



## **Independent Monitoring Board**

### **HMP Frankland**

### **Annual Report**

**1<sup>st</sup> December 2011 - 30<sup>th</sup> November 2012**

## **Section 1**

### **Statutory Role of the Independent Monitoring Board**

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

The Board is specifically charged to:

- satisfy itself as to the humane and just treatment of those held in custody within its Prison, and the range and adequacy of the programmes preparing them for release.
- inform promptly the Secretary of State or any official to whom he has delegated authority as it judges appropriate any concern it has.
- **report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have 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 the prison's records.

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## **Section 3 Description**

### Accommodation

1. HMP Frankland was the first purpose built dispersal prison and opened in 1983 on the outskirts of Durham City. It is a Level 3 prison within the Directorate of High Security, providing a maximum security environment for adult convicted males serving sentences of over four years. At the beginning of 2005 it started to accommodate remand category A prisoners following the re-role of HMP Durham. The prison has an operational capacity of 859 prisoners.
2. The main prisoner accommodation consists of nine units as follows
  - Four original wings - A, B, C and D. Each can house up to 108 vulnerable prisoners.
  - E wing, another of the original wings, which held 15 prisoners, closed on 15 February 2011. The wing remains closed.
  - Two wings, F and G, which opened in 1998. They can house up to 206 ordinary location prisoners. A ground floor landing on G wing was opened in 2008 as a reintegration unit for prisoners who have been in segregation.
  - The Westgate Unit opened in 2004 for prisoners with dangerous severe personality disorders (DSPD). It includes the Psychologically Informed Planned Environment (PIPE) opened in May 2012. The Unit can hold up to 80 prisoners.
  - J wing which opened in 2009 and which can house up to 120 ordinary location prisoners.

### Prison Population

3. The prison currently houses 812 prisoners (94.5 % of operational capacity) and employs 882 staff. The prison population is made up as follows:
  - 616 serving life sentences
  - 236 are Category A, of which 13 are high risk
  - 576 are Category B
4. There are 432 vulnerable and 312 normal location prisoners. On the Westgate Unit which houses DSPD prisoners both vulnerable and ordinary location prisoners are housed together. Currently there are 55 prisoners in the Westgate Unit and 14 in the PIPE unit.

### Agencies

5. The following Agencies provide support to the prison
  - Healthcare for prisoners is provided by Care UK and Macmillan Nurses
  - Learning and Skills development is provided by Manchester College.
  - Security support is provided by Durham Police (2 Police Liaison Officers)

- Prisoner Escort Services are provided by GEO/Amey
- Prisoner Family Support Worker provided by The North East Prison After Care Society (NEPACS)

#### Voluntary Organisations

6. The following voluntary organisations and volunteers help in the smooth running of the prison:

- The North East Prison After Care Society (NEPACS) volunteers work alongside prison staff to assist in the day to day running of the visitor's centre and providing support to families.
- The Sunderland branch of the Samaritans provide training for Prison Listeners
- Pastoral visitors and official prison visitors, coordinated by the Chaplaincy are available to prisoners.
- The Sunderland branch of Mind provides counseling support for prisoners with mental health problems.
- Volunteers from UNITY provide support to foreign national prisoners.

## **Section 4**

### **Executive Summary**

1. Frankland is the largest high security prison in England and Wales holding over 800 of the most serious offenders. Security is very good and proportionate to the risks faced. A creditable 96% was received in a recent security audit.

2. The prison is generally clean and in good order. It is well managed on a day to day basis and as far as reasonably practical continues to provide a safe and secure environment. Adjudications are not excessive and the segregation unit is improved.

3. The Governor and Senior Management Team remain proactive and keen to implement improvements. Financial priorities are juggled appropriately. The prison staff adopts a professional approach which helps manage the long term prisoners effectively. Staff/prisoner relations are generally good. Once again relations between Board members and prison staff at all levels remains excellent.

4. On 10 April 2012 a new deputy governor from HMP Wakefield took over from the existing Deputy Governor following his transfer on promotion to Governor at HMP Kirk Levington.Grange.

5. Unfortunately Frankland has not retained the level 4 status reported last year and now has a level 3 rating. The rating is based on all performance measures and whilst the Board is disappointed at the result they know that efforts are being made to improve appropriate areas of delivery which include excessive levels of staff sickness.

6. Diversity is managed quite well although a greater priority is required for the needs of foreign nationals, older prisoners and those with disabilities. Healthcare is improved although staff shortages have been an issue during the year. There are still problems with medicines management which are being addressed through a multi disciplinary project.

7. The Westgate unit continues to provide an important therapeutic environment where those prisoners with dangerous and severe personality disorders can address their offending behaviour. In May the unit was enhanced by the Psychologically Informed Planned Environment which is designed to support and develop the skills achieved in treatment. The Board believes that this unit provides a blueprint for other prisons.

8. Prisoners are generally kept busy with over 20 hour's of purposeful activity per prisoner per week and they have an acceptable time unlocked of 8.2 hours. At 87% the classroom attendance remains good.

9. The National Protest Day on 10 May 2012 which led to the walkout of a significant number of staff in the morning meant that prisoners had to remain locked in their cells that day although legal and domestic visits took place. Prisoners received medication where appropriate and lunch was provided before staff returned to work in the afternoon. A Board member monitored the situation in the prison.

10. On 24 October the Governor presented the Queen's Diamond Jubilee medal as well as Long Service and Good Conduct medals to a number of staff in the historic setting of Durham Cathedral. The Board is pleased to record this well deserved recognition of loyalty, commitment and public service.

11. The Board is also once again pleased to report the tremendous efforts of staff in their fundraising events this year. They raised in excess of £60,000 which was donated to a number of charities and other worthy causes.

12. As part of the national "Fair and Sustainable" initiative implementation of the new workforce structure is underway. Ultimately this should help to realise significant savings in the pay bill. The ongoing and complex changes are important to help Frankland, like other public sector prisons, to remain a competitive entity. This is a huge challenge and one that will require a sound and informed approach from everyone.

### **13. Issues in this report requiring a response**

#### **13.1. Points for the Minister**

13.1.1. The Minister is asked to note the Boards continuing concern at the excessive delays in transferring prisoners to secure mental health establishments because of a shortage of places. (Section 5.3 Paragraphs 32 and 33)

13.1.2. The Minister is asked to provide details of any plans in place to ensure that adequate resources are available to allow Indeterminate Sentence prisoners to have a realistic opportunity to progress towards reduction/elimination of risk and where appropriate ultimate release. (Section 5.5 Paragraphs 17 to 21)

#### **13.2 Points for the Prison Service**

13.2.1. The part time Disabled Liaison Officer post should be reviewed with the objective of providing sufficient time and support to carry out all responsibilities effectively. (Section 5.1 Paragraphs 6 to 8)

13.2.2. The part time Foreign Nationals Coordinator post should be reviewed with the objective of providing sufficient time and support to carry out all responsibilities effectively.  
(Section 5.1 Paragraphs 13 and 14)

13.2.3. All prisoners should have Individual Learning Plans linked to their sentence plans. (Section 5.2 Paragraphs 20 and 21)

- 13.2.4. The current project to address inappropriate prescribing and abuse of trafficable medication should include a detailed review into the greater use of liquid medication. (Section 5.3 Paragraphs 21 to 25)
- 13.2.5. Clinical psychologist input in the day to day mental health service to prisoners needs to be reinforced. (Section 5.3 Paragraphs 29 and 30)
- 13.2.6. Because of the financial and other benefits the reasons for suspension of the project whereby prisoners prepare “tea packs” should be reviewed. (Section 5.4 Paragraphs 9 and 10)
- 13.2.7. The Family Support Worker role should be made a permanent position. (Section 5.5 Paragraph 4)
- 13.2.8. The closed - circuit television in D wing should be extended to other areas of wings A, B, C and D where staff supervision is difficult. (Section 5.6 Paragraph 3)
- 13.2.9. Discount vouchers received from mail order suppliers because of order values and which cannot be given to prisoners should be donated to NEPACS or some other appropriate charity. (Section 5.6 Paragraph 16)
- 13.2.10. If the delays in obtaining refunds from one of the present mail order suppliers persist an alternative should be considered. (Section 5.6 Paragraph 21)
- 13.2.11. Razor blades should be replaced with battery operated razors. (Section 5.7 Paragraphs 28 and 29)
- 13.2.12. Following concerns raised in their last two annual reports about delays to inquests for deaths in custody an update on implementation of the recommendations of the Independent Advisory panel recommendations (outlined in the Ministers reply dated 21 March 2012) is requested. (Section 5.7 Paragraphs 34 and 35)
- 13.2.13. As highlighted last year “in cell” electrics should be installed in the Segregation unit (Section 5.8 Paragraphs 6 and 7)
- 13.2.14. In line with arrangements on other wings and as recommended in reports for 2009/10 and 2010/11 prisoners on segregation should have access to telephones on a daily basis and funding to achieve this should be made available. (Section 5.8 Paragraph 8)
- 13.2.15. Prisoners on the G4 “progression unit” should be returned to their normal location after the 12 week scheme ends. The reasons for the delays should be reviewed and remedial action taken. (Section 5.8 Paragraphs 22 and 23)
- 13.2.16. A study into the feasibility of providing the facility for family members to transfer money electronically to prisoners should be undertaken. (Section 6.2 Paragraphs 14 and 15)

13.2.17. A short “Life at Frankland DVD” giving an insight into life in prison should be produced for those family members visiting prisoners.  
(Section 6.2 Paragraphs 17 and 18)

13.2.18. As highlighted in reports for 2009/10 and 2010/11 sufficient car parking should be made available for visitors. (Section 6.2 Paragraphs 20 to 22)

13.2.19. Funding for family visits for “over 18’s” should be secured and such visits arranged as a priority. (Section 6.3 Paragraph 8)

13.2.20. A review of the different arrangements that are in place and which give rise to applications within the high security estate should be undertaken to establish best practice and standardisation. (Section 7 Paragraphs 8 and 9)

## Section 5

### 5.1 Equality & Inclusion

1. The Board believes that Senior Management remains fully committed to the equitable treatment of all prisoners and adheres to all relevant policies. They try to do everything possible to make prisoners feel safe and respected and ensure that they are able to access regimes and facilities equally.
2. There are monthly prisoner consultation meetings (Diversity Equality Action Team (DEAT) meetings) which are chaired by a Governor. A member of the IMB attends all meetings. The introduction during the year of a new Discrimination Incident Reporting Form (DIRF) is a welcome improvement. The complaint form is for use by any prisoner, a visitor, a legal representative, a member of staff or any other person.
3. All incidents, trends and problems are discussed openly and management is very much involved in resolving issues. The DEAT forum builds on the already good relationships between management and prisoner representatives.

#### Training

4. Staff receives appropriate diversity training to enable them to carry out their statutory responsibilities. At the time of writing 417 staff (approx 47 %.) have completed this training.

#### Complaints

5. The Board is satisfied that all complaints are fully investigated and documented and any appropriate action taken. To ensure awareness all wings have notice boards which provide details (including photograph) of the local prisoner representative and how to contact them with diversity issues. DIRFs are readily available to all prisoners.

#### Older Prisoners and Prisoners with disabilities

6. Like many prisons Frankland was designed for fit young men, making life difficult for the rising population of older prisoners. There are 132 prisoners who are over the age of 55 and this number will invariably continue to increase as sentences for those in a high security prison tend to be lengthy. It is important to assess their future needs and produce appropriate care plans.
7. A separate area within B wing is available for some older prisoners and those with disabilities. The prison has around 50 prisoners with disabilities and their interests and those of older prisoners are monitored by a part time Disabled Liaison Officer (DLO)
8. The DLO has a busy role in healthcare and unfortunately does not have sufficient time available to do justice to the needs of the disabled and older prisoners. The Board

was informed last year that priority would be given to providing more time to the DLO post which is 100% funded by Care UK. This has not happened and the Board repeats once again that the DLO role should be reviewed with the objective of providing sufficient time and support to carry out all duties effectively.

#### Care Plans

9. The Board was informed in the prison response to their annual report for 2009/10 that care plans were to be produced for prisoners with disabilities by April 2011. In their report last year the Board expressed their disappointment that these had still not been produced and were informed that a Social Worker project was to start in April 2012 to establish the requirements for older prisoners and those with disabilities. This phase would last up to twelve weeks prior to preparation of care plans which would be held within electronic medical notes. The Board has been informed that these are now complete.

#### Card Workshop

10. The Board is pleased to report that from 1 December 2011 disabled prisoners are employed in a new card workshop on the Wing. The cards are available for sale to prisoners and there are plans to sell them in the visitors centre. The arrangement is working well and the prisoners received individual certificates for their work from a governor. The officer involved in setting up the project received an award for her work at the High Security Awards Ceremony on 25 April 2012.

#### Gender Dysphoria

11. A Prisoner Transgender Policy is in place to ensure that those prisoners who are in the process of acquiring a new gender or those who arrive under an acquired gender receive the support and treatment they need. At present there are 5 prisoners in this category.

12. There is a regular bi/gay and transgender forum to discuss issues of concern.

#### Foreign Nationals

13. There is a part time Foreign Nationals Coordinator responsible for the interests of foreign nationals. At the time of writing there are 62 foreign nationals. Last year the Board reported the lack of progress in setting up a foreign national prisoner forum to address their concerns/issues and is pleased to report that the first forum was held on 8 March 2012 with subsequent meetings scheduled on a quarterly basis.

14. Despite the progress above the Board considers that the time available to the part time post holder is insufficient for the scale of the task of adequately looking after the interests of foreign nationals. The Board feels that the role should be reviewed with the objective of providing sufficient time and support to carry out the duties effectively.

15. The Board is pleased to report plans for the introduction of a "Talking Pen" which can instantly translate predetermined phrases into a variety of languages. This will be of

obvious benefit to the staff working with foreign nationals and to the prisoners themselves. The equipment should be available in January 2013.

16. The Board highlighted last year the slow progress with the UK Border Agency (UKBA) in the repatriation of foreign nationals at the end of their sentence. Although the Board appreciates the frustrations faced by UKBA the process remains slow.

Gypsies and Travellers.

17. A member of Chaplaincy looks after the interests of thirty gypsies and travellers. There are monthly meetings where concerns are addressed. A Board member has attended.

War Veterans

18. There are currently 19 prisoners who are War Veterans. Although there is no scheduled meeting their interests are looked after by a part time Veterans in Custody Officer.

Strategy (2011 - 2015)

19. As reported by the Board in their previous two annual reports a Decency, Diversity and Equality Strategy for the prison is in place with objectives /progress reviewed on a regular basis. Objectives for delivering the latest three year strategy (which is a "living" document) include the following:

- develop consistent implementation of Decency, Diversity and Equality
- develop staff social awareness and confidence
- achieve and develop a socially inclusive workforce
- integrate Decency, Diversity and Equality within business and performance
- ensure participation, communication and access to services for all
- ensure compliance on all Prison Service Decency and Diversity policy and wider legislation
- establish HMP Frankland as Best Practice in delivering Decency and Diversity.

20. Overall responsibility for delivery of the strategy lies with the Governor. In order to fully promote the potential business benefits of the strategy each Senior Management Team member fulfils the role of "Decency, Diversity and Equality Champion" for their respective area. Governance of the strategy is provided by the Senior Management team. A regular progress reporting structure on strategy implementation is in place.

21. The strategy indicates the prison commitment to good practice. It identifies new and emerging areas of risks and key challenges as well as providing a focused approach which should help integrate the principles of Decency, Diversity and Equality as a part of every day work within the prison.

## Black History Month

22. In October the Diversity team organised the annual “Black History Month” which included a programme of events with the objective of helping to deliver greater learning within the prison. Poster events included inspirational black athletes and Love Life UK visited the prison to perform gospel singing. In addition the kitchen added a themed meal each week

23. A great deal of effort went into organising the event and feedback is generally positive

## Chaplaincy.

24. The Chaplaincy Team works extremely well with staff, prisoners and management in meeting the religious needs of all faiths. They provide pastoral support to both prisoners and staff as well as carrying out faith based services. In addition the team runs a number of religious study groups.

## **5.2 Education, Learning and Skills**

### Manchester College

1. In their report last year the Board reported on the improved service delivery from Manchester College. The Board is pleased to report that these improvements have continued. This is in no small part to the good partnership working and effective communication between the College and prison staff.

2. Equally the Board is pleased to report that certificated achievements for prisoners this year stand at 1259 (with 253 awaiting results) compared to 1348 last year. In the academic year 2011-2012 target delivery hours were 34,520. The actual is 36, 882.

### Course Availability

3. The staff provides a range of education provision from basic skills support right through to Open University. Courses are available to all prisoners. The majority attends part time but those with a perceived need can attend full time.

4. There are on average 250 timetabled sessions and approximately 450 prisoners attend on a part time basis. A high proportion of those who have enrolled for courses (87%) actually attend.

### Quality Assurance

5. Quality assurance and improvement arrangements are good.

### Curriculum

6. The main curriculum areas cover:-

- Functional Skills – English and Mathematics, improving own learning and performance, problem solving, communication and working with others. GCSE courses are available in English Language, English Literature and Mathematics.
- Social Skills – includes Open University and Distance learning, Art & Design and Life skills such as Citizenship, Group and Teamwork, Developing Personal Confidence, Financial Literacy, employability skills and music media.
- Vocational Skills – includes workshops on Furniture Craft, Bricklaying, Plastering and Tiling, Cookery as well as Art and Design. In addition there are Charity workshops refurbishing wheelchairs, hearing aids and spectacles.

7. There are areas of the curriculum being developed to extend the education progression route and introduce nationally recognised qualifications realistic to the workplace.

#### Vocational Workshops

8. The Workshop Team works closely with employers, organisations and charities. The following examples are not exhaustive but give a flavour of the excellent work that is done.

- Working with local schools and the Sensory Impairment Centre in the preparation of large print books and teaching aids for visually impaired students
- Working with Charities. Spectacles and hearing aids are donated by the Lions Club. These are stripped, refurbished and distributed worldwide. 19,000 hearing aids were sent to Laboratories who in exchange supply the workshop with consumables, equipment and technical support.
- Strong partnership links have been built up with a significant number of charities worldwide including Lions Club International, Vision Aid Overseas, Open Ears Worldwide, the Jersey Peru Project and Kenya Project.
- Refurbishment of wheelchairs donated by two charities which after stringent Health & Safety checks are donated to third world countries.
- Middlesbrough Museum of Modern Art, The Baltic in Gateshead, Yorkshire Sculpture Park etc have all provided exhibition space, resources and guest speakers

9. Members of the Board visit the workshops regularly during Rota visits and are pleased to record the expertise and commitment of staff working there and the efforts and enthusiasm of many of the prisoners.

### Toe by Toe Reading Mentor Plan

10. The Toe by Toe reading mentor plan was introduced this year. It is an award winning mentoring programme which encourages and supports prisoners who can read to give one to one tuition to prisoners who struggle to read. The success of the scheme depends on staff involvement at all levels to help support and promote it.

11. Prisoners can apply to be a Toe by Toe Mentor. Both Mentors and learners benefit by having an increased confidence whilst gaining new skills and independence. Toe by Toe has been proven in other prisons to help build positive relationships between prisoners and staff.

### Barbers Shop

12. There are plans to train six prisoners to cut other prisoners hair. This will replace the existing arrangement whereby a barber visits the prison to do this.

13. Darlington College has been successful in their bid to provide 20 weeks hairdressing training to six normal location/VP prisoners. A Certificate in recognition of their skills will be provided to those successfully completing the training. Hair cutting will be classed as a prison job.

14. Those prisoners who are interested can apply and all applicants will be carefully vetted for suitability and security. The hope is that training will commence in January 2013.

15. The Board applauds this initiative which apart from providing work for prisoners will also result in modest financial savings. Hopefully the hair cutting arrangements can include those prisoners in Segregation.

### Performance of New Music by Prisoners

16. A performance of new, original music by prisoners was held on 1 June 2012 as a part of The Irene Taylor Trust in Prisons' programme. Two Board members attended what turned out to be an excellent and well supported event.

### Wishes and Experiences of Offender Learners

#### Assessment.

17. Following induction and wing allocation a student support worker undertakes a basic literacy and numeracy skill assessment where a prisoners previous assessment scores are not available on the Learner Records Summary (LRS) national database. Educational needs are included in Individual Learning Plans.

18. Educational requirements are subsequently linked to Offender Analysis System (OAsys) scores and sentence planning targets. Where a prisoner is identified with a learning difficulty from their OAsys scores or a prisoner is not subsequently progressing as planned adequate processes for educational support are in place.

19. In addition tutors carry out Diagnostic Assessments in the classroom and also produce “distance travelled” charts for the prisoners. Relevant information is stored centrally with computer access available to Offender Supervisors and Personal Officers.

#### Sentence Planning Links

20. At present only those prisoners attending education have an Individual Learning Plan which outlines individual educational requirements. These are included in sentence plans.

21. The Board understands that proposals have been made for all prisoners to have Individual Learning Plans which would be included in their sentence plans. These would be linked to the OAsys score and sentence planning targets and in the view of the Board the proposal is a sensible way forward.

#### Range of Courses

22. There are sufficient places on courses to accommodate the prisoners who need them although not all prisoners are being allocated to address educational need in line with OAsys scores. Some prisoners are failing to attend courses they ought to follow because they prefer to do better paid work. This sometimes results in low numbers in classes.

23. The Board is pleased to report that the issue is being addressed by the implementation of a “Central Activities Hub” which will be responsible for allocating all prisoners according to need. The needs of both the prisoner and the prison will be taken into consideration.

#### The Prisoner View

24. Feedback is encouraged and to facilitate this there are regular focus groups between prisoners and education staff as well as confidential questionnaires which are issued twice a year by Manchester College.

25. Group feedback is collated and shared with other prisoners by use of flyers, wing posters etc. Feedback from the questionnaires is benchmarked against other prisons in the UK for quality assurance and improvement purposes.

26. Understandably there is a varied view from prisoners regarding their perspective on learning and skills training and its relevance to their future employment prospects. Whilst some see it as enhancing their job opportunities, realistically sentences are long and the link between academic achievement in the prison and employment beyond is not something which the majority dwell on.

27. Those prisoners with academic abilities may use the educational facilities to achieve what they are able whilst enjoying the challenge. Others enjoy the social skills without the academic content. Most recognise the availability of educational facilities (teachers, equipment, libraries etc) as being good.

28. As Manchester College establishes itself, evidence indicates that their achievements

increase. It is establishing itself as an integral part of the prison system. The management of Learning and Skills is enthusiastic, creative and stimulating for staff and prisoners.

29. The Board congratulates the Education, Learning and Skills Team for their achievements over the last year and trust that the coming year will build on that success.

### **5.3 Healthcare and Mental Health**

1. Since April 2011, there have been significant changes within Offender Health across the North East Region when Care UK became the appointed provider. An initial service redesign took place at Frankland which resulted in voluntary redundancies and movement of roles.

2. Following the appointment of a new Healthcare Manager in April 2012, there has been greater consistency and continuity at senior management level. This has provided a more settled basis on which to build and enhance patient care within the prison whilst maintaining Care UK's more robust attitude towards working practices.

#### Facilities

3. Within the healthcare department, there are outpatient and inpatient facilities. The former includes clinical areas for sexual health provision, telemedicine, visiting consultants, physiotherapy, dentistry, ophthalmology, minor surgery, pharmacy and clinical treatment areas. The latter holds patients who require admission for both physical and mental health conditions.

4. On occasion patients require admission for operational reasons, and it is important that healthcare and the prison continue their partnership working in order to maintain clinical care / safer custody requirements.

#### Healthcare Provision

5. Healthcare is available equally to all prisoners. At the time of writing 93% of prisoners receive medical examinations within 24 hours of reception. There is 24 hour nursing care.

6. Outpatient care is generally provided in a reasonable time but staffing levels does give rise to some problems and there are delays with doctor's appointments. Priority cases are always dealt with promptly.

7. Inpatient care is provided according to clinical need with treatment at outside hospitals where necessary and with appropriate security requirements.

8. All of the National Health Service (NHS) screening programmes are provided. This includes bowel screening, NHS health checks, retinal screening and abdominal aorta aneurysm scan.

## Accommodation

9. There is one 4 bedded ward and ten furnished cells. Two are used for post operative and palliative care patients. There is also a Listener Support Suite. Extensive refurbishment has already been undertaken in the unit, including new doors and anti-ligature windows.

10. To help enhance clinical delivery, there are new major works currently commissioned to provide:

- Two additional waiting rooms (increasing capacity to 48 prisoners per clinical session and reducing appointment lead times)
- Dental Decontamination area
- Palliative Care Suite
- Purpose built bathroom.

11. Increasing the capacity within the waiting areas should reduce waiting lists across the different areas of clinical practice.

## Staffing

12. Staffing continues to operate at low levels due to vacancies and long term sickness. There are, at the time of preparing this report, the following vacancies:

- Clinical Care Coordinator
- Substance Misuse Coordinator
- Clinical Lead – Westgate
- 5 x Primary Care / DART Nurses
- 2 x Healthcare Support Workers.

Interviews have been held and hopefully appointees will be in place soon.

13. As from 31<sup>st</sup> March 2013, Care UK will withdraw the funding for the current Principal Officer position. As a part of the “Fair and Sustainable” project, Healthcare will fall under the function of the Head of Residence which will provide the operational link with the prison.

## Security and Coordination

14. A small team of prison officers provides security and is accountable to a dedicated Principal Officer who has a wide-ranging and authoritative mandate. Key areas include security audits, the promotion of health and safety awareness within the wider establishment, elderly and disabled prisoner liaison and they link into the North East Region Palliative Care Project. Security costs are met by the Governor.

## Counselling Services

15. There are no counselling services provided currently but the possibility of

contracting out some work, for example grief counselling with Mind, is being explored and this would be spread over all of Care UK's northeast establishments.

#### Cancer, Palliative and End of Life Care Project

16. Last year the Board reported on the above regional project which was designed to improve the standards of Cancer, Palliative and End of Life Care in the Prison Service. Macmillan and Healthcare nurses and prison staff worked alongside each other to ensure that the project met its objectives.

17. The project, now in its third year, has addressed the inequality for prisoners and their families with cancer, palliative and end of life care needs. It is destined to be the blueprint for palliative care throughout the whole prison service.

18. The Board is pleased to report that the lead Macmillan nurse on the project, who worked closely with healthcare staff, has won two prestigious awards. In the inaugural year of Macmillan's Professional Excellence Awards she has received a Partnership in Excellence Award and one of only two 2012 Macmillan Fellowships.

19. Members of the Palliative Care Team gave an excellent presentation about the Project to the annual IMB Conference in February.

#### Complaints procedure

20. The Care UK procedures are in line with standard NHS directives and the initial local resolution form remains the same. There continues to be a confidential, locked box on all the wings which is emptied daily by Healthcare staff. All relevant forms are available to prisoners on the wings.

#### Medicines Management

21. In an effort to reduce drug misuse the Board suggested in their report last year that with the wide availability of liquid medication this should be provided to prisoners as an alternative to tablets whenever possible. This was rejected by National Offender Management Service (NOMS) for a number of reasons but primarily on cost grounds although no figures were provided.

22. The Board is extremely concerned to report that during this year in excess of 2,500 prescription tablets were found during a single lock down search in A wing. Equally worrying is the fact that prisoners on the enhanced regime were responsible. Subsequent searches discovered further, smaller quantities of tablets.

23. These incidents suggest an element of inappropriate prescribing of drugs and reinforce the Board's view that there is a strong case for the use of liquid medication despite the reservations of NOMS.

24. The Board understand that there is currently a major project involving key stakeholders to implement, develop and maintain a regime that will reduce the amount of inappropriate prescribing and abuse of trafficable medication. This is a partnership

between Security, Head of Residence, Head of Healthcare and the Medical Director in order to achieve set aims and goals.

25. The Board applaud this initiative which demonstrates the key stakeholders' commitment to help the prison reduce the abuse of prescribed medication. Nevertheless they feel that the study should include a detailed review into the use of liquid medication including a full cost benefit analysis.

#### Drug Alcohol Recovery Team (DART)

26. DART (formerly IDTS) was introduced on 1 April 2012. The objective is to gradually reduce prisoner dependence on methadone. At present there are two prisoners on methadone reduction and it is envisaged that the maximum number will be ten.

27. Maintaining small numbers reflects accommodation and staffing issues together with the risks and experience gained in other prisons locally. The position is reviewed on a monthly basis.

28. As the Board reported last year the scheme appears to be more appropriate at prisons with a high rate of discharged prisoners and resettlement requirements. Few prisoners from Frankland are discharged into the community which leaves a question mark over the validity of the scheme in high security prisons.

#### Mental Health

29. The Mental Health Service continues to find that the relationship with Tees, Esk and Wear Valley Foundation Trust is beneficial in delivering services, albeit at the cost of a significant administrative overhead. Changes to service delivery have led to improved access to both initial and comprehensive assessments which are carried out within two and five working days respectively.

30. There is an operational team of seven staff. Clinical psychologists are an integral part of the team delivering courses to prisoners but there remains a need for ongoing clinical psychologist input in the day to day mental health service to prisoners. The Board believes that this area needs to be reinforced.

31. The Segregation unit remains the default "place of safety" within the prison for those suffering rapid deterioration in mental health. The Board has concerns about the continuing appropriateness of the Segregation unit for the ongoing care of prisoners with acute mental health needs.

32. The Board has continuing concerns that there are still excessive delays in assessing and transferring prisoners to secure mental health facilities because:

- there is a shortage of places in secure establishments which is an ongoing problem
- there are delays as transfers are dependent on assessments by the appropriate

secure establishment.

33. Prisoners awaiting assessment and transfer are located on G4 which can cause potentially detrimental knock on effects on the G4 wing regime and the work they do in reintegrating long term segregation prisoners.

## **5.4 Purposeful Activity**

Range of work available

1. There are a number of workshops which manufacture a range of furniture products from natural timber sheet materials and fabrics. This includes office and other furniture for Government Departments and commercial organisations although there are few links with the latter to help maintain continuous orders and production.
2. The workshops consist of a wood mill, spray shop, assembly shops and an upholstery shop. The work varies from repetitive in the spray shop to skilled assembly of upholstery, including the fittings of springs, cushioning and coverings for furniture. Products are of high quality and positive feedback has been received from recently completed orders.
3. The workshops are registered to BS EN ISO 9001-2000 and basic and key skills qualifications are available.
4. The Prisoner Information Communication and Technology Academy Workshop Academy (PICTA) provide computing skills and expertise in web design for main location prisoners. Basic qualifications are available.
5. There are labour recruitment boards every two weeks (more often if required). The suitability and capability of applicants is taken into consideration together with any security considerations. The system appears to work satisfactorily. Waiting lists for work are normally short.
6. The workshops employ up to 170 prisoners working 19.7 hours per week although the number of prisoners working can vary due to absences by instructors (holidays and unforeseen events) as there is a fixed staff/prisoner ratio.
7. Closure of the workshops happens on only a few occasions during the year primarily for reasons of security.
8. In addition to the above well in excess of one hundred prisoners work as cleaners. Others work as orderlies, in charity workshops, education and in the kitchen.
9. On A wing there was an initiative whereby prisoners made up “tea packs” for use in the prison. Apparently this was cheaper than the present arrangement of buying in the packs as well as providing work for prisoners.
10. The initiative has been stopped on the instructions of the procurement area. In view

of the financial and other benefits involved the Board feels that the reasons for suspension should be reviewed.

### Gymnasium and Sport

11. The gymnasiums and sports hall are well equipped and used by staff and prisoners. There is also an all weather pitch. The wide range of activities available to all prisoners provides the opportunity for them to attend and participate in recreational, vocational and educational physical education (PE).

### COMPASS - Looking for a New Direction

12. The PE team runs a COMPASS group which is open to all prisoners. The objectives include building self esteem, improving motivation and participation, increasing confidence within group situations and generally help prisoners to cope with prison life.

13. The Group, which meets in the gymnasium, discusses and participates in sessions which provide an insight into the facilities and services around the prison. Attendees learn about the benefits of exercise, stress management, first aid, nutrition, team building and many other related topics.

14. The Group is well supported and the PE team are to be congratulated in running this valuable service for prisoners.

### Library

15. Most prisoners are allowed at least one thirty minute library session each week. Book stock is good and there are a range of legal texts and access to Prison Service Orders.

16. The Board is pleased to record that Frankland won the Cat A/High Security Category for the 2012 Book Trust and Pact Rhyme Challenge. This was in recognition of the excellent work performed by the library, NEPACS staff, visits and family day staff in the visits centre.

## **5.5 Resettlement**

1. The Offender Management Unit is overseen by a Senior Governor. The Governor also has responsibility for coordinating the activities of a Regime Manager, Learning and Skills Manager, Diversity Manager and an Industries Manager all of whom play a part in effective Offender Management.

2. The Offender Management Unit lies at the heart of the prison regime. Its remit is to create an environment in which prisoners are given the opportunity, and provided with the means, to reduce the risk of further offending. The prisoners are fully engaged in the process and each receives a sentence plan which specifies which members of staff are available to help them.

3. The resettlement needs of prisoners take into account the seven pathways outlined in the Reducing Reoffending National Plan. An established multi agency approach is in place to meet the specific needs of prisoners to help successful reintegration into the community.

#### Family Support Worker

4. Working with the Offender Management staff there is a Family Support Worker whose role is to support prisoners and their families by offering practical and emotional support and advice. The support worker, who is employed by NEPACS, has been working in Frankland for nine months. The role is funded by the Ministry of Justice and Department of Education as a part of the Integrated Family Support Project. Funding recently came to an end but the Board is pleased to report that the Governor has obtained funding for a further six months. That said the Board believes that a permanent role is required to continue this essential work. The support worker has gone to another prison already offering permanent employment so there will be some delay until a replacement is found. .

#### Sentence Planning Process

5. Offender management is well established. A senior prison officer and executive manager oversee prisoner casework activities where plans are formulated for prisoner progress through the system. The work is handled by four small teams of probation and prison officers who work in groups called clusters.

6. Each cluster consists of a probation officer and four prison officers who act as offender supervisors. Prison officers deal with Life Sentence prisoners while the probation officers deal with IPP (Indeterminate Sentence for Public Protection) and Determinate Sentence prisoners. Each Offender Supervisor has a case load of between 40 and 50 which means that they kept very busy.

7. An administrative officer in each cluster handles practical matters including liaison with the offender manager who is the field probation officer responsible for the prisoner.

#### Risk Assessments and Offender Analysis System.

8. Offender supervisors complete, revise and update prisoner risk assessments using the Offender Analysis system (OAsys)). OAsys scores are calculated using a formulaic process which keeps track of the level of risk posed by a prisoner during his time in prison. The process is started, before sentence, by the field probation officer but is revised thereafter by Offender Unit staff.

9. The risk factor score helps to shape the sentence plan which details the work, education and other activities which prisoners are obliged to complete to reduce risks. Sentence plans are reviewed at 12 monthly intervals.

10. .To date in 2012 the Unit has completed one full Oasys risk assessment, 378 OAsys reviews and completed 660 sentence plans. Sentence planning is up to date.

11. The process creates a unique blueprint for individual prisoner progression through the prison system. The Unit then manages monitors, measures and records the outcomes of the agreed activities undertaken by each prisoner.

12. Successful completion of the work detailed in the sentence plan may reduce the OAsys score making a prisoner eligible for re-categorisation and a move to a lower risk band. Non compliance with the programme means no progress and no change of status.

#### Multi Agency Public Protection Assessments

13. Prisoners who fail to reduce risks, and who are still located in the prison, are subject to a Multi Agency Public Protection assessment 12 months prior to release using information provided by the Offender Management Unit. This helps to assess risk to the community and help to mould plans to manage and contain those risks while on licence in the community.

14. Offender supervisors also provide reports for the Parole Board for those prisoners seeking early release, for the local Review Panel, the Public Protection Unit and for the Category A Review Board.

15. The Offender Management Unit works hard to provide prisoners with the best possible means of useful progression through the prison system. It delivers a quality service to prisoners, the prison service and to the community at large

16. A developing prison service manager in the unit was the only officer successful in the selection procedures for Manager as part of the workforce restructuring programme. The Board wishes him every success for the future.

#### Indeterminate Sentence for Public Protection (IPP) prisoners

17. IPP sentences consist of the fixed term in prison set by the Judge plus an indeterminate phase which lasts until a parole board decides that a prisoner no longer poses a serious threat to the public if released. Amongst other things the strain on prison and probation resources (as well as the parole board) has meant that many prisoners go beyond their tariff but without adequate means to demonstrate that they are safe for release.

18. Without a realistic chance to make objective progress towards a reduction or elimination of the risk they pose to the public this often gives little hope for the future and puts a strain on prison accommodation and resources.

19. According to the Ministry of Justice statement last year the Legal Aid, Sentencing and Punishment of Offenders Bill when enacted in 2012 would “create a tough new sentencing regime to replace the inconsistent Imprisonment for Public Protection sentence” At that time there were over 6,000 IPP’s within the prison estate and more than 3,500 of them were beyond tariff, many by several years.

20. The new sentencing regime was announced on 26 October and signalled a welcome

end to the indeterminate sentencing system. The new legislation will not however apply retrospectively to current prisoners who will continue to be assessed on a case by case basis.

21. Bearing in mind the ruling of the European Court of Human Rights on 18 September the Board would appreciate the views of the Minister on any plans to ensure that adequate resources are available so that existing IPPs, particularly those who are beyond their tariff, have a realistic opportunity to progress towards reduction/elimination of risk and where appropriate ultimate release and resettlement.

## **5.6 Residential Services**

### **Accommodation**

1. There are nine residential units which accommodate 812 prisoners in single occupancy cells with toilet, hand basin and television. There are small recreational areas and cooking facilities on each wing and a PIN telephone system is available. Telephones are in booths or have privacy hoods fitted. Bath and shower facilities are available in communal areas.

2. All mattresses were replaced with new ones during the year and the Board is pleased to see that an updated Mattress Policy is now in place. The Board understands that all cells are to be fitted with curtains next year.

3. Four original wings A, B, C and D, which opened in 1983, accommodate vulnerable prisoners. Because of the age and layout of the building the landings are narrow with poor lines of sight across and limited natural light.. There is closed - circuit television in D wing but the Board believes that this should be extended to other areas where staff supervision is difficult. All areas are clean although some of the floor covering is worn and in need of replacement.

4. F and G wings which were added in 1998 and J wing in 2009 accommodate ordinary location prisoners. A ground floor landing on G wing was opened in 2008 as a reintegration unit for prisoners who have been in Segregation. The accommodation throughout is clean, well designed with landings wide enough to provide clear lines of sight. Recreational and cooking areas are clean, well decorated, bright and welcoming. . The possibility of using posters and pictures to brighten up the walls on the G4 landing is being explored

5. The prison does not have a First Night Centre for newly sentenced prisoners as most are transferred in from other prisons. They are initially held on D or G wing until inductions are completed.

6. The Westgate Unit, which opened in 2005, holds prisoners with dangerous and severe personality disorders.. It includes the Psychologically Informed Planned Environment which opened in May 2012. The Unit can hold up to 80 prisoners in what is a high quality environment.

7. E wing closed in February 2011 and although recently refurbished remains closed.

8. The Board receives few complaints about the standard of accommodation in the prison.

### **Canteen**

9. Until February 2012 DHL provided a service to all prison wings from Monday to Friday. The Range of products available for purchase included fruit and vegetables, dairy produce, confectionery, frozen food, tobacco and stamps. Products for differing ethnic minority groups were also available.

10. Prisoners were also able to purchase a range of goods from the mail order catalogues of approved suppliers.

11. Operationally DHL functioned quite well. Complaints had reduced since the mail order element of the service transferred to the Finance Department.

12. In February 2012 the prison shop closed and the operation transferred to HMP Full Sutton in the East Riding of Yorkshire where DHL continued to supply the service. A similar range of goods is available and prisoners in the DHL workshop there assist in the process.

13. Canteen deliveries, via road transport, are made to Frankland weekly each Thursday. During the early stages of the transition various problems emerged. These included:

- Quality of goods received/ packaging
- Damaged Goods/Missing Items
- Changes made to orders
- Delays to refunds for catalogue orders – prisoners were waiting an unacceptable length of time for their refunds and without any explanation.

14. The Board has dealt with a significant number of applications relating to the transitional problems which are still very much a live issue.

15. The list of problems above is not exhaustive and was due to a variety of reasons. There certainly seemed to be differing interpretations and a lack of clarity of the policies and procedures to be followed by many involved in the process.

16. In addition a Board member was informed by the Visitors Centre manager that “£5 and £10 money off vouchers” issued by the supplier because of order values were destroyed as they could not be given to the prisoners. In such circumstances the Board believes that the vouchers should have been donated to NEPACS or some other charity and that this should be done in future.

17. During the transition issues were discussed at the monthly Prisoner Consultative Committee which involves prisoner representatives from all wings. Amongst other things these brought to the fore again the level of pricing, which the Board reported on

last year, and also the range of goods available for mail order

18. In their report last year the Board stated that they would monitor closely the changes and the impact on service delivery to prisoners and have done this. In doing so they are pleased to acknowledge the prompt and decisive action taken by the Governor 1 during the less than smooth transition. The difficulties were such that he ordered a root and branch review of the arrangements and processes at Full Sutton and Frankland as well as DHL.

19. A Governor from Frankland undertook the review and issued a report in August. This was made available to appropriate staff, prisoners and the IMB.

#### Outcome

20. A Governor has been given responsibility for DHL and a post created in Finance to deal with DHL matters. Hopefully this will reduce the number of staff and different areas involved in the process. An action plan is in place to monitor the detailed changes and improvements.

21. The Board understands that there are still issues with refunds from one of the catalogue suppliers. If this cannot be resolved quickly the Board feels that alternative companies should be considered.

22. There is still work to be done before the arrangements are on an even keel and the Board will continue to monitor the situation through their Rota visits, the Application process and relevant meetings.

#### **Kitchen**

23. The kitchen has an establishment staff of 1 senior officer, 6 prison officers and 6 civilian chefs with normally half that number plus a senior officer on duty. Officers and civilian staff work together closely and effectively support each other on matters of discipline and workload in the kitchen.

24. The Kitchen has a core of 28 prisoners available from which 22 are normally employed each day. These prisoners are drawn from normal locations within the prison.

25. There are periodic Food Consultative meetings which staff and prisoner representatives attend as well as a member of the Board.

26. Menus operate on a "Pre Selection" basis and cater for all medical and religious requirements. Religious festivals such as Christmas, Ramadan etc are managed through the year with staff readily researching minority faith recipes in order to satisfy all occasions.

27. The kitchen staff regularly checks the operation of the food serveries on each of the wings and also checks that the food being served is at the correct temperature.

28. There have been reports of problems during the year caused by breakdown of new

equipment. This was dealt with by invoking guarantees and repairs were quickly affected. The six monthly servicing routine is expected to prevent ongoing issues.

### Training

29. Training to National Vocational Qualification level 1 is available to prisoners working in the kitchen which provides them with a useful skill. Food safety training is available to all staff and prisoners and members of the Board.

### Bakery

30. The Board reported last year on the proposals to open a bakery. It is hoped that appropriate equipment will be available in the New Year when it is planned to produce bread, and pastry goods at less cost than the present arrangements of buying from a bakery. The Kitchen already produces in the region of one thousand savoury pies each week at less cost than those previously purchased externally.

### Food

31. A member of the Board visits the kitchen each week where they have the opportunity to inspect and taste the food available. They have generally found the choice to be good, and the food appetising and of a good quality and standard.

32. As in previous years the Board is pleased to report that they receive very few complaints about the standard of food provided.

33. The kitchen continues to provide a buffet for the Family and Father/Child visits.

## **5.7 Safer Custody**

1. Central to the settled and smooth running of the prison is the Safer Custody programme which aims to manage those prisoners who react to the pressures of prison life by self harm or by acts of violence towards other prisoners or staff. The programme aims to encourage an environment in which prisoners are given every opportunity to progress through the system or, at least to complete their sentence without violent incident.

2. The Programme is managed by a senior Governor with activities coordinated by a Principal Officer with administrative support. Delivery is by staff at all levels on each wing and in all other areas of the prison.

### Safer Prison and Safer Prison Action Group

3. There are regular Safer Prison and Safer Prison Action Group meetings between Safer Custody and operational staff, health care specialists, mental health team members and prisoners. These enable everyone to share experiences, identify trends and causes of inappropriate behaviour leading to self harm or violence and to formulate appropriate responses.

4. A designated Board member attends the Safer Custody and Safer Prison Action Group meetings. Minutes are provided as a matter of course and accurately reflect proceedings. Follow up action is effective.

5. The unacceptable and Anti Social Behaviour strategy was updated in February 2012 when improved new reporting forms were introduced. This is reviewed on an annual basis.

#### Assessment, Care in Custody and Teamwork Process

6. Prisoners identified at risk of self harm are managed under the Assessment, Care in Custody and Teamwork (ACCT) process.

7. An ACCT can be opened at any time by any member of staff with reason to believe that a prisoner may be at risk. There then follows a detailed analysis of risk factors and a decision is reached on appropriate strategies to reduce or at least manage those risks. Input from health care staff, mental health team and other informed parties is routine.

8. Where a specific risk of self harm is identified a prisoner will be placed under constant surveillance with a named member of staff given responsibility for oversight. Some prisoners with acute personal problems remain on open ACCTs for long periods of time.

9. All ACCT documentation is reviewed at regular intervals at a meeting chaired by a Governor. Prison management rightly insists on high standards of ACCT provision and ACCT record keeping.

10. All ACCT documentation remains open until the crisis is over and can be closed only after consultation by a multidisciplinary team and the prisoner. Board presence at these meetings is welcomed.

11. To date this year a total of 191 ACCTs have been opened and 19 are still active.

12. Feedback from the Safer Custody and Listener group meetings suggests that while the risk of self harm at Frankland may be relatively high the risk of suicide is low. Much of this reduction is due to intervention by members of the Listeners team.

13. To date there have been 191 acts of self harm by 74 prisoners.

14. The Board would like to record their appreciation for the professional and sensitive way in which staff deal with incidents of self harm by prisoners and/or their persistent attempts to take their own life. It is a part of the job that few outside the prison service hear about or get to appreciate what a traumatic and emotional effect this has on all involved including prison staff.

Listeners.

15. Trained and overseen by the Sunderland branch of the Samaritans, Listeners play an

important role in the Safer Custody programme.

16. Prisoners experiencing problems have access to the services of a Listener, on demand, at any time of the day or night. Listener suites are available if needed. These interventions almost certainly deter some prisoners from acts of self harm.. In addition prisoners are able to access telephone links to the Samaritans at any time of the day or night.

17. There are presently 12 Listeners. There is a need for more but standards are high, the training demanding and many volunteers are unsuitable. There is a weekly Listeners meeting which prisoners and Samaritans attend.

### Bullying

18. Separation of prisoners into VP (Vulnerable Prisoner) and normal location wings does much to reduce the risk of bullying.

19. Bullying is taken very seriously and such events trigger a vigorous response from staff who seek to minimize its impact while trying to limit repetition.

20. Prisoners on normal location regularly try to gain access to VP wings for various reasons but often because they are at risk of harm from their peers. These men are vetted carefully to reduce the risk they may pose to VP prisoners. Failure to secure a place on a VP wing means a move to the segregation unit and ultimate transfer to another prison.

### Assaults on staff and prisoners

21. At the time of writing there have been 16 assaults on staff by prisoners (compared to 10 last year) and 12 on prisoners (the same number as last year). In addition there were 17 fights between prisoners compared to 29 last year.

22. The Board feels it appropriate to comment on two of the incidents.

23. The first concerned an assault by a prisoner on an officer on J wing in April. The prisoner walked directly over to the officer and punched him in the face with a pen in his hand. The officer sustained a serious head wound and had to undergo plastic surgery. The attack was unprovoked with no prior warning or intent given.

24. The second concerned an attack, also in April, on a prisoner by another prisoner with a form of bladed weapon. Staff in the workshop quickly intervened but the prisoner received a cut to his face.

### Incidents reported on last year

25. Last year the Board reported on the death, apparent murder, of a prisoner by two other prisoners on C wing. The two perpetrators were ultimately charged with murder and pleaded guilty at Newcastle Crown Court on 9 July 2012. They were sentenced to life imprisonment. This is the only murder that has taken place in the prison since it

opened more than 25 years ago.

26. In their reports for 2009/10 and 2010/11 the Board reported on a vicious assault on three members of staff by a prisoner using a broken glass. The Board is pleased to record that all three officers received Bravery Awards from the Director of High Security prisons in January 2012. Two of the officers subsequently left the service in July 2012.

27. Both incidents had a devastating effect on the families of those involved and the impact was felt by staff and prisoners throughout the prison.

#### Razor Blades

28. Following incidents involving razor blades in 2009/10 the Board recommended that they would like to see razor blades removed from the prison and prisoners issued with battery operated razors. Although there would be a cost premium the Board felt that this would be outweighed by improved safety aspects.

29. Following the Boards recommendation the prison introduced a revised system to issue and control disposable and non disposable razors. Whilst disappointed that their suggestion for the introduction of battery operated razors was not implemented the Board accepted that the new arrangements, although looking fairly cumbersome, were a step forward. That said there have been three recent incidents where razor blades have been used as a weapon (or for self harm) and the Board are still firmly of the opinion that razor blades provide such an obvious and dangerous weapon that they should be replaced with battery operated razors.

30. The assaults above give some indication of the risks being managed by staff in the prison. Quite rightly all acts of violence towards staff and prisoners are actively pursued through the courts.

31. The Board is pleased to report that in recognition of providing care and support a member of staff on C wing received an award at the High Security Awards Ceremony on 25 April 2012.

#### Deaths in Custody and Coroner Inquests

32. In this reporting period there have been 8 deaths in custody as follows:

- 5 January 2012
- 13 January 2012
- 20 January 2012
- 25 January 2012
- 25 February 2012
- 10 March 2012
- 21 April 2012
- 6 November 2012

33. A board member is always involved in these sad and sometimes tragic events. All have been handled in a professional, caring and sensitive way by staff.

34. Subsequent inquests are frequently delayed. At the time of writing ten such events remain outstanding with the earliest relating to a death in July 2009. Such delays are traumatic for family and friends as well as for prisoners and staff.

35. The Board raised their concerns at the inherent delays in the inquest process in their reports for 2009/10 and 2010/11. They are pleased at the action being taken and hope that the appointment of a Chief Coroner and the recommendations of The Independent Advisory panel (outlined in the reply from the Ministry of Justice dated 21 March 2012) will improve the situation. An update on progress regarding implementation of the recommendations would be helpful to the Board.

#### Custodial Environment

36. All things considered the Board believes that the Safer Prisons initiative, Safer Prisons Action Group, the Listeners and the combined efforts of all staff contains, controls, manages and guides some of the most difficult, volatile and unpredictable prisoners in efforts to encourage a fair and decent custodial environment.

### **5.8 Segregation**

1. The Unit can hold up to 28 prisoners whose challenging behavior requires them to be held in Segregation. In addition there are two special cells used for violent prisoners. Over the course of the year the Unit has been working at, or near, capacity.

2. The Board reported last year their serious concerns at the high number of prisoners being held on a Segregation Unit. They are pleased to report that the new Governor 1 has taken a proactive approach to lowering numbers with good success. The Board is content with his hands on approach and is now much more satisfied with the situation. They will of course continue their regular monitoring of the area.

#### Prisoner Facilities and Regime.

3. The prisoners are provided with all of the normal facilities with the exception of association, although prisoners are allowed exercise every day. Four prisoners can take exercise at the same time. Daily showers are possible and a doctor visits the Unit on alternate days and nursing staff attend each day. A Chaplain also visits daily.

4. The Board is pleased to report that there are plans to provide a fitness room next year which will provide additional purposeful activity for prisoners in the unit.

5. Bearing in mind the nature of the Unit the Board believes the regime to be good. The interaction between staff and prisoners is very good and their dedication and compassion has often defused potentially difficult situations.

#### Cell electrics and prisoner clothing

6. Last year the Board reported that there were plans to install “in cell” electrics and

allow prisoners to wear their own clothes. Both were seen as positive steps forward and the Board is pleased to record that prisoners on standard and enhanced regime are now allowed to wear their own clothes. Unfortunately the electrical improvements have not yet been done.

7. The Board hopes that the electrical improvements will be undertaken soon.

#### Telephone Access

8. Domestic and legal telephone calls are allowed but prisoners do not have daily access to telephones. The Board considers that, in line with arrangements on other Wings and as recommended in their last two annual reports, the prisoners in Segregation should have daily access to the telephone and appropriate funding to achieve this should be made available.

9. In their report last year the Board reported that the telephone located downstairs does not have a privacy hood. To ensure privacy for prisoners using this telephone they recommended that a hood should be provided.

10. In their reply the prison reported that although the location of the telephone in a sealed room between two doors is not ideal the doors are locked when the phone is in use to allow for privacy. This provides more privacy than for those prisoners using the telephone on the wings and as such the Board will not pursue further.

#### Prisoners with Mental Health Problem and/or on ACCT Documents

11. The Board continues to be concerned about the number of prisoners held in segregation who are suffering from mental health problems. Some are also on ACCT documents.

12. In the Board's view, all non dangerous prisoners with mental health problems and/or on ACCTs would be better located on Healthcare where clinical procedures and facilities are available.

13. Whilst the staff in the Segregation Unit work with great professionalism and dedication they are not trained to cope with mental health problems. It is to their credit that these prisoners feel safe and cared for in Segregation but this does not solve the key issue that these prisoners require some form of full time medical care. Training sessions in Mental Health issues have been provided to Segregation staff recently.

#### Reporting and Monitoring by the Board

14. The Board member on Rota Duty in any week will visit the Unit and see all of the prisoners separately and independently. A record is kept of the names, prisoner number and observed condition of all prisoners seen together with details of any discussions.

15. The relevant Board member is informed within 24 hours of a prisoner moving to the Unit and the prisoner is subsequently visited by a member within 72 hours. There is a small interview room which Board members can use to see prisoners in private.

16. The Board member is also advised about the use of special accommodation, mechanical restraints and dirty protests although such occurrences are comparatively rare. The member inspects all relevant documentation which has always been in order.

17. A Board member attends the 14 day review panel which includes a member from Healthcare and a representative from Chaplaincy. All reviews have been properly conducted. The system works well but it would be helpful if a representative from population management and security also attended as they invariably need to be consulted after the meeting. Board members also attend ad hoc reviews.

18. If a prisoner does not attend the 14 day review panel the Board member will visit the prisoner to discuss any problems.

19. There are meetings, normally once a month, for Managing Challenging Behavior and a quarterly Segregation, Monitoring and Review group. A Board member attends both meetings.

20. Prisoners are reviewed at a monthly meeting chaired by the Governor of Segregation. Unit staff familiar with each prisoner attends. The data on any prisoners assessed as “difficult and challenging” is forwarded for consideration at a monthly meeting chaired by the Director of High Security. Governors of prisons with High Security Segregation Units attend together with the Chair of the Board of a High Security prison on a rotational basis.

21. From the information available changes to the status or location of a prisoner may be agreed. The arrangement is flexible, works quickly and works extremely well.

#### G4 Progression Unit.

22. As reported last year there is a “progression unit” on G 4. This prepares prisoners, who have spent time in segregation, for return to normal location. There is a 12 week incentive based scheme which is helpful in integrating prisoners back to normal location. A similar arrangement could prove beneficial in other prisons.

23. The Board is concerned that prisoners are not always moving back to their normal location or being returned to their original prison when the 12 week period ends. The reasons for the lack of movement need to be investigated so that remedial action can be taken.

24. The Board is pleased to report that the art and cookery classes mentioned in their report last year have been introduced.

#### Accommodation Changes

25. The Board understands that a business case has been made to relocate the progression unit into vacant accommodation in E wing. If this is approved building alterations will be carried out to link the two areas. The changes will obviously free up space on G4 although the use to which it will be put is not yet known. It could be used

as a close supervision centre or other form of specialised unit.

26. The Board will watch developments with interest and will have concerns only if there are any plans to increase capacity for Segregation prisoners. That said, the present Segregation Unit is a part of the original prison and ideally a new purpose built segregation unit of a similar capacity is needed although the Board understands that it is unlikely that funding for this will be available in the short term.

## **Section 6**

### **6.1 Security**

1. The Security department has total control in prison activities and is at the centre of responsibility for a diverse range of activities ranging from physical security to child protection.
2. A recent external security audit achieved excellent outcomes with an overall score of 96%. This is an improvement on last year's score of 93%. The Board believes that the security team obtains these excellent results because of their hard work and attention to detail.
3. The Security team is always extremely helpful to the Board in assisting with the resolution of problems with prisoner applications. A member of the Board attends the monthly Security Committee as an observer.
4. Much of the work of the security department consists of analysing Security Information Reports (SIRS). The projected total for the current year is 7254, which averages at over 600 per month.

### **6.2 Visitors Centre**

1. The Visitors Centre is open six days a week. NEPACS (North East Prison After Care Society) staff and volunteers and the OSG (Operational Support Grade) staff continue to work well together to provide a welcoming and relaxed atmosphere for those visiting, providing support and information where needed.
2. During the year in the region of 9,973 adult visitors and 2,131 children passed through the Centre. Visiting numbers are less than last year primarily due to the increase in petrol and other travel costs. Many visitors regularly travel long distances with some families staying overnight at weekends to accommodate two consecutive visits.
3. As reported last year visitors now have the opportunity to book future visits while they are in the Centre. This has been a welcome improvement.
4. The "Visitors' Voice forums" introduced in November 2010 continue to be held monthly with positive feedback received from visitors. Prison staff and two Board members attend meetings to answer questions from visitors. In addition ad hoc presentations are made by staff to provide an insight to life in the prison. The Shadow Prisons Minister attended the forum on 27 January 2012..
5. Prisoners will often tell their families about any bullying or self harm rather than talking to staff. Two Safer Custody managers attend the Visitors Centre each month to give families the opportunity to discuss any concerns. There are posters advertising the

visits in the Centre. This excellent initiative which started in October 2012 has been very well received and the Board believes that other prisons could benefit from a similar arrangement in their visits centres.

6. There is a quarterly meeting attended by prison staff, NEPACS and a Board member where all aspects of visits to the prison are discussed including ways to resolve/progress difficulties that have been highlighted.

7. Regional forums are organised by NEPACS once a year, bringing together visitors from across prisons in the North East. The event this year, which two Board members attended, looked at the possibility of producing a visitors charter. The view was that it would be useful to establish best practice and standardise visiting regulations across the prison service.

8. Numerous issues and suggestions have been raised by visitors at the Forums and prison staff are to be congratulated on the positive way in which they have replied to and resolved these matters. In fact there was not a single complaint about visits at the Forum held in October 2012 which is in complete contrast to when these forums began some two years ago.

#### Mail

9. Following the increase in postal costs this year and many requests for a post box at the Gate agreement has been given to trial the facility for visitors to hand in letters. Special envelopes have been printed into which visitors can put their letter or card. There are strict instructions not to include cash, cheques or postal orders. They add the prisoners name and their name and address on the envelope.

10. Children can also use a special envelope to put in cards or pictures they have made for their relative while in the Centre. All letters go through the prison security process.

#### Hidden Families: Story of a Journey

11. A group of researchers and artists are working together with NEPACS. The objective is to work with families to gather stories about prison visiting journeys by the use of artwork.

12. The project will bring together peoples experiences into a wall collage or throw for the visitors centre.

13. At the end of the project the intention is to bring the finished artwork out to a wider audience with the aim of educating and creating a further understanding of families and visiting friends of prisoners in society. It may lead to a manifesto for change in the way families with someone in prison are supported by society.

#### Electronic Transfer

14. Many requests have been made for a facility to enable families to transfer money to prisoners electronically as the cost of buying postal orders and sending by recorded

delivery is very expensive. The facility is available in some private prisons.

15. The Board appreciates the demands on prison resources but feels that a study into the practicalities of electronic transfer should be investigated.

16. In previous reports the Board outlined a number of improvements that should be made to help visitors. The following provides an update on progress:

#### Life at Frankland DVD

17. In their report for 2009/10 the Board reported that a common question from family members is “What is it like in prison?” They thought it would be of value for the prison to produce a short DVD, to be available in the Visitors Centre, giving an overview of life in Frankland. This would have to be carefully produced but the cost should be modest and would be helpful in supporting family members which in turn will impact on prisoner wellbeing and behaviour.

18. Despite a negative response to the recommendation in the prison service reply the Board was subsequently informed that a DVD was in the course of production. The Board is disappointed to report that the DVD has not materialised and repeat their recommendation.

#### E mail for visitors

19. The Board is pleased to report that following proposals in their annual reports for 2009/10 and 2010/11 an e mail facility for the family members of prisoners was introduced on 1 March 2012

#### Car Parking

20. The Board reported in 2009/10 the difficulties faced by visitors in finding a parking space. At that time the prison expected their extension to the car park to resolve all of the parking problems highlighted.

21. Although the new car park was opened during the last reporting year its use was restricted to those car sharing. Whilst this is sensible it did mean that the shortage of parking spaces in the main car park remained and in 2010/11 we repeated our view that there should be sufficient parking space for visitors.

22. In the response from the Minister dated 21 March 2012 the prison stated that the use of the car sharing car park would be reviewed. At the time of writing the position remains unchanged with inadequate car parking for visitors. The Board therefore repeats their view that adequate car parking should be made available for visitors.

## **6.3 Visits**

1. Visits take place daily with the exception of Mondays. The premises are clean and comfortable and receive good reports from visitors.

2. The staff in the visits area continue to maintain the delicate balance between the essential security process and creating an informal atmosphere for visitors and prisoners. The process generally runs smoothly. NEPACS volunteers and paid workers work in the crèche and tea bar.

3. In previous years the Board has reported that there can be delays in families being taken to the prison as they are called in groups in order of arrival. The situation has improved but feedback from the Visitors Voice Forum suggests that there are days when delays are a problem.

4. The Board accepts that there may be valid reasons for the occasional delay but these should be few and far between. They will continue to monitor the situation and raise the matter as appropriate.

#### Family Days and Father/Child Visit

5. Board members attend the Family days which are held four times a year during the school holidays. Once again they have been well attended. The prison team who facilitate these days do an excellent job. This year they took photographs of prisoners with their families which were printed for them to keep. This excellent and thoughtful idea was gratefully appreciated by visitors and prisoners.

6. Two Father/child visits have been held this year. The visits provide the opportunity for children to be taken to the Centre to allow fathers to spend quality time interacting with them. Once again photographs were taken during these visits.

7. At the family visit on the 14 December 2011 a group of bellringers was invited and on the 21 December 2011 a band from the Salvation Army attended.

8. In their report last year the Board reported that family visits for over 18's were under consideration and are disappointed that none have yet been arranged. Despite financial pressures the Board believes that such visits are very important and hope that arrangements for them can be given a high priority.

### **6.4 Westgate Unit**

1. The Unit is designed for the containment and treatment of Dangerous and Severe Personality Disorder (DSPD) prisoners. It is a self contained building with all facilities, Healthcare, Education, Gymnasium and Work activities etc located inside. The Unit has a capacity of 80 prisoners and at the time of writing the occupancy figure is 69.

2. During the year seven prisoners completed the initial DSPD criteria assessment. Four of these fully met the criteria and remained on the Unit to complete their treatment needs analysis and participate in subsequent treatment. There are three further assessments underway.

3. Five prisoners completed their Westgate Individual Treatment Needs Analysis

## Progression (WITNAP)

### Treatment

4. There is a modular treatment programme for those prisoners who meet the assessment criteria. They complete these on an individual basis. The modules include:

- Psycho-education. An introduction to treatment, personality disorder/risk awareness and boundary settings.
- Self Management. Westgate Modules covering amongst other things: substance misuse, social and interpersonal competency, and relationship and intimacy skills.
- Self Management. Chromis Modules covering amongst other things: motivation and engagement, problem solving creative thinking and handling conflict.

At the end of October there were some issues with Chromis delivery.

5. There are a number of supporting services available which include:

- Skills rehearsal Groups were successfully piloted to provide prisoners the opportunity to practice their skills outwith the formal treatment sessions. These are to be offered more widely in 2013.
- Imminent need services are offered to prisoners struggling to attend to offending behaviour therapy. The aim is to help the prisoner better manage the issue that is interfering with their ability to correctly focus and steer them back on track.
- Eye Movement Desensitisation Reprocessing (EMDS) was introduced this year. The treatment has been useful in helping individuals work through trauma issues

### Progression for prisoners

6. The progression team is responsible for the placement and transfer of prisoners on completion of treatment. They also provide support to staff working with prisoners in progression sites and track prisoners for the duration of their imprisonment and licence.

7. Progression case conferences are held monthly, post treatment reviews are held on completion of each treatment component and each prisoner has an annual multi disciplinary sentence plan review. To date 16 prisoners have completed the treatment programme on the Unit. One of these progressed through custody and approved premises and is now living independently in the community having secured full time employment. He remains subject to licence.

8. The progression team takes an active part in the North of England Personality Disorder (PD) Network Events informing the development of the Northern Region PD Pathway. They have initiated a number of joint initiatives with the Northumbria

Probation Trust who are in the process of developing a pilot PD community with a local NHS Trust.

#### Psychologically Informed Planned Environment (PIPE)

9. One of the Westgate Units was given over to a PIPE Unit specifically for Category A prisoners who have completed intensive treatment and require an opportunity and support to develop and consolidate the skills developed in treatment. The objective is to progress them to either Category B status or move them to the next stage of their treatment pathway.

10. The Unit accepted its first prisoners in May 2012 and at the time of writing fourteen of the twenty one beds available are occupied.

#### Family Days

11. During the year gymnasium staff worked with staff in wings A, B, C and D to organise three family days this year. These provided the opportunity for families to learn about the work of the Unit and to find out how prisoners are progressing. They proved a great success and a further two similar events are planned before the end of the year.

#### Education

12. The Unit education department continued to support prisoners to achieve a wide range of qualifications. In addition the art department is preparing prisoner work for display in an exhibition at Northumbria University. Two senior lecturers from the University Criminology Department came to talk to prisoners about their work on 8 November. As well as individual work prisoners will be submitting a group piece.

13. The creative writing project, the Melting Pot, continues to progress with prisoners involved in creative writing projects including fiction and non fiction, poetry, radio scriptwriting and article writing. One prisoner has written a novel entitled "The Adventures of the Teenage Worms" which he has dedicated to NEPACS.

#### Charitable work

14. The Horticulture team has been working closely with a local Hospice where they attended the summer fayre and raised £500 for the sale of plants. They have been asked to produce tables for their Light up a Life Celebration in December. The Hospice has supplied the materials and staff and prisoners are providing the labour.

#### Staff Recognition

15. The Board is delighted to report that the Clinical Director of the Westgate Unit has been awarded an OBE in recognition for her work in developing services for Personality Disordered Offenders..

16. The Board is also pleased to report that members of the Unit staff were asked to

present alongside members of the Chromis Team, to professionals working within the penal system in Bergen. The presentations were to pass on experience gained from working with DSPSD prisoner and in their development of therapeutic interventions for this population of offenders

#### Best Practice

17. The Board continues to have confidence in this Unit which provides a supportive environment for prisoners using treatment that reflects best practice. Introduction of the PIPE environment has been an important step forward this year and it is also pleasing to see that new therapies have been piloted and are soon to be introduced.

18. As in previous years very few applications are received from this Unit by the Board and none of a serious nature

19. The Board believes that the Unit provides the correct approach for DSPD prisoners and together with the integrated PIPE unit provides a blueprint for other prisons to follow.

## **Section 7**

### **The Work of the Independent Monitoring Board**

1. Members of the Board visit the prison every week to carry out their duties. These include the following which should be read together with the statistics provided at the end of this section.

#### Rota and other visits

- Rota 1. The member on this weekly Rota always visits Segregation and Healthcare plus other areas of the prison. Whilst on Rota 1 the member is the named “on call” contact for the prison in the case of an incident or the move of a prisoner to Segregation. Members take it in turn to cover Rota 1.
- Rota 2. The member on this weekly Rota will always visit the kitchen plus other areas of the prison. Members take it in turn to cover Rota 2.
- Reports of all visits are prepared which include any issues of concern or that require attention. The reports are seen by the Governor 1 who actions as appropriate and provides relevant feedback.

#### Reviews

- A designated Board member carries out “fourteen day” segregation reviews.
- A designated Board member deals with prisoner applications on a weekly basis.

#### Areas of responsibility

Each Board member is responsible for monitoring more than one area of the prison

#### Meetings

- Members attend a significant number of the regular prison meetings which include issues such as safer custody, diversity and the prisoner consultative committee.
- There is a monthly Board meeting which the Governor 1 attends.
- The Chair also regularly attends: meetings with the Governor 1, Director of High Security Prisons, North East Area Chairs’ Meeting, the Residential Meeting and Category A reviews with the Director of High Security Prisons.

## Visits and Conferences

2. To help gain experience of the wider prison estate and aid cross fertilisation of ideas the following visits to other prisons were made:

- six members visited HMP Wakefield on 23 February 2012.
- five members visited Aycliffe Secure Unit in Durham on 18 April 2012.
- four members visited HMP Northumberland on 26 April 2012
- three members visited HMP Barlinnie on 6 June 2012

In addition two members attended the IMB Conference on 14 February 2012 and the Chair was invited to the National Council meeting at Leeds on 18 September 2012

## Prison Awareness

3. At Board meetings, invited Governors, Staff and External Agencies provided information about the following subjects

- Night Manager
- Sex Offender Treatment Programme
- Charity Workshop
- Action for Prisoners Families
- Chaplaincy
- Family Liaison
- PIPE Unit
- Mental Health

## Listening and Support Team

4. One Board member sits on the Listening and Support Team which consists of seven Board members from across the country. The Team was set up to provide confidential support to other Board members who are experiencing difficulties on their Boards.

## Independent Interviewer

5. One Board member is part of the team of Independent Interviewers from across the country who sit on recruitment panels for new members.

## Applications

6. In addition to the written application from prisoners outlined at the end of this section the Board deals with verbal “on the hoof” applications. These numbered 28 during the year and covered the following topics:

Accommodation	2	Mail	2
Canteen	14	Medical	4
Employment	2	Property	4

7. The applications process continues to play a major part in our inter-action with the prisoners and for the most part helps to establish a synergy by which we can work together. This also applies to the staff who we have always found helpful and accommodating.

8. A source of applications from prisoners relates to the different arrangements in prisons within the high security estate. Examples include visiting times, visiting arrangements and types of property allowed.

9. The Board can understand that security considerations may require different arrangements between high security and other levels of prison but not between the eight prisons within the high security estate. They feel that a review should be undertaken to establish best practice and standardisation within the high security estate. This would benefit both prisoners and staff who also have to deal with such questions, complaints and applications.

## IMB Clerk

10. The IMB clerk and Deputy took over their new part time responsibilities on 1 December 2011. They quickly got to grips with the unfamiliar work of the Board and have provided Board members with an excellent standard of support during the year. Both attended the IMB Clerk’s course in London

A Service Level Agreement is in place.

## IMB Secretariat.

11. The IMB Secretariat has provided helpful and advice and good support throughout the year.

## Chair’s Comments

12. This has been another busy and demanding year for all members of the Board. I am grateful for their support, commitment and team work and for their contributions to this report.

13. Two experienced members left the Board during the year, one after more than twenty years service. Both have made valuable contributions to the work of the Board and their input will be missed.

14. The resignations put an added burden on the remaining members and it is to their credit that we were able to carry out all of our key responsibilities. A recruitment exercise is almost complete and two new members will be in place soon.

15. Relationships with prison staff at all levels remains excellent and once again they have been open and helpful throughout the year. This working relationship is invaluable and together with the accommodation and clerical support provided by the Governor enables the Board to operate effectively. Equally I am grateful for the input and good natured responses we receive from most prisoners.

For and on behalf of the Independent Monitoring Board, HMP Frankland.

Mrs. Wendy Taylor  
22 December 2012

## Section 7 (Continued)

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	18
Number of Board Members at the start of the reporting period	12
Number of Board members at the end of the reporting period	10
Number of new members joining within the reporting period	0
Number of members leaving within reporting period	2
Total number of Board meetings during reporting period	11
Total number of visits to the Prison	555
Total number of Segregation reviews held	83
Total number of segregation reviews attended	83
Date of Annual Team Performance Review	8 Nov 2012

**Section 7 (continued)**  
**IMB Applications**

<b>Code</b>	<b>Subject</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
<b>A</b>	<b>Accommodation</b>	<b>12</b>	<b>7</b>	<b>4</b>
<b>B</b>	<b>Adjudications</b>	<b>6</b>	<b>8</b>	<b>6</b>
<b>C</b>	<b>Equality &amp; Diversity (inc Religion)</b>	<b>19</b>	<b>9</b>	<b>12</b>
<b>D</b>	<b>Education/employment/training inc IEP</b>	<b>15</b>	<b>11</b>	<b>6</b>
<b>E 1</b>	<b>Family/visits inc mail &amp; phone</b>	<b>23</b>	<b>22</b>	<b>8</b>
<b>E 2</b>	<b>Finance/pay</b>		<b>2</b>	<b>18</b>
<b>F</b>	<b>Food/Kitchen related</b>	<b>1</b>	<b>3</b>	<b>4</b>
<b>G</b>	<b>Health related</b>	<b>13</b>	<b>22</b>	<b>16</b>
<b>H 1</b>	<b>Property (within current prison)</b>	<b>19</b>	<b>29</b>	<b>2</b>
<b>H 2</b>	<b>Property (during transfer/in another prison)</b>	<b>10</b>	<b>8</b>	<b>9</b>
<b>H 3</b>	<b>Canteen, facilities, Catalogue Shopping, Argos</b>	<b>40</b>	<b>10</b>	<b>28</b>
<b>I</b>	<b>Sentence Related (inc HDC, ROTL, parole, release dates, re cat etc</b>	<b>2</b>	<b>29</b>	<b>16</b>

**Section 7 (continued)**  
**IMB Applications**

<b>J</b>	<b>Staff/prisoner concerns inc bullying</b>	<b>22</b>	<b>28</b>	<b>44</b>
<b>K</b>	<b>Transfers</b>	<b>38</b>	<b>15</b>	<b>15</b>
<b>L</b>	<b>Miscellaneous</b>	<b>37</b>	<b>27</b>	<b>39</b>
	<b>Total number of IMB applications</b>	<b>257 **</b>	<b>230 **</b>	<b>227</b>
	<b>Of total the number of IMB Confidential Access was:</b>			<b>16</b>

**\*\* Figures do not include confidential access applications as a breakdown is not available. In 2009/10 they numbered 50 and in 2010/11 they numbered 26.**