prison provides assistance with bank accounts for prisoners needing one for release. The Department of Work and Pensions (DWP) attend the prison regularly to deactivate old benefit claims and help with applications for financial support on release.

5.5.6 The new commissioning arrangements and close working links with Derbyshire Probation Trust have strengthened relationships between the service and Foston Hall Similarly closer ties are being developed with West Midlands Probation Trust in relation to the Personality Disorder pathway and provision in this area, with joint training being planned. This is seen to have positive spins off more widely in the level of co-operation between the service and Foston Hall.

5.5.7 The absence of a Police National Computer (PNC) machine means that criminal record checks have to be completed via HMP Nottingham and this does have a negative impact on the timeliness of some procedures such as ROTL and HDC.

5.6 **SAFER CUSTODY**

- 5.6.1 Assessment, Care in Custody and Teamwork (ACCT) procedures are in operation, and the Board inspects ACCT records regularly. These appear to be accurate and up to date as far as the Board can tell.
- 5.6.2 The Safer Custody Team meets weekly and there is a monthly Safer Custody meeting which includes an IMB observer and Listener input, which analyses statistical information about self harm and bullying incidents (location, time, circumstances) and exit surveys, and makes decisions about follow through.
- 5.6.3 Listener support is available, and this is an important aspect of the establishments safer custody strategy. The Board has been made aware there is a shortage of trained volunteers and the scheme is under pressure. This is a matter of concern.
- 5.6.4 The Board and prison staff monitor the level of bullying and self harm and the number of incidents of these is a matter of concern to the Board. Staff/prisoner concerns, including bullying is the second highest reported concern in rota visits and written applications. There are reports that prisoners receive poor treatment by some staff, and there are complaints of bullying and victimisation, and also a lack of attention to prisoners` complaints. This is a concern.
- 5.6.5 An inquest into the death of a prisoner at Foston in 2009 was held in November 2012 and recorded a verdict of suicide while the balance of her mind was disturbed. The coroner made nine recommendations, all of which were accepted by the Governor. It is positive that the then Governor had anticipated all the recommendations and taken necessary action to address areas for improvement during 2010. The concerns of the coroner related to the following areas:
- Ensuring staff are clear when and how to challenge relationships between prisoners.
 - Recording and keeping contemporaneous records on P-NOMIS with regard to prisoners` concerns.
 - Reminding staff about the contents of the violence reduction strategy, and ensuring its implementation
 - Effective communication systems with medical staff in an emergency.
 - Ensuring annual Cardiopulmonary Resuscitation (CPR) training for all staff.
 - Ensuring only appropriately trained grades of staff make calls for emergency services.
 - Reviewing specific aspects of contingency plans.
 - Reviewing next of kin details annually and when a prisoner`s personal

5.7 **SEGREGATION, CARE AND SEPARATION**

- 5.7.1 The Care and Separation Unit, (referred to within the prison as the Reflection Unit) for segregated prisoners, is located in the main prison, and is used for both sentenced and remand prisoners. It can accommodate seven in basic single cells, two of which provide for closer observation.
- 5.7.2 In the experience of the Board the unit staff are patient, professional and understanding of the problems experienced by women in their charge and, whilst exercising the necessary disciplinary authority over them, endeavour to support the women as much as they can
- 5.7.3 Staff make documentation available to, and willingly share their knowledge of prisoners with, Board members.
- 5.7.4 A member of the Board is designated to co-ordinate the attendance of Board members at reviews, and is the contact for Care and Separation Unit staff.
- 5.7.5 Reviews and adjudications that have been observed by Board members have been attended by appropriate members of staff, and have been conducted in a formal but positive manner, always with the intention, which is usually realised, of providing appropriate support for the prisoners involved, as well as necessary protection for staff and other prisoners.
- 5.7.6 In last year's Annual Report, the Board expressed concern about the prolonged periods of segregation experienced at HMP Foston Hall by women with personality disorders. It is positive to note that there have been fewer prolonged segregation periods of several months in the reporting year. However, many of the prisoners who are detained in segregation have a personality disorder or are mentally unwell, and the Board's concern that there is inadequate provision in the prison system for prisoners with serious personality disorders remains strongly held. The planned Personality Disorder Treatment Centre at HMP Foston Hall is therefore a welcome development.

5.8 **RESIDENTIAL SERVICES**

- 5.8.1 The standard of accommodation varies greatly. The Board's concerns with D Wing, raised in successive Annual Reports, and also in correspondence to the Deputy Director of Custody, still remain significant. The cells, particularly on the ground floor, are dark, and in some cases shared by four prisoners, with access to one toilet and one wash basin. The toilet is separated from the cell by a curtain which does not reach the floor. There are 2 shower rooms for the wing which holds 41 prisoners, and these fall short of normal decency and safety. The Board has been advised that the cells in D Wing conform to minimum requirements for prison accommodation. It is the Board's opinion that the minimum requirements are inadequate. The Board understands that D Wing is scheduled for improvement in the next year if funding permits, but will continue to be concerned until that improvement takes place.
- 5.8.2 Concerns about food are the third highest reported area for concern in rota reports. Most concerns relate to the size of food portions, with prisoners complaining they are hungry. The Board reports prisoner complaints about the long gap between meals at weekends. A brunch (typically beans or bacon on toast) is served at 10.00, sandwiches for the evening are given out at 3.00pm, then an evening meal is served at 16.00. There are also complaints that orderlies do not serve food fairly, and favour some over others, and incorrect food being served for special diets.
- 5.8.3 An IMB member attends a monthly Prisoner Council meeting for wing representatives to raise concerns about catering, canteen and regime. Compliments as well as concerns are recorded, and the number of complaints is fewer than in previous years. There are log books in each servery for prisoners to enter comments about food, and kitchen staff follow up and respond. The IMB doubts the effectiveness of this system, as the log books are significantly under-used, and do not appear to be regularly monitored.

Section 6

6.1 **OTHER AREAS OF THE PRISON REGIME ON WHICH THE BOARD HAS ISSUES TO REPORT**

6.1.1 Problems with mail have been the most frequently reported area of concern to the Board in both written applications, and on rota visits. The problems stem from the introduction of procedures at Foston in line with Prison Service requirements. Prisoners have raised numerous concerns to the IMB relating to significant delays in both receiving and sending mail, especially to partners in other prison establishments. There have also been complaints about confidential mail being opened in error. This is a matter of concern to the Board.

6.1.2 Prisoners have also complained to the IMB about the discontinuation of family contact days for lifers, and this decision, alongside the problems of delay in mail, has compounded the issue of maintaining contact with family members.

6.1.3 The Board has been made aware that remand prisoners are at times, accommodated in wings alongside sentenced prisoners and this makes it difficult for staff to ensure that they are treated differently in line with Prison Rules. This is a matter of concern to the Board.

6.2 **SUPPORT**

The Board is grateful for the hard work and cheerful support from the IMB clerk, Melissa Harrison, and all staff at the prison who have provided advice and information where necessary.

Section 7

BOARD STATISTICS

Recommended Complement of Board Members	10
Number of Board Members at the start of the reporting period	6
Number of Board members at the end of the reporting period	9
Number of new members joining within the reporting period	3
Number of members leaving within reporting period	0
Total number of Board meetings during reporting period	12
Total number of visits to the establishment	284
Total number of segregation reviews held	102
Total number of segregation reviews attended	16
Date of annual team performance review	Not held

APPLICATIONS

Code	Subject	Year 2010/2011	Year 2011/2012 written	Year 2011/2012 verbal	Year 2011/2012 total
A	Accommodation	13	4	28	32
B	Adjudications	2			
C	Equality & Diversity (inc religion)	5	3	5	8
D	Education/employment/training inc IEP	18	4	14	18
E 1	Family/visits inc mail & phone	2	19	36	55
E 2	Finance/pay		4	3	7
F	Food/kitchen related	3	1	28	29
G	Health related	19	14	25	39
H 1	Property (within current establishment)	7	9	5	13
H 2	Property (during transfer/in another establishment)		5	3	8
H 3	Canteen, facilities, Catalogue shopping, Argos		1	4	5
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	4	2	1	3
J	Staff/prisoner/detainee concerns inc bullying	15	16	28	44
K	Transfers	3	14	2	16
L	Miscellaneous	16	13	25	38
	Total number of IMB applications	107	109	207	316

Section 8

GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED

To ensure that all readers understand the abbreviations used in the report the list below should be added to or subtracted from as required

AA Administrative Assistant

ABS Anti-Bullying System

ACCT Assessment, Care in Custody & Teamwork – replacement for F2052SH

ACR Automatic Conditional Release

AO Administrative Officer

ARD Automatic Release Date

ATOS Company responsible for assessing long-term sick

BCU Briefing and Casework Unit – PS unit handling adjudication appeals

BME Black & Minority Ethnic

BOV Board of Visitors – now IMB

C & R Control & Restraint

C2W, CTW Custody to Work – pre-release focus on housing, employment and lifestyle issues

CARATS Counselling, Assessment, Referral, Advice & Throughcare Scheme – drug & alcohol team

CC Cellular Confinement – a punishment

CCD Criminal Casework Department (Croydon)

CLAIT Computer Literacy and Information Technology

CCT Criminal Casework Team (part of Home Office Immigration & Nationalities Dept)

CMU Case Management Unit – work on sentence planning & progress

CNA Certified Normal Accommodation

CRD Conditional Release Date

CSH Contracted Service Hours (pre-agreed paid overtime)

CSU Commissioning Support Unit

DASU Drug And Alcohol Support Unit

DH Dog Handler

EDR Earliest Date of Release

EMU Estates Management Unit

EO Executive Officer

EPDG Estates Planning & Development Group

EGP Ex Gratia Payment

ETA Employment & Training Allocation

ETE Employment/Training/Education

ETS Enhanced Thinking Skills – an OBP

F2050 Prisoner's basic record

F2052A Prisoner's wing record

F2052SH Record for prisoner currently at risk of self-harm

FLED 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

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

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

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.

LSC Learning & Skills Council

MAPPA Multi-Agency Public Protection Arrangements

MDT Mandatory Drugs Testing

MSL Minimum Staffing Level

MQPL Measuring the Quality of Prison Life

NACRO National Association for Care & Resettlement of Offenders

NC The National Council for IMBs

NEC National Exchange Centre- building between VTC & Boiler Ho. used for ETE

NOMS National Offender Manager Service – amalgamation of the Prison & Probation Services

OASYS Offender Assessment System – computerised risk & needs assessment

OBP Offending Behaviour Programme

OCA Observation, Classification & Allocations – a Reception task

OLASS Offender Learning and Skills Service (part of LSC)

OSG Operational Support Grade

OI/OR/OP Own Interests/Request/Protection – Segregation under Rule 45/49

PASRO Prisons Addressing Substance-Related Offending – an OBP

PCO Prison Custody Officer

PCT Primary Care Trust – National Health component responsible for healthcare

(historically GOAD)

PE/O Physical Education Instructor/Officer