



**IMB SOUTH YORKSHIRE
(HMP HATFIELD & HMP MOORLAND)**

ANNUAL REPORT

1 STATUTORY ROLE OF THE BOARD

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

The Board is specifically charged to:

(1) satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.

(2) inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.

(3) report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

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

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3. DESCRIPTION OF THE PRISON

3.1 HMP Hatfield (Open Site)

HMP Hatfield is a Category D Open Prison currently holding up to 246 adults and 20 young offenders. It has 6 accommodation blocks: 3 built in the late 1980's, the old Segregation Unit (which was refurbished in 2011 and holds 6 older prisoners) and 2 others which were opened about 10 years ago.

3.2 HMP Moorland (Assessment Site)

HMP Moorland is a Category C Training Establishment currently holding 990 adults, of whom up to 325 are vulnerable prisoners, 240 young offenders, 300 foreign nationals and the rest adult CAT Cs.

There are 6 accommodation blocks, 4 of which were opened originally in 1991, 1 added in 1997 and another in 2011. The Operational Capacity changed during the year owing to refurbishment and redecoration of one of the wings as it was depopulated. Other houseblocks have been refurbished to a decent standard. There is also a Segregation Unit which holds up to 26 prisoners and an Induction Unit holding up to 40 prisoners. There are 14 work areas including the kitchens.

Healthcare is run by Nottinghamshire PCT and Education by Manchester City College who also run some of the work areas.

4. EXECUTIVE SUMMARY

4.1 The Board is concerned about the number of workplaces available and the number of prisoners left on the houseblocks during the day. The Board realises that Management is trying to deal with this issue but the Board will continue to monitor the situation closely (see page 12).

4.2 The Board was dismayed to find that at Hatfield, both VT catering and the art class closed, and no new ones have begun (see page 11). Is this going to continue or has Manchester College any ideas to promote other education courses?

4.3 Owing to the high number of applications the Board receives involving complaints, we would like to ask the prison what is being done to analyse the reasons for prisoner complaints and to urgently process improvements which will reduce the need for so many (see page 15).

4.4 The Board is concerned that Foreign National prisoners do not appear to be receiving timely information about their future either here or on deportation (see page 16).

4.5 The Board is concerned about the number of prisoners available to work in the kitchen at Moorland at any one time. We are advised this is an ongoing problem due to slow security and safety procedures. Is the prison going to review its processes to rectify this situation? (see page 16).

4.6 The Board is concerned about the shortage of permanent staff in Healthcare. We acknowledge that the agency staff do a good job but would ask that the staffing numbers be reviewed. (see page 10)

5. AREAS REPORTED ON

5.1 Equality and Inclusion

The Prison cluster has three principal committees/forums that enable it to comply with its responsibilities for ensuring that prisoners are treated equally and not discriminated on grounds of disability, race, orientation, gender, belief or age. These are:

1 Equalities Action Team Meetings.

2 Prison Equalities Groups.

3 Discrimination Report Form Review Forums (jointly with HM Prisons Lindholme and Doncaster).

At all three meetings there are prisoner representatives who are active participants.

The Prison has recognized that the changes in its population profile following the introduction of Foreign National Prisoners (of formal interest to the UKBA) and convicted Res 2 prisoners represent a new challenge. The Foreign Nationals often have language problems that have to be addressed and cultural expectations that need to be recognized. A positive example in helping this particular group is printing Discriminatory Incident Report Forms in other languages. Res 2 prisoners are often older and may have issues associated with their health/mobility and it is recognized that this will be of continuing concern.

The prison is proactive in ensuring that all the residential Houseblocks at Moorland have Prisoner Equality Representatives and that Hatfield is also represented. It is also planned to locate a "Lead Representative" (Red Band) in Moorland's Induction Unit.

Owing to the age profile of Res 2 prisoners the prison management is looking at ways to address the needs of the older prisoners.

5.2 Education, Learning and Skills

MOORLAND

Owing to population change and a different emphasis within the establishment the Education department has worked hard to rationalise its policy for the selection of prisoners to specific courses. With the more mature, sometimes post-retirement age clientele there has been a need to introduce a more flexible, interest- based approach to encourage lifelong learning. The use of specific certificated learning criteria based on real life scenarios has been applied to engage the rest of the population at the appropriate level of their expertise in order to fulfill their individual progression path.

Support systems such as learning support and foreign language interventions have been implemented to meet the needs of specific sections of the establishment such as the foreign national prisoners.

Attendance at classes is steadily increasing thanks partly to the re-organisation of the gym sessions preventing disruption to class sessions but also to the diligence of staff in support of the educational process.

Resources and classrooms are of a high standard and this is appreciated by the prisoners the Board has spoken to. Prisoners observed were positively engaged and motivated and mostly aware of their learning pathways.

New initiatives introduced have included the hairdressing salons and the iTES programme designed as an induction tool for prisoners.

HATFIELD

A growing number of prisoners are arriving at Hatfield having already completed level 1&2 courses at previous establishments, thereby necessitating a different approach to the courses necessary for prisoners to complete their sentences. This has resulted in more 'preparation for release' type initiatives being introduced and prisoners engaged in individually tailored learning pathways.

Unfortunately, owing to budget restrictions and perceived cost effectiveness a once popular catering course has been cancelled and not replaced by a similar initiative as yet.

Prisoners spoken with are mostly aware of their educational entitlement and appreciate the efforts made on their behalf to allow those requiring specific qualifications to progress.

Qualifications April 2012 to March 2013

Qualification	Moorland	Hatfield
Cleaning Operators Proficiency Certificate Level 1	133	23
Cleaning Operators Proficiency Certificate Level 2	0	2
Food Premises Level 1	130	0
Car Valeting Level 1	2	0
BICS Special Cert	1	0
Level 2 Food Safety in Catering	97	N/A
Fork Lift Truck Operator	51	N/A
Total	414	25

Results from PICTA Academy	Moorland
ECDL Level 1	21
ECDL Level 2	2
Microsoft Office Specialist (MOS)	5
MOS – Word Exam	15
MOS – Excel Exam	24
MOS – Power point Exam	28
IT Essentials 1	184 Units
IT Essentials 1 (1 to 10) Exam	9
IT Essentials 1 Final Exam	8

5.3 Healthcare and Mental Health

Hatfield

The Healthcare Centre provides limited clinical services for 266 prisoners with other treatment facilities e.g. dentistry available at the Moorland site. Several of the clinics are nurse-led e.g. Smoking Cessation and a doctor attends daily. Two evenings per week a late night clinic is held to accommodate the outwork prisoners who are unable to attend during the day. Prisoners have access to the Integrated Drug Treatment Services Programme. For a period the Healthcare Unit was without Administrative assistance imposing an extra workload on the nursing staff, but this post has now been filled.

Moorland

Along with the general clinical services are specialist clinics for Asthma, Diabetes, Epilepsy, Chronic Heart Disease, Hepatitis B & C, Well-Man, Primary and Secondary Mental Health. Lists for dentists, optician services, chiropody, physiotherapy and hospital appointments are generally no longer than those in the community, in fact in many instances are shorter. Treatments not available in-house are dealt with by Emergency Care Practitioners or by transfer to HMP Doncaster or Doncaster Royal Infirmary. A full time pharmacist has been appointed for the Cluster together with 2 pharmacy technicians one for Physical Health and one for the Integrated Drug Treatment Service. During this period there has been an increased shift towards consultant led services.

The Doncaster Primary Care Trust appointed Nottinghamshire NHS as the preferred supplier of all Healthcare Services; these encompass Dental, Optician, Doctors, Pharmacy and Chiropody. The new dental provider from Sheffield is giving a much improved standard of care. Funding has been requested for upgrading the dental suite to CQC standards. There are 50 Res 1 prisoners and 25 Res 2 prisoners waiting for treatment as this report is written.

Healthcare is available to all prisoners equally and they receive a medical examination on Reception within 24 Hours. All prisoners are assessed also for any mental health issues and referred accordingly. It is also being noted whether they have been in the Armed Forces.

The past 12 months have been a busy period and the workload has increased considerably following the arrival of 300 Foreign National prisoners and 325 Res 2 prisoners, many of whom are elderly with complex and challenging needs around issues such as age and mobility. Language Line is available if required. The Healthcare Unit have nominated days for Res 2 prisoners to visit healthcare where they are seen by visiting services such as podiatry and physiotherapy. All residential Houseblocks now have an allocated nurse who gives out treatments and assesses those applications to see the doctor; several staff have attended training for this work at Queen's Medical Centre Nottingham. There is a Patient Representative on the two Houseblocks accommodating Res 2 prisoners who meet monthly with the nurses to address any issues and foster Health Promotion e.g. Vaccination and Smoking Cessation.

Chronic Disease management has been rolled out on 3 of the Houseblocks and the remaining 3 will follow shortly. The lack of equipment to aid the treatment of some offenders has been a problem and taken some time to rectify. Discussion is taking place around the

areas of Palliative and End of Life care; Macmillan Nurses are contactable and would attend if required.

The Integrated Drug Treatment Services programme is now managed within the Healthcare Unit by a Clinical Matron, who has gained the Investors in Excellence Exceptional Stake Holder award. The service prescribes and monitors the methadone programme; this appears to be working well with the vision of Reduction and Abstinence following the NICE Guidelines, and is now a Consultant led service. At present there are 90 prisoners being prescribed Methadone all of whom are reducing. Training has been given to Officers in Self Harm prevention and Awareness of Personality Disorders.

One of the main problems during the year has been the prevalence of those drugs known as Legal Highs, such as Spice and Black Mamba, the effects of which on individuals are very unpredictable. The team have adopted an aggressive and robust approach to all areas of drug misuse.

The past year has seen the introduction of IAPT (increased access to psychological therapies). This deals with such disorders such as Anxiety, Depression, Sleep Disorder, Obsessive Compulsive Disorder and Post Traumatic Stress Disorder. A Forensic Psychologist has also been appointed. This service gives equivalence of care in the community and is a valuable addition.

The Mental Health Integrated Approach has also been introduced. This provides a single point of access, and all mental health referrals, whether from reception into the prison or self-referral, are triaged within 5 working days. This, together with clinics for annual physical reviews for all Mental Health patients, has made a vast improvement in the care of these particular prisoners.

Primary Mental Health has been extremely busy throughout the past year with some 670 referrals.

Increased caseloads for Secondary Mental Health Services, up from around 20 to 40 patients, coupled with greater liaison with Multi-Agency members, and weekly Case Formulation Meetings are taking place. However, there has been an increase in those prisoners who present with extremely challenging behaviour. Throughout the year 6-8 prisoners have been transferred to Medium Secure Units for further treatment. The HMIP inspector stated in December 2012 that "Mental Health Services were excellent".

At present there are 3 profoundly deaf prisoners who require a variety of support services. These include a Specialist Nurse for Violence Reduction, a Specialist Interpreter supplied by the NHS and a Consultant Psychiatrist from Rampton Hospital which is the only unit providing secure services for the deaf. A Service Redesign is planned for May this year to improve, in particular, services for the elderly (following their increased presence in the prison) and those with learning disabilities with emphasis on housing and Social Care. Staff within the department still have to work on their days off even though Agency staff are still being used; these latter are regulars to the prison and provide a good service. Mandatory Workforce Training, ideally for one week over four consecutive days, is being provided as individual days at varying times, these days frequently fall on staff time off, although staff have attended. The department would find it much easier to manage this training if it occupied consecutive days over one week, ensuring staff to take corresponding time off.

All the targets for the Quality Outcome Framework have been attained and the department were compliant in the 6 areas reviewed by the Care Quality Commission, namely

- Respecting and involving people who use the service.
- Care and welfare of people who use the service.
- Cooperating with providers.
- Cleanliness and infection control.
- Supporting workers.
- Assessing and monitoring the quality of services.

The recent HMIP/CQC inspection stated that there had been significant improvements in Primary care and that substance misuse was low. The Board fully supports these findings.

All of these additions have made valuable contributions to the care provided to the increased and complex population that Moorland now caters for, and The Board commends the staff for their level of commitment.

5.4 Purposeful activity (includes work)

Hatfield

Here all prisoners should be at work. At present there are about 100+ who are either on Taskforce or at a permanent job in the community prior to release. There are only a few areas within the prison for work parties, namely: kitchens, garden/recycling, horticultural training, unit cleaners and orderlies, stores, industrial cleaners, education and “Beyond the gate” course. Unfortunately there are not enough work places available for all the prisoners left on site. When members visit the education block, they are concerned to find only a few prisoners in class or indeed empty classrooms. The Board was dismayed to find both the VT catering classroom and the art class closed to save money. Courses have been closed but no new ones begun. **Is this going to continue or has Manchester College any ideas to promote other education courses here?**

Moorland

It has been a very difficult year from the perspective of employment places and external work, to say nothing of privatisation.

Earlier in the reporting period it was noted that there was a drop in external contracts awarded to the prison, but this was managed robustly to ensure some continual employment for all. There are supposed to be sufficient activity places for the majority of prisoners but all too often Board members find too many prisoners left on the Houseblocks.

Two senior officers were tasked in different areas to maximise both employment places and external contracts.

There has been a cloud over the whole workshop complex this year with the prospect of privatisation having a knock-on effect on staff morale.

Part-time working has been introduced throughout the whole regime to try to ensure that each prisoner has some part of his day that is structured and provides a wage. Prisoners were continually being sent from work to gym. The management consequently introduced for education a policy that if prisoners were employed a.m. any gym activity would need to be p.m. and vice versa. This has had a positive effect on numbers attending the education department, at no detriment to the gym.

The Activity allocation process has not been working too well, so a new allocation process for prisoners' employment is being introduced to streamline the system. Managers have taken ideas from our cluster partners and developed a whole new way of working which includes TES and Education working in collaboration in the same office. This now means that prisoners' pathways are followed closely and each vacancy within the regime is filled as soon as possible with the appropriate level of prisoner.

During this time it was decided that the industrial cleaning workshop would be moved to the residential units. The three industrial cleaning officers put a tremendous amount of time and effort into the planning this move. Once it was completed it was a total success on both the Residential 2 side and Residential 1 sides. Along with the above decision it was decided that the officers in recycling would move to the residential units. The recycling workshop is now managed by the industrial grades from the Farms and Gardens from the 3 prison sites. The recycling workshop goes from strength to strength in the amount of waste it now recycles. Staff must be congratulated for all the work they do here.

The workshop managers also helped to move the bricklaying workshop to its new venue; this was to facilitate the waste recycling workshop expansion programme. The furniture repair workshop has also been diverse this year. This workshop has saved the prison a small fortune on projects such as recovering the snooker and pool tables for Hatfield and Moorland sites, recovering soft chairs throughout the prison and making thousands of dormouse boxes for the People's Endangered Species Trust. Workshop 17, which has Res 2 prisoners, has exceeded production and quality standards on a number contracts. It has successfully taken on the caravan hook up points. The staff in this workshop have worked with some of the less fortunate prisoners in this group, achieving excellent results and a good work ethic. There is good quality work and training in the Braille and television repair workshops. Staff in Braille lead an impressive "Storytime for Dads" scheme in which prisoners record stories for their children.

The concerns of the Board are about the number of work places available and about getting the prisoners to work. Members have mentioned in their rota reports the number of prisoners left on the Houseblocks instead of being at work throughout this reporting period. This has decreased throughout the year but it is still a concern. Also mentioned are the many occasions when prisoners have been in the workshops but only playing board games because of lack of purposeful activity. The Board is aware of the difficulties managers have faced in these challenging economic times in the outside world. Thus it is pleased to note the change of times for the gym for those prisoners on part-time work so as not to encroach on their work time.

5.5 Resettlement

Re-settlement successfully met its KPT's for the year whilst improving its data collection processes for prisoners leaving the establishment and taking up education, training places, employment and accommodation.

External agencies continue to give valuable service to their clients within the prison and do so from the well-attended Re-settlement Suite, Shelter, and Job Centre Plus. National Careers Service sees a large number of prisoners on a daily basis and this also helps them to open a savings bank account with the South Yorkshire Credit Union so that it is established ready for their release.

The Children and Families Pathway is the main driver behind the ongoing programme of Children and Family Visits Days. The children and families of approximately 15 prisoners from all areas of the prison had a morning of fun activities in the visits centre. Both prisoners and families expressed their gratitude for being invited to participate in such a great activity.

OUTWORK – HMP HATFIELD – Summary of Placements.

109	Stage 1 taskforce placements
23	Stage 2 Paid outwork placements
5	On work experience. After 3 month trial period
5	Attending college courses
1	Open University
3	Taking driving lessons

There has been an increase in Stage 1 placements due to the temporary closure of I wing at Lindholme. There is now a total of eight vehicles to transport prisoners to work, comprising 4 minibuses, 1 Citroen bus, 2 Ford Galaxy's and one car. There would be many more placements, but finding transport to take prisoners to work is very difficult.

During 2012, ninety six Bank Accounts were opened for prisoners.

There is a lack of assistance for prisoners looking for paid employment, which the introduction of Virtual Campus would have alleviated greatly. It is being introduced at HMP Lindholme but not as yet at re-settlement prisons.

Before any prisoner leaves the establishment on ROTL, an up-to-date risk assessment is carried out involving prison and probation staff and sometimes the police. A board is set up which the prisoner attends to discuss his impending release. He is made aware of what is expected of him on his day out.

The majority of prisoners spend 6/7 weeks in open conditions (depending on what stage of sentence they're at) before they begin community visits. Prisoners at Hatfield are entitled to three community visits per calendar month or four if they progress onto Task Force or gain outside employment. Hatfield facilitates up to 160 community visits every week.

Ten days after the first community visit the first home leave is due, initially for three days. If this is successful the next home leave is for five days and is granted after 28 days.

ROTLs are a privilege for good behaviour. It is common for individuals who break rules of the establishment to lose the privilege for a period of time set by the governor.

The Re-settlement Department have had a good year in helping prisoners on release.

5.6 Safer Custody

There is a Safer Custody meeting held every month in the prison but unfortunately the Board was unaware of this until recently. The Board now has a Safer Custody lead who attends these meetings and gets copies of all safer custody statistics.

The Board tries to see any prisoner on an ACCT during a rota visit and signs the relevant paperwork on the Houseblock, in Segregation or in Induction. Listeners are well used in the establishment.

On a number of occasions at Segregation review, when a report has been requested it has not been available on time or has had insufficient information to help make a decision.

The Safer Custody Manager changed during the year which will hopefully resolve some of our concerns.

5.7 Segregation

There have been a number of issues with Segregation throughout the year, which have all been reported to the Governor either during the monthly board meetings or in one-to one meetings etc. Some of these have been resolved but a number are still ongoing.

The reviews were originally every 2 weeks on a Tuesday, but were changed to weekly, then to Mondays, then back to fortnightly then back to weekly again. There was little, if any notice of these changes to the Board which meant that board members were turning up for the reviews and finding they had either already gone ahead or were not scheduled to take place at all. At the present time the reviews are held weekly on a Monday, though the board member will not always get a list of who is being reviewed.

At the reviews we find that some Governors have no prior knowledge as to why the prisoner is in Segregation, reports have not been received in time and consequently decisions are unable to be taken at that review, resulting in the prisoner possibly having to remain in Segregation for longer than necessary.

The use of Segregation has been high at times during the reporting period and on occasion there have been a number of prisoners kept in Segregation over a month. The transfer or integration of prisoners back onto the Houseblocks was at times taking too long. We appreciate the prison tries to facilitate moves and sometimes these are out of their hands. We still feel that not enough is done to move these long stayers on in a timely fashion. Some of this is due to prisoner mental health problems etc.

We would like to recognise the sterling work the Segregation staff did with 2 mental health prisoners during the year, and also like to congratulate them for the excellent work they do with **all** difficult prisoners.

6. OTHER AREAS REPORTED ON

6.1 Complaints Process

From the application it receives, the Board is very concerned to find a high number of prisoners with no confidence in the official complaints process, so much so that the Board is now monitoring applications about the complaints system as a separate category. Despite this, staff/prisoner relationships have continued to improve.

Many applications involving complaints relate to overdue responses or (in some cases) complaints allegedly not received by the complaints clerk.

The prison has put a process in place to chase overdue complaint responses but this is having little effect at present and is now under review.

The board would like to know what the prison is doing to analyse the actual reasons for complaints with a view to improving the process for dealing with them and so reduce their number.

6.2 IEP's

The prison is currently updating the IEP policy for all 3 sites (including HMP Lindholme (working site) for HMP South Yorkshire. The Board has observed some IEP reviews and is aware that there is discrepancy between the number of different categories i.e. there is a high number of prisoners with enhanced status, and the fact that there appears to be some inconsistency in the delivery of the IEP process.

6.3 Vulnerable Prisoners

The Board would like to recognise how well the integration of Res 2's has been managed and how well staff have coped with the huge range of both medical and physical needs in this aging group. They have done a fantastic job.

6.4 UKBA

Moorland is now the designated establishment for foreign nationals in the area. UKBA has an office here and the prison has facilitated its infrastructure. UKBA is still awaiting their own computer facilities linked to the Home Office. The Board has identified that some foreign national prisoners feel that they are not being kept informed enough of their eventual deportation. **How long should it be before a foreign national prisoner is made aware of their timeline?**

6.5. Kitchen

There have been a number of issues in recruiting prisoners to work in the kitchen due to slow security/safety procedures e.g. BICS food safety training, which have resulted in the kitchen being under-staffed at times. **This is still an ongoing concern to the Board.**

Considering the amount of money the kitchen is allowed per prisoner per day, it does a fantastic job overall. The menu is varied, catering for all religions and diets, and the prisoners who work there seem to enjoy what they do.

6.6. Property

The amount of applications and complaints the Board receive about property remains high. Some property does not arrive with the prisoner and this can take a number of weeks to get resolved. The Board has frequently come across problems resulting from inconsistent application across the prison system of volumetric control for prisoners' property. This leads to prisoners' grievances when individuals transfer to HMP Moorland with more property than is allowed in the prison. Reception staff are trying to use the volumetric control system as and when prisoners arrive in the establishment.

7. THE WORK OF THE INDEPENDENT MONITORING BOARD

Additional Note: During the reporting period 1 Board Member has been on a long term sabbatical due to ill health.

Board Statistics	
Recommended Complement of Board Members	20
Number of Board Members at start of the reporting period	13
Number of Board Members at the end of the reporting period	11
Number of new members joining during the reporting period	0
Number of members leaving within the reporting period	2
Total number of Board meetings during the reporting period	12
Total number of visits to the establishment	562
Total number of segregation reviews held	40
Total number of segregation reviews attended	35

Every week the IMB carries out the following duties:-

- Rota at Moorland
- Rota at Hatfield
- Applications
- Segregation review
- Monthly board meeting
- Chair's monthly meeting with the Governor

In addition to this members attend a variety of committee meetings, IEP reviews and ACCT reviews.

APPLICATION MONITORING 2012/2013

Below is a breakdown of prisoner applications by location, month and category. The large increase is mainly due to the rise in population over the year.

LOC	M	A	M	J	JY	A	S	O	N	D	J	F	TTD
HB1	3	4	5	1	4	0	4	4	6	7	6	3	47
HB2	3	16	8	10	11	15	9	6	9	4	4	2	97
HB3	3	8	1	2	10	2	9	3	5	4	6	9	62
HB4	8	18	9	1	6	4	6	0	3	2	6	7	70
HB5	4	5	5	2	11	8	6	4	9	8	8	5	75
HB6	5	9	4	5	10	11	8	3	8	5	6	7	81
IND	0	0	0	0	2	0	2	0	3	1	0	2	10
SEG	0	0	0	1	2	0	1	3	1	2	0	2	12
HAT'F	2	1	1	1	0	2	0	0	2	0	2	0	11
TOTAL	28	61	33	23	56	42	45	23	46	33	38	37	465

CATEGORY	CODE	2012/13	2011/12
Accommodation	A	12	3
Adjudications	B	22	10
Equality & Diversity (inc. religion)	C	17	0
Education/employment/training inc. IEP	D	31	20
Family/visits inc. mail & phone	E1	37	7
Finance/Pay	E2	21	n/a
Food/kitchen related	F	16	n/a
Health related	G	31	12
Property (within current establishment)	H1	45	58
Property (during transfer/in another establishment)	H2	53	n/a
Canteen, facilities, Catalogue shopping, Argos	H3	24	n/a
Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc.)	I	49	42
Staff/prisoner/detainee concerns inc. bullying	J	26	11
Transfers	K	26	25
Miscellaneous	L	49	28
Complaints	M	6	n/a
TOTAL		465	216

8. GLOSSARY OF ESTABLISHMENT RELATED TERMS AND ABBREVIATIONS USED IN THIS REPORT (alphabetical order)

Abbreviation	Description
ACCT	Assessment Care in Custody and Treatment
BICCS	British Institute Cleaning Chemical Service
CQC	Care Quality Commission
HMIP	Her Majesty's Inspectorate of Prisons
IAPT	Increased Access to Psychological Therapies
IEP	Incentive and Earned Privileges
iTES	Intergrated Training and Support
KPT	Key Performance Target
Res 2	Sex Offenders
ROTL	Release on Temporary Licence
TES	Training Employment Services
UKBA	United Kingdom Border Agency
VT	Vocational Training