



**INDEPENDENT MONITORING BOARD  
FOR  
HM PRISON FULL SUTTON**

**ANNUAL REPORT**

**YEAR ENDING: 31<sup>ST</sup> OCTOBER 2011**

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# **ANNUAL REPORT OF THE INDEPENDENT MONITORING BOARD**

## **HMP FULL SUTTON 2011**

### **INTRODUCTION**

This Annual Report covers the 12 months ending October 31<sup>st</sup> 2011. It highlights issues of note identified by members of the Independent Monitoring Board (IMB) as they have undertaken their daily duties this year. It is not intended to be a comprehensive review of all aspects of HMP Full Sutton.

### **2. THE ROLE OF THE IMB**

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

2.2 The Board is required 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. The Board is expected to inform, promptly, the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has. The Board reports annually to the Secretary of State for Justice on how well the prison has met the standards and requirements placed on it and what impact these have on those in custody.

2.3 To enable the Board to meet these requirements effectively its members have right of access to every prisoner and every part of the prison and also to the prison's records.

### 3 DESCRIPTION OF THE PRISON

3.1 HMP Full Sutton is a high security prison for Category A and Category B male offenders, situated 11 miles from the city of York. The prison has a Certified Normal Accommodation (CNA) of 595, an in-use CNA total of 608 and an Operational Capacity of 596. Main Wing prisoners are accommodated on Wings A, E and F. Wings B, C and D are for Vulnerable Prisoners (VP). In addition prisoners are located in the Segregation Unit when circumstances warrant this. There are also a small number of cells in the Healthcare Unit for in-patients. G wing has been converted to an Induction Unit. The prison also has a Special Secure Unit (SSU) for Exceptional Risk Category A offenders which remained closed during the period of this report.

3.2 The primary purpose of HMP Full Sutton is at all times to contribute to the Prison Service objectives which are to protect the public by holding those committed by the courts in a safe, decent and healthy environment, to reduce crime by providing constructive regimes which address offending behaviour, improve educational and working skills, and promote law abiding behaviour in custody and after release.

3.3 **Prison Population:** In mid November 2011 598 prisoners were accommodated at the prison. Of these 156 (26%) were Category A prisoners and 1 was classified as Category A High Risk. 3 of the Category A prisoners were serving Indeterminate Sentences for Public Protection (ISPP). 142 of the Category A prisoners were serving a Life Sentence. 74 of the Category B prisoners were serving IPP sentences and 254 of the Category B prisoners were serving a Life Sentence.

The ethnic diversity of the prison's population is demonstrated in paragraph 5.1 below.

#### 3.4.1 Agencies in support of HMP Full Sutton:

##### **Security:**

Humberside Police (Police Liaison Officer)

Humberside Special Branch

##### **Learning and Skills Providers:**

Offender Learning and Skills Service (OLASS) comprising The Manchester College (our Education contractor with subcontractor for Construction - East Riding College, Working Links (Careers Information & Advice Service)

East Riding Library Service for the Library Contract

Hull City Council for Family Learning (ended March 31 2011)

Langley House Trust for Resettlement (subcontracted by SOVA under ESF Round 1 funding) - ended Sept 2011

Writer in Residence (Writers in Prison Network)

Seedbed (funds performing music piano/keyboard tuition on 1-1 basis with tutor.

### **Healthcare**

East Riding of Yorkshire PCT

Airedale Hospitals NHS Foundation Trust

Macmillan Nurses

### **Provisions and Canteen**

DHL

### **Diversity**

Humberside Diversity Panel

### **Offender Management**

Langley House Trust

### **Charities**

Shannon Trust – supports the Toe by Toe reading scheme

York Community Furniture Store – supplies furniture for recycling

Prison Fellowship – assists in provision of courses and provides presents for prisoners' children

Royal National Institute for the Blind (RNIB) – Braille Workshop

Samaritans – support to vulnerable prisoners and Listeners

Alcoholics Anonymous (AA)

Age Concern

## **4 EXECUTIVE SUMMARY**

### **4.1 Particular Issues Requiring a Response**

#### **4.1.1 For the Attention of the Secretary of State for Justice:**

4.1.1.1 The requirement to make significant cuts in the budget of the prison (see paragraph 6.1 below).

4.1.1.2 The apparent plan to reduce funding for OLASS (Offender Learning and Skills Service) to 2% of current provision with effect from August 2013 (see paragraph 6.2 below).

4.1.1.3 The excellent work and good clinical practice with regard to the detoxification of prisoners in line with NICE guidelines and implemented in conjunction with the 2010 Drug Strategy, Reducing Demand, Restricting Supply, Building Recovery is resulting in increasing complaints from prisoners to external bodies e.g. the GMC. The Board is concerned that this will have a detrimental effect in recruiting and retaining quality medical staff in this very challenging area of work. (See paragraph 5.3.9)

#### **4.1.2 For the Attention of the Chief Executive:**

4.1.2.1 The contract for the transport of Category B prisoners was reallocated in August 2011 and is still suffering from frequent problems (see paragraph 6.3 below).

4.1.2.2 Inconsistent application of Volumetric Control across the prison system results in prisoners arriving at HMP Full Sutton with significantly more property than allowed locally (see paragraph 6.4 below).

#### **4.1.3 Other Issues of Concern or Excellence not requiring a Response**

4.1.3.1 Despite huge cuts in manpower the Probation Department has, with the assistance of suitably trained Prison Officers, managed to keep up with report writing requirements.

4.1.3.2 Healthcare – a high standard of care has been maintained through a period of considerable physical reorganisation as outlined in paragraph 5.3 below.

4.1.3.3 Dialysis unit – the Healthcare unit now has facilities to provide dialysis simultaneously to two prisoners per session obviating significant cost involved in visits to York District Hospital (see paragraph 5.3).

4.1.3.4 Mental Health in-reach services – The Board appreciates the speed of response from the Mental Health team when it raises concern about individual prisoners (see paragraph 5.3)

## 4.2 OVERALL JUDGEMENT

The Board recognises that the governor, senior management team and staff manage some of the most difficult and dangerous prisoners in the system. It is to their credit that there are relatively few incidents of violence and disorder. In the year of this report one specific incident was an act of concerted indiscipline on the part of a large number of prisoners on A Wing. This was quickly and effectively dealt with.

On a day to day basis Full Sutton is a well managed and safe establishment in spite of the presence of prisoner and gang rivalry, drugs and other sources of tension.

The Board acknowledges the very severe financial constraints within which the prison has to operate. The Board is very concerned that the future security and stability of the prison will be increasingly difficult to maintain as further austerity measures are required over the next three years.

While there have been incidents of violence, including the death of a prisoner at the hands of another, the Board believes that the staff and management achieve high standards overall. This is justifiably reflected in the Level 4 rating awarded to the prison in the NOMS Performance Rating system. HMP Full Sutton is the second high performing High Security prison and is one of only 18 of all prisons to achieve Level 4.

This year has seen the retirement of Governor Tilley, who has been Governor in Charge for the previous 5 years, and who has helped the prison to achieve the Level 4 rating. The Board wishes him well in his retirement and welcomes Governor Paul Fowweather to HMP Full Sutton.

## 5 AREAS THAT MUST BE REPORTED ON

### 5.1 DIVERSITY

5.1.1 It is the Board's opinion that the management team at HMP Full Sutton is committed to the equitable treatment of all prisoners. They take a pro-active approach to ensure every prisoner feels safe and respected and that they have equal access to all facilities and regimes. The Equality Action Group, which is attended by prisoner representatives, is a driver of this aim. To ensure all functional heads are fully aware of their responsibilities the Diversity Action Plan has been included in the Prison's Action Plan.

5.1.2 The ethnicity of the prisoners as at October 2011 is shown in the table below:

<b>Ethnic Group</b>	<b>% of total prison population</b>
Asian or Asian British	9.3
Black or Black British	14.6
Mixed	3.5
Chinese or Other Ethnic Group	1.5
White British	62.5
White Irish or White Other	7.0
Not stated	1.7

There is a perception held by some BME prisoners that they are unfairly treated in regard to the allocation of jobs within the prison. This is currently subject to a review, which will include the Education Learning and Skills Department looking at how prisoners are recruited for certain jobs.

BME prisoners also complain that that there is little point making a complaint about a member of staff. The prisoners are informed if their complaint is upheld but not of any consequences.

5.1.3 Prisoners of 24 different nationalities were accommodated in the prison as at October 2011.

Foreign national prisoners make up about 12% of the prisoner population at HMP Full Sutton. They come from many different countries and do not all have good English language skills. Staff sometimes have to use Google translation services which is not really satisfactory but there does not appear to be a cost effective alternative. Staff give foreign national prisoners encouragement to learn English and attend the English as a Second Language (ESOL) course.

There is a Foreign Nationals clinic each week giving them an opportunity to access help and support and, on average, 50 prisoners attend. The prison is looking into the provision of CDs and DVDs in the various languages and in addition information leaflets are available for foreign nationals on each wing.

5.1.4 In October 2011 there were followers of 10 officially recognised faith groups in HMP Full Sutton. The Board recognises that the Chaplaincy team makes extensive efforts to ensure prisoners are able to access all they need to practise their faith in prison. In addition the team must be commended for the support which they offer to staff.

5.1.5 In October 2011 23% of prisoners were officially classified as Muslims. The Board is aware of the proactive approach of the management team to meet the needs of Muslim prisoners. A good practical example of this was the purchase of top rate Hay Boxes to ensure that Muslim prisoners fasting during Ramadan had hot food available after sunset.

The Imam has produced an information booklet for staff on the Muslim faith and practises. This has been a very useful tool for officers and booklets are being produced on other religions officially recognised in the prison.

Whilst there remains a perception amongst some Muslim prisoners that there is prejudice against them (by staff and prisoners alike), this is not the view of all Muslims at Full Sutton. This perception results in some Muslim prisoners reporting that they feel unsafe in the prison. Some prisoners believe that being a Muslim offers them membership of a strong group within the prison; this has led to tensions between other Muslim prisoners, and also Muslim/non-Muslim prisoners.

5.1.6 An Over 60's club has been set up for Vulnerable Prisoners by a charge nurse from Healthcare; each of the VP wings has its own over 60's representative. Activities include health care awareness, especially conditions affecting older prisoners, chapel, dominoes, snooker, gym sessions and library visits. In future it is hoped that the range of activities can be broadened to include sessions on the outdoor all-weather football pitch.

5.1.7 Veterans in Custody: Full Sutton has assisted in a nation-wide study by the Howard League for Penal Reform into ex-forces personnel who are imprisoned. The study concluded that there is no link between having served in the forces and ending up in prison, and also that the number of ex-forces in prison has been over-estimated. Currently 21 prisoners in Full Sutton have declared themselves as Veterans; this constitutes 3% of the Full Sutton population and is in line with the national average. These prisoners have now been presented with their Veterans Badge from the Service Personnel and Veterans Agency (SPVA). The SPVA, the Royal British Legion and Veterans Aid have all been to Full Sutton to meet with them. Veterans from both main and VP wings meet as a single group and together have raised monies for Royal British Legion and Help for Heroes.

## **5.2 LEARNING AND SKILLS**

The Education, Learning and Skills provides prisoners with outward looking purposeful activity. During this year there has been a high rate of participation in educational activities and this is reflected in exam success across educational and vocational areas

5.2.1 Manchester College is the present provider of the OLASS services but this is currently out for tender and may change in 2012. This, together with the proposed budget cuts referred to above in paragraph 6.2 has affected staff morale within the Education Department.

Manchester College staff visit the workshops to provide educational help to those prisoners who require it. They also make a weekly visit to the Segregation Unit to help prisoners keep up with course work that they might be missing and to provide educational support to those who are long term residents.

5.2.2 Aside from the OLASS funding the education team has been successful in securing funds from the Learning and Skills Agency. This has been used to provide additional support for literacy and numeracy for the 67% of prisoners entering HMP Full Sutton who have poor literacy skills and the 83% who have poor numeracy skills. Without this additional support this group of prisoners would find it more difficult to make use of, or access, the services provided by HMP Full Sutton, or do essential tasks such as filling in canteen sheets or reading prison information notices.

5.2.3 Funding has also been provided for IT equipment and resources, refurbishing a cookery classroom and for drama and performing music.

The Library has been assisting those with poor literacy skills through the Toe by Toe, Story Book Dads and the Year of the Book schemes. The Shannon Trust has provided assistance to the prison in training 'prisoner mentors' who have been helping others learn to read under the Toe by Toe scheme. In addition, the prison has trained volunteer prisoners to offer the Story Book Dads service. Staff members have also volunteered to be trained by the Vocal Force Team and are planning singing projects for fathers and their children.

Helped by the writer in residence the in-house Year of the Book scheme has established a reading group and a TV book club. A six book challenge scheme was set up to challenge both beginners and experienced readers. The Library also held its own World Book Night.

These schemes have been welcomed by the prisoners who choose to participate. The strength of these schemes is that they provide an external outlook for prisoners challenging the prison culture which they inhabit.

5.2.4 HMP Full Sutton also provides good quality opportunities for those of a higher literacy level. This was reflected by the prison winning 9 Koestler Awards for writing, including a Bronze Award for the "Full On" prison magazine.

5.2.5 The Gym has been trialling a Health Champions Scheme, which trains volunteer prisoners to assist other prisoners in the gym. A large variety of activities are available for all prisoners of all levels of physical ability, including the elderly and less physically fit.

5.2.6 At present Hull Adult Education authority have withdrawn their funding for the Family Learning service at the prison. This was a valued service and attempts are being made to find an alternative provider.

5.2.7 Following recommendations from the Offender Learner Review working links have cut provision in the prison from 4 to 3 days a week. The Board was of the opinion that the previous provision was insufficient and should have been increased. This cut will make it even harder for the Careers Information Advisory Service (CIAS) adviser to provide written submissions for the Sentence Planning Boards and may affect the number of inductions and one to one interviews and reviews carried out.

5.2.8 The Industries Department, which has been the top performing Industries section in the High Security Estate for 3 successive quarters this year, provide: Prison Information Communication Technology Academy (PICTA), Braille, Kitchen qualifications, Textiles and Recycling.

### **5.3 HEALTHCARE**

5.3.1 This year has seen a continuation of last year's continuing progress and consolidation. A new facility housing the administrative staff, the Integrated Drug Treatment Service (IDTS) and Counselling, Assessment, Referral, Advice and Throughcare (CARAT) teams has been completed. The Board acknowledges the determination of the Health Care team in the satisfactory completion of this project, which has enabled many effective changes to the operational use of the Healthcare wing.

5.3.2 The Dialysis unit opened this year. This has eliminated the need for 'escorts' to outside hospitals three times per week. Initially it opened to treat one patient but has since been expanded to accommodate two. Three trained dialysis nurses supervise the treatment of both patients. It is notable that the team has been shortlisted for a Butler Trust Award in recognition of their dedication and achievements.

5.3.3 The Mental Health Team continues to offer support and encouragement to the prisoners. A service level agreement is being brokered to enable Full Sutton to join the Humber Mental Health Foundation Trust.

5.3.4 A Palliative Care Suite has been created where terminally ill prisoners can receive attention from specific outside agencies e.g. Macmillan Nurses, as well as from the Full Sutton team of caring professionals. The Board commends staff for the level of care and compassion provided to terminally ill patients.

5.3.5 Refurbishment and reorganisation within the Healthcare unit has greatly assisted the provision of day-to-day primary care with dedicated and up-to-date treatment rooms for GP appointments, Dentist, Chiropody, Physiotherapy, psychiatric consultations and Optician clinics. The Tele-Medicine facility with Airedale Hospital continues to be used regularly for urgent consultations.

5.3.6 Pharmacy – is for the first time in several years fully staffed and it is now possible for it to be manned over weekends. This enables many issues to be resolved immediately, and alleviates the impact on wing staff at weekends.

5.3.7 Two more nurses are currently undergoing ‘Shared Services’ vetting procedures, and hopefully will be cleared by the end of the year. The commitment and professionalism of the general nurses has been rewarded by them winning the title of ‘National Custodial Care Team of 2011’.

5.3.8 X-rays can be facilitated on site, and mobile scanners attend H M P Full Sutton at regular intervals.

5.3.9 An Integrated Drug Treatment Service (I D T S) has been introduced at Full Sutton and this includes a regime that gradually reduces dependence on Methadone, resulting in some challenging behaviour which has been managed professionally with multi-disciplinary interventions.

The IMB continues to have real concerns over the illicit trafficking of drugs (including prescription medication) and the criminal activities that this promotes e.g. bullying, extortion etc. The Board supports the Healthcare team, GPs and staff in putting in robust strategies to try and prevent the trafficking of prescribed medications. Some prisoners arrive at Full Sutton with high levels of medication, which also adds to the difficulties of control.

There have been no positive Mandatory Drug Test (M.D.T) results since December 2010 which contrasts to reports that drugs and drug paraphernalia have been found in various areas of the prison by the Designated Search Team (DST) during their regular searches.

The Counselling, Assessment, Referral, Advice and Throughcare (CARAT) staff visit wings to offer information to staff to heighten awareness. In addition, staff in the Gym have been advised with regard to the use of steroids which can prove particularly difficult to detect.

## **5.4 SAFER CUSTODY**

5.4.1 It is not surprising that with an ageing prison population there have been 5 deaths in custody. This includes the death of a prisoner which resulted in the conviction of another prisoner for manslaughter due to diminished responsibility. The only outstanding Inquests are for deaths during this reporting year.

5.4.2 A range of initiatives are in place to ensure the safety of prisoners and staff alike. The Prison has adopted a ‘Zero Tolerance’ stance with regard to violence and anti-social behaviour. ‘Stop the Violence’ posters are displayed around the establishment making it very clear to prisoners that if they indulge in unacceptable behaviour there will be a direct consequence, some examples of which are Police referral with a view to prosecution, being placed on report or an IEP review.

At the monthly Violence Reduction meeting all instances of anti-social behaviour are discussed individually to ascertain what additional actions might need to be put in place to prevent a repeat, and to ensure that the appropriate action is taken with regard to the offending prisoner.

5.4.3 As part of the anti-bullying strategy, a review of all prisoners on medication has taken place. This has resulted in an increased number of prisoners taking their medication under supervision to reduce the drug trafficking referred to earlier.

5.4.4 Other initiatives designed to enhance the quality of prisoner life have included the introduction of cell cards which simply and clearly identify prisoners who may need special assistance. These include pictures which depict a hearing, sight or physical impairment. Prisoners can choose whether or not they wish such a card to be displayed on their cell door.

5.4.5 The prisoner Mediation scheme continues to be used successfully to diffuse tensions and issues that cannot be resolved via the complaints procedure.

5.4.6 The Board supports the emphasis placed on staff addressing prisoners with greater respect using the term "Mr" and hopes that this will gradually become the norm. We will continue to monitor this, including the use of 'Mr' in written reports.

5.4.7 This year the Listeners scheme celebrated their 20 year anniversary. At present there are 20 prisoners trained as Listeners throughout the prison and ongoing support is provided by the Samaritans who visit the prison once per week. The Listeners attend monthly debriefing meetings where they are given the opportunity to discuss any issues they encounter in their role as Listeners.

A dedicated cell on the Induction wing acts as a Listeners' Suite and there are plans to expand this. It is unfortunate that due to other priorities this remains outstanding. All prisoners have access to a dedicated Samaritans telephone on each wing and a listener is located on the Induction wing to ensure prisoners transferring in have immediate access to them if needed. The Board acknowledges the valuable and unique contribution made by both the Listeners and the Samaritans.

## **5.5 SEGREGATION UNIT**

5.5.1 As reported in the previous two Annual Reports, the occupancy level in the unit has been running at between 4 and 5% of the prison population. There have been a small number of long-term prisoners in the Segregation Unit who, due to the challenging behaviour they have displayed, have put undue pressure on staff. The Board acknowledge the professionalism of the staff and recognises they have not allowed the extra time spent with these prisoners to detract from the care shown to the rest of the Segregation population.

5.5.2 Thrice weekly review boards are held to determine the appropriateness of a prisoner's location in the Segregation unit. Drug debts, gang rivalries and acts of violence against both staff and prisoners have been the major causes of prisoners residing in the unit.

5.5.3 Whilst the Board has been concerned at the length of time some prisoners have been in the Unit, it is accepted that sometimes for operational reasons this will be inevitable. All prisoners are given the opportunity to participate in regular reviews and express any concerns they may have regarding their continued location, or not, in the Unit.

5.5.4 The table below shows the average number of prisoners segregated over the reporting year:

Reason for Segregation	Q1	Q2	Q3	Q4
Good Order And Discipline	17	15	19	16
Own Protection	2	4	3	4
Special Cell (CSC and CC)	3	4	5	5

On 314 occasions officers in the Unit used force to control prisoners. This figure includes routine control procedures when unlocking cells and moving prisoners around the unit. 127 of these instances relate to two prisoners who have been housed in the Unit under Closed Supervision arrangements

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

6.1 The Board notes that during financial year 2011/2012 the prison's budget has been significantly reduced as part of overall public spending reductions. To date this has not significantly impacted on the regime for prisoners. However, in 2012/13 the Board understands that a further reduction of £1.7 million is to be made from the base budget of £29 million. Staff costs represent the higher proportion of the budget and there is no doubt this reduction will have an impact on the future regime. The Board notes the intention to limit purposeful activity (Education, Workshops etc.) to a 4 day week from 1<sup>st</sup> April 2012 and is concerned that this may possibly result in increased tensions within the prison. The Board believes that the intended reduction in the weekly regime will compromise the primary purpose of the prison as identified in paragraph 3.2 above.

6.2 In addition to the "cuts" referred to above, the Board views with alarm the current national plan to reallocate funds provided for the Offender Learning and Skills Service (OLASS). There appears to be a real possibility that from August 2013 HMP Full Sutton will only have available 2% of the funding currently spent on prisoner education and the workshops. This will occur at a time when because of other budget cuts the Governor will have little scope to put in place alternative constructive activities. The Board has expressed its concern separately in writing to the Minister for Prisons on this crucial issue.

6.3 The Board is concerned at the cost of canteen items, given that it is not possible for prisoners to 'shop around' and their wages have remained static. This remains the case and comment has been reflected in previous annual reports.

6.4 The contract for the transportation of Category B prisoners was reallocated in August 2011 and initial problems have still not been ironed out. Confusion relating to which prisoners are to be transferred frequently occurs, for example 3 vans arrived on consecutive days for the same prisoner even though he had already been picked up. Staff report that it is not unusual for the contractor to take 25 minutes to answer the help desk telephone line.

6.5 The Board frequently comes across problems resulting from inconsistent application, across the prison system, of Volumetric Control for prisoners' property. This leads to prisoner grievance when individuals arrive at Full Sutton with more property than is allowed in the prison. The fact that different prisons adopt different facilities lists is also a cause of prisoner complaint as items of property allowed at a previous prison are confiscated upon arrival at Full Sutton.

## **7 THE WORK OF THE INDEPENDENT MONITORING BOARD**

7.1 During every week in the year members of the IMB undertake visits to the prison to undertake the following duties: the Induction of prisoners, Rule 45 Review Boards (three times per week), Rota Visits to anywhere in the prison, Segregation Unit Rota Visits, Application clinics and the monthly Board meeting with the Governor. In addition members attend some of the prison's routine meetings concerning issues such as violence reduction, diversity and the management of the Segregation Unit. In the seven months April to October 2011 members attended the prison 851 times (a rate of 19.7 per week).

7.2 The work of the Board is portrayed in the following table:

<b>Board Statistics</b>	
Recommended Complement of Board Members	17
Number of Board members at the start of the reporting period	10
Number of new members joining within the report period	5
Number of members leaving during the report period	4
Total number of Board meetings during the report period	12
Average number of attendances at Board meetings during the report period	9
Number of attendances at meetings other than the Board	Not Available
Total number of visits to the prison (extrapolated from the 7 month figures referred to above)	1458
Total number of Applications received	316 (see breakdown overleaf)
Total number of Segregation Reviews held	Not Available
Total number of Segregation Reviews attended	86

7.3 Prisoners requesting the IMB to assist them with issues of concern are able to make Applications to see the Board. Each week two members of the Board hold an Applications Clinic at which the prisoner's concerns are discussed. After making the necessary enquiries the Board writes to the prisoner with its findings.

*The table below contains an analysis of the complaints as contained within applications received from prisoners by the Board during the report period. This table, as it relates to 2010/2011, for the first time uses the IMB national template categories of complaints. In previous years a different classification was used. An attempt has been made here to re-classify previous complaints to the new template. As a consequence there may be some inconsistency between 2010/11 as compared to the previous years shown.*

Code	Subject	2005/6	2006/7	2007/8	2008/9	2009/10	2010/11
A	Accommodation	0	0	0	0	0	8
B	Adjudications	0	0	0	0	0	5
C	Diversity related	8	9	10	5	0	1
D	Education/Employment /Training	34	33	10	8	9	19
E	Family/visits	19	16	3	10	5	15
F	Food/kitchen related	4	5	3	2	0	5
G	Health related	37	42	29	8	11	22
H	Property	103	82	71	32	28	34
I	Sentence related	47	67	67	23	32	10
J	Staff/prisoner related	85	28	38	5	19	12
K	Transfers	37	27	19	6	28	14
L	Miscellaneous	17	40	36	12	14	17
	<b>Total Number of Applications</b>	268	238	212	111	146	162
	Segregation						95
	Confidential Access						59
	<b>OVERALL TOTAL including Seg apps and Confidential Access</b>						<b>316</b>

The figures in Category H above include complaints concerning Canteen in the years 2005/6 to 2009/10. Similarly the figures in Category L include Financial issues.

In addition to Applications received by the Board there are also Confidential Access Applications made to the Board Chairman and applications discussed with Segregation prisoners who do not attend the routine Application Clinics. It is not clear whether or not the figures above for the period 2005 to 2010 are included. They **are** however shown as independent figures for 2010/2011 above, with a final overall total.

7.4 The Board is very grateful for the hard work and continuity provided by the Clerk who has settled into her new role extremely well.

7.5 The Board members continue to be grateful for the courtesy and assistance provided by all grades of prison staff and for the good-natured response received from most prisoners.

P Curry, IMB Chairman, HMP Full Sutton

November 2011