



Annual Report

HMP Send, Woking, Surrey

1 April 2011 to 31 March 2012

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1 STATUTORY ROLE OF THE INDEPENDENT MONITORING BOARD (IMB)

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and Immigration Removal Centre (IRC) to be monitored by an independent Board appointed by the Justice Secretary from members of the community in which the prison or IRC is situated.

The Board is specifically charged to:

- satisfy itself as to the humane and just treatment of those held in custody within that establishment, and as to the range and adequacy of the programmes preparing them for release
- inform the Secretary of State for Justice, or any official to whom he has delegated authority, where it judges appropriate, of any concern it has
- report 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 its custody.

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

2 DIVERSITY AND EQUALITY STATEMENT

The Independent Monitoring Board of HMP Send is committed to treating all with whom members interact with respect and fairness, regardless of race, colour, ethnicity, religion, belief, national origin, gender, age, marital status, sexual orientation or disability.

3 DESCRIPTION OF THE PRISON

3.1 HMP Send is a closed training and resettlement prison for adult women. It has an operational capacity of 282. The following tables show offender demographics at 31 March 2012

Nationality	No. Offenders	%
British - White	182	70
British- Other	55	21
Foreign National	23	9
Total	260	

Length of Sentence	No. Offenders	%
0 – 2 Years	9	4
2+ Years	167	64
Indeterminate Sentenced Prisoner (ISP)		
- Lifer	52	20
- Indeterminate Public Protection (IPP)	32	12
Total	260	

3.2 All offenders (with the exception of those in the Addiction Treatment Unit, which has 10 dual-occupancy cells) are housed in individual cells with en-suite showers and toilets. 120 of these are in the main block, 64 in a newer purpose-built wing, and 80 in the Resettlement Unit. The Resettlement Unit enables offenders to develop skills needed for their successful reintegration into society, and provides opportunities for both paid and unpaid work placements in local businesses and organisations.

3.3 The prison has a variety of additional facilities which include a daytime healthcare centre, kitchen and dining room, gymnasium and sports hall, an education block, a multi-faith centre, a library and a large horticultural area. Several of these facilities provide opportunities for learning, work and recreation.

3.4 The Offender Management Unit provides supervision and sentence planning support for offenders. Surrey Primary Care Trust (PCT), supported by Thamesdoc, provides healthcare services. The Surrey and Borders NHS Trust provide the Mental Health In-Reach Services and the Addiction Treatment Unit is run by the Rehabilitation for Addicted Prisoners Trust (RAPt). The Manchester College (TMC) provides education services.

3.5 In addition, offenders are supported by more than 50 voluntary organisations covering a diverse range of issues from family and rehabilitation support (St Giles Trust/ Salvation Army / Send Family Link / Prisoner Advice Service / SWS Domestic Abuse / Samaritans / Mothers' Union/ Prison Fellowship) to drug, alcohol, health and related issues (Alcoholics Anonymous / Surrey Harm Reduction Outreach / Guildford College Counsellors).

4 EXECUTIVE SUMMARY

Throughout the year members have had free access across the prison. The co-operation and support provided by the Governor and by staff have been much appreciated.

4.1 Overall Judgement

- The Board is satisfied that HMP Send treats its prisoners humanely and justly. Send is generally a well-run prison.
- There have been improvements in the provision of **Education** (5.2) Whilst the national benchmark for engagement of prisoners in education and training is 40%, at Send this figure is 60% (5.2.2)
- There have been further improvements in the provision of **Healthcare** (5.3), particularly in the treatment of women with **mental health** issues (5.3.2)
- There has been an improvement in the availability of on-site **psychology resources** at Send, and the shared psychology resource through the Regional Psychology Team is working well (6.2.3)
- The Board is encouraged by plans that are underway to increase the number and variety of **worthwhile activities** for prisoners, and by the focus on activities that give women skills that will help them obtain employment when they are released (5.2.8)
- Over 99% of eligible prisoners are in **employment** (6.1.1)
- The Board commends the introduction of **Making Connections**, a scheme aimed at helping women to settle into the community more easily after release, and thereby reduce re-offending (6.8.2)
- The Board is pleased that there was an increased number of **Family Visits** in the reporting period, and that the number of such visits planned for 2012 is similar.

The decision to introduce a monthly Pre-School Children's visit is to be commended (6.5.3)

- The Board is concerned about the decrease in the number of **visitors** to prisoners (6.5.1)
- The Board is concerned about the significant rise in the number of **self-harm incidents**, but is satisfied that the prison is continuing to address this (5.4.3)

4.2 Issues requiring a response from Ministers

- The Board is concerned about the low level of wages paid to prisoners (6.1.6)
- The Board is concerned that tight staffing levels are adversely affecting the care of women (6.1.5)
- The Prison and Probation Ombudsman Service did not produce its draft report into the August 2010 Death in Custody until June 2011, despite a stated target time limit of 26 weeks (5.4.2)

4.3 Issues Requiring a Response from the Prison Service

- The Board is of the opinion that funding needs to be found for further anger management courses for ISP prisoners (6.2.2)

4.4 Issues Requiring a Response from the Prison

- The application process for the TC should consistently include input from the Healthcare department at Send (6.3.1.4)
- The Board regrets that the Gardens are not sufficiently used as a resource (6.7)

- The fall in Visitor numbers needs to be thoroughly investigated (6.5.1)

5 AREAS OF THE PRISON THAT MUST BE REPORTED ON

5.1 Equality

5.1.1 Equality/Diversity continues to be taken seriously at HMP Send. Equality Action Team (EAT) meetings are held quarterly and are attended by senior prison staff, prisoner representatives and Healthcare. The Equality Action Plan addresses all aspects of Diversity, including the new category of Foreign Nationals.

5.1.2 There were 14 Diversity Incident Report Forms (DIRF) raised in 2011/12, a significant reduction compared with 35 in 2010/11 and 29 in 2009/10. The Board is satisfied that all these incidents were properly addressed and dealt with. No major issues have arisen.

5.1.3 A new prison-led Over 50s Focus Group means that more attention is given to meeting the needs of older prisoners.

5.2 Learning and Skills

5.2.1 The Board is satisfied that all prisoners are assessed in relation to their learning and skills within the first week of arrival.

5.2.2 The national Skills Funding Agency benchmark for engagement of prisoners in education and training is 40%; at Send this figure is 60%. The range of courses offered by TMC has continued to grow and develop, with an emphasis on courses and qualifications that lead to employment on release. The bank and cover staff system has improved to provide a better-streamlined education provision.

5.2.3 The current contract between the prison and the Education Provider makes no provision for support for learners pursuing education above level 2 QCF. However,

tutors are to be commended that they facilitate access to learning above this level within their own administration time.

5.2.4 The contract does not make any provision for prisoners with learning difficulties. However, the Education Department and Healthcare are working together to integrate assessment and support for learners with special needs and learning difficulties.

5.2.5 The Education Department uses a range of external professional volunteers for tuition and mentoring (e.g. volunteers from HMRC, Citizens Advice, a solicitor, an NHS microbiologist) to enhance the range of support offered.

5.2.6 The Board is pleased to note the general integration of basic education into courses and training provided by the prison. The introduction of roving teaching has increased levels of participation, with tutors visiting prisoners in their rooms or workplaces.

5.2.7 The identity of the new Education Provider under the current retendering process is not expected to be known until later in 2012. Uncertainties about this, and the absence of any detail of the educational objectives within the contract create some unease within the Department, which is regrettable.

5.2.8 The Board is pleased that there have been several new initiatives to increase the variety of worthwhile activities at Send, with an emphasis on employability skills and experience, and on recognised accreditations, which, by non-education providers, increased almost threefold over the reporting period. A new Teaching Kitchen and a Hairdressing and Beauty Training Academy are being installed, enabling more women to obtain qualifications in these useful skills. A joint project with The Sue Ryder Foundation will provide jobs for women both inside and outside the prison, working on the sorting, repairing and redesigning of secondhand clothes. The Board will be able to report on the progress of these new ventures next year. Members are impressed by the enthusiasm of the recently appointed Head of Activities and Offender Development Officer and of the Senior Management Team and staff in embracing new challenges.

5.2.9 Last year the Board expressed concern about the number of women engaged in Wing cleaning jobs. We are pleased to report that the number of Wing cleaners has reduced in the reporting period.

5.3 Healthcare and Mental Health

5.3.1 In last year's report the Board noted that there had been improvements in the general provision of Healthcare and this year we are pleased to record that the overall level of service has been maintained and further enhanced. For example:

- In the past the delivery of services has required the use of Agency staff. This year the department has functioned with only permanent staff; the overall benefit to prisoners being a more consistent and improved level of healthcare services.
- The dental service has consistently performed well throughout the year with waiting time for routine appointments of 4.5 weeks, which is less than the required standard of 6 weeks.
- Healthcare has expanded their links with external organisations, including building a relationship with The Terence Higgins Trust who now regularly visit the prison to promote HIV awareness. Towards the end of the year the Macmillan Nurses have also supported the team with training and support in cases of cancer diagnosis.
- With all nurses trained in smoking cessation there has been a significant improvement in the smoking cessation service with prisoner waiting time reduced from 14 to 8 weeks.
- A stronger working relationship has been established between Healthcare, Safer Custody, the Offender Management Unit and the Mental Health In Reach services, through the establishment of the High Risk & Vulnerable prisoners meeting which is held fortnightly.

During the reporting period the Board received 23 applications associated with healthcare issues, compared with 36 in 2010/11. There has also been a reduced number of Healthcare-related applications to the prison authority. An analysis of this year's applications shows no single significant cause for complaint. The most worrying is that on three occasions prisoners have complained about the way Healthcare staff have

spoken to them; on investigation these have, as far as the Board can ascertain, been investigated and dealt with appropriately by Healthcare Management.

The Board notes the findings of the 2011 MPQL audit, which highlighted that more work was needed to improve prisoners' views and expectations of the service; the Board will monitor the outcome of this work.

5.3.2 A high proportion of prisoners have mental health issues. The Mental Health In-Reach Team (MHIR) at Send has one third of the prisoner population accessing its services. The primary care team also manages a significant number of women with mental health issues, most commonly depression and anxiety, who do not qualify for MHIR services.

The Board is pleased to report that during the past twelve months treatment of mental health at HMP Send has improved. There have been changes in management and in the provision of qualified staff. However, in the Board's view the greatest improvement has been as a result of the development of closer working links between clinical health, mental health and safer custody staff. Prisoners are now treated holistically rather than by separate groups. The signs of deterioration in mental health are being recognised earlier and are dealt with before they become too serious.

An analysis of applications submitted to the Board has shown that none related directly to the provision of mental health services. However, the Board does recognise that complaints about other issues may partly arise from mental health issues.

Whilst there is much to be commended in recent developments there is still room for improvement. In particular the significant rise in number of self-harm incidents needs further investigation into the root causes, and early interventions introduced. The Board is aware of the plans to introduce behavioural therapy and commends this initiative.

5.4 Safer Custody

5.4.1 The Board is pleased with the continuing efforts made by staff with regard to Safer Custody.

5.4.2 Last year's report referred to a death in custody in August 2010. The Prison and Probation Ombudsman (PPO) Service has a target to "Complete an investigation into a

self-inflicted death and distribute the draft report for consultation within 26 weeks of the initial notification”. The Board is concerned that the draft report into this unfortunate incident was not produced until June 2011. The final PPO report into the death in custody was issued in December 2011, and the Board understands that the prison has accepted all recommendations contained therein.

5.4.3 Over the last few years there has been a significant increase in the number of self harm incidents, as shown in the table below. The prison has attributed this increase to a rise in the number of more vulnerable prisoners, including those with mental health and drug problems. Since 2008 there has been a significant rise in the number of prisoners serving Life and IPP sentences. The Board continues to be concerned about the number of self-harm incidents, and will continue to monitor the prison’s efforts to address this problem.

Calendar year	2008	2009	2010	2011
Total self harm incidents	245	313	264	386
Number of women who self harmed	114	154	117	180
Total women taken to hospital after self harm	26	47	31	37
Total incidents classed as serious	No data	22	6	4

5.4.4 The Board notes the excellent work carried out by both the Samaritans and prisoner Listeners in making themselves available to prisoners with problems. During the year the number of prisoners trained as Listeners has increased from 8 to 14 in response to increased demand.

5.4.5 The issue of bullying continues to be of concern to the Board. The incidence of overt physical violence remains at a very low level. However there is concern about bullying and intimidation, and this was echoed in the HMIP report published in early 2012. The Board is satisfied that the prison is focusing on this issue, and will continue to monitor progress.

5.5 Segregation/Separation and Care Units

5.5.1 HMP Send does not have a Segregation unit, a policy viewed by the Board as commendable because it has a positive effect on the atmosphere within the prison.

5.5.2 Very occasionally women are segregated on Cellular Confinement (CC) for short periods for disciplinary reasons. This procedure was used on only 2 occasions in 2011/12 (12 in 2010/11).

5.5.3 Any prisoner whose personal safety is held to be at serious risk is held in a special observation cell on Constant Supervision (CS), where an individual regime is prescribed, tailored to the woman's specific problems. CS was used on 38 occasions in 2011/12 (compared with 30 in 2010/11).

6 COMMENTS ON OTHER AREAS OF THE PRISON

6.1 General

6.1.1 Provision of worthwhile activities for prisoners at Send is commendable with over 99% of eligible prisoners in employment, a slight increase over the previous year

6.1.2 The Board has on many occasions during the reporting period had occasion to commend staff on the humane and caring way in which they deal with prisoners. This has been recorded by members who have monitored adjudications, ACCT reviews, Sentence Planning Meetings and Visits, as well as in rota reports reporting on day-to-day life in the prison.

6.1.3 The Board has been pleased that the Governor has often reacted positively to comments or suggestions made by members. One recent example has been the agreement to replace all the beds on D Wing (the Addiction Treatment Unit) after members reported that they were unacceptably uncomfortable.

6.1.4 The Board has noted occasions on which staff are prepared to take on extra work in order to improve the quality of prisoners' life. A recent example was the unavailability of nail varnish remover, which had been removed from the Canteen list for safety

reasons. Staff have managed to source some acetone- and alcohol-free varnish remover pads which will be made available for women at Send to purchase.

6.1.5 Whilst recognising the pressure of budgets both within the prison and at national level, the Board is aware that tight staffing levels, particularly on the wings, mean that officers often do not have the time they need/want to talk to women and offer personal advice and care. The Board believes this has an adverse effect on some women.

6.1.6 The Board has received complaints from prisoners, and has expressed considerable concern, about the low level of wages paid to women. Most women at Send earn around £11 per week, and wages have not increased at all over the last three years. In fact average wages in the prison have changed very little in the last ten to fifteen years. On the Canteen list, from which prisoners purchase personal items from toiletries to snacks and cigarettes, prices have increased dramatically, in line with prices in other retail outlets: the cheapest toothpaste is £2.03 and a packet of 10 cigarettes is £3.37, so a prisoner who does not get extra money sent from home can purchase very little, despite full time employment in the prison. This is not a problem particular to Send: all prisoners have seen a reduction in real terms in their wages.

6.1.7 The Board had occasion during the reporting period to express concern about the removal of non-standard chairs from a large number of cells, and about the period of time before they were replaced with standard chairs. The removal was because of the fire risk of the chairs, which had been moved by prisoners into their cells from association rooms. The Governor and senior staff agreed with the Board that the issue was not well handled, particularly because the women were not given notice of the removal, and because it was not properly explained. The Board accepted that the Governor regretted how the incident had been handled, and that this was an isolated case.

6.2 Indeterminate Sentence Prisoners (ISPs)

6.2.1 The number of ISPs has remained at a high level throughout the year and makes up approximately one third of the total prison population at Send (52 lifers and 32 IPPs as at 31/3/12).

6.2.2 The TC continues to be the main risk reduction intervention for ISPs at Send and, in addition, the PIPE has been available since October 2011. The prison has not had the necessary funding to establish an accredited anger management course at Send as previously planned. Outside funding was obtained to run two pilot anger management courses, and the prison hopes that it will be possible to obtain further external funding to continue this arrangement. The course is not currently accredited by NOMS, but the prison is seeking NOMS approval to continue with the pilot in order to establish effective evaluation. Officers consider that it is a high quality intervention that addresses risk reduction and has been of assistance to several women, not least in helping them to achieve parole. The Board hopes that courses will continue to be available.

6.2.3 The Board is pleased to note that the arrangements for shared psychology resources through the Regional Psychology Team are working well and that reports required for Parole Board hearings are provided without delay. There has also been an improvement in the availability of on-site psychology resources at Send.

6.2.4 The Board is pleased to note that the parole process is working smoothly. Officers are to be congratulated for their high level of efficiency in dealing with the parole arrangements, and in particular for ensuring that women are kept fully informed of the relevant steps in the process and the timescales.

6.3 Offending Behaviour Programmes

6.3.1 The Therapeutic Community

6.3.1.1 HMP Send is the only women's prison in England to have a Therapeutic Community (TC), which has operated in the prison since 2004.

6.3.1.2 In previous reports the Board expressed concern about this resource being insufficiently promoted and underused. Last year the Board commended staff for increasing the number of participants, and is pleased to note that in this reporting period the TC has been full, with twenty-four members and a waiting list for most of the time. The number of referrals from other establishments has increased and the Board is pleased that it is planned to increase the number of TC members to 32 over the next year.

6.3.1.3 The Board is pleased that the TC is to move from its current location on Main Block to J Wing, a newer and more separate wing, where members will be able to eat together, prepare meals in their own kitchen, and be more self-contained. The Board believes this will further improve the spirit of community and mutual support that is central to the ethos of the TC.

6.3.1.4 HMP Send's Healthcare department has expressed concern that it is not routinely included in the vetting process of applicants to the TC from outside establishments. Without an integrated assessment process the Board is concerned that there is an increased risk that the mental health of unsuitable prisoners is adversely affected by participation in the TC.

6.3.2 The Addiction Treatment Unit

The Board continues to be impressed by the work of RAPt (the Rehabilitation of Addicted Prisoners Trust) in the Addiction Treatment Unit, which has been at HMP Send for twelve years, and is the only such unit in the female estate. The number of referrals has increased over the last year and the unit has been full and with a waiting list for most of the reporting period.

6.3.3 PIPE (Psychologically Informed Planned Environment)

In October 2011 a PIPE was introduced at HMP Send on a trial basis. 32 women have applied and been accepted as suitable. The PIPE environment provides women with the opportunity to test and develop their relationships and behaviour in preparation for the outside world. Its aims are to maintain gains made in previous interventions that the prisoners have undertaken, to improve the women's psychological wellbeing and to encourage pro-social living. It is hoped that its numbers might increase in the future to 40 if further funding is available.

6.4 Kitchens and Catering

6.4.1 The Board is pleased to report that the standard of food available at HMP Send is generally satisfactory and often very good. The Catering Manager has negotiated an increase in the catering budget for 2012/13 from £2.10 to £2.27 per head per day.

Although food costs have increased considerably, staff try to include specific requests in the menus. Budget constraints have resulted in a reduction in the number of hot meals served in the week. However, whilst most prisons provide one sandwich meal every day of the week, the Board is pleased that the Catering Department at HMP Send has chosen to operate outside these guidelines. Lunch Monday to Wednesday consists of a choice of soup with bread or sandwiches, and fruit; on Thursdays hot meals are provided at both lunch and supper, a decision greatly appreciated by the women. On Fridays and at weekends the hot meal is available at lunchtime, and a sandwich pack is provided in the evening.

6.4.2 In its 2011 report the Board was highly critical of the quality of diced meat in general, and of diced lamb in particular, which prisoners, staff and IMB members agreed was invariably unacceptable. Lamb has now been removed from the menu at Send. Whilst compliments about various chicken dishes have been noted in the Comments Books, the Board's concern this year is that the quality of beef supplied by 3663 is frequently unacceptable, and staff are obliged either to return it to the supplier or to throw it away. The Board believes that money and time are being wasted, as well as prisoners being adversely affected, by a problem that arises from the prison being obliged to purchase from only one supplier.

6.4.3 In this reporting year the Board received ten written complaints about the standard of food, half relating to the provision of food for vegans. The Board has investigated the decision to withdraw the issue of special diets on medical grounds (particularly those relating to allergies/lactose intolerance) in all but exceptional cases. The Board recognises that resources are not available to provide food items (such as soya products) over and above those provided in the community. However, the Board will continue to monitor the prison's efforts to encourage the women to make appropriate choices regarding their diet, particularly as basic analysis of a recent sample of menu sheets indicates that fewer than 25% of the women at Send appear to make "healthy" choices. The Catering Manager is currently reviewing the food provided to ensure a range of healthy options is consistently available, and that religious and cultural needs are addressed; this review will include canvassing the views of the prisoners.

6.5 Visits

6.5.1 The Board is concerned that the number of visitors to prisoners at Send has fallen by approximately 10% over the last year. This may be representative of the national decline in the number of prison visits, but the Board hopes that the prison will analyse properly the reason for the fall, in order to ascertain what measures can be taken to encourage more visits, given the importance of maintaining family relationships for the prisoners' wellbeing and in reducing the risk of reoffending after release.

6.5.2 It is recognised that Family Visits are very important for building and maintaining family relationships and in helping to reduce re-offending. The Board noted in last year's report that there were plans for an increase from four to nine Family Visit days in 2011. During the past twelve months the Board has monitored these visits, and has been pleased to confirm that the greater number of Family Visit days meant that fewer of these were oversubscribed. It is anticipated that a similar number of Family Visit days will be held in 2012.

6.5.3 The Board welcomes the Governor's decision to introduce a monthly weekday visit for Pre-School Children only, so that children under 5 can have more frequent and better quality contact with their mother.

6.6 Reception/First Days in Send

6.6.1 The Board recognises the importance of the first days that prisoners spend at Send, when they are likely to be stressed and vulnerable. Whilst all women arriving at Send have been transferred from another prison, it is still important that they are particularly well cared for on arrival and in the first few days.

6.6.2 The Board periodically surveys prisoners newly arrived at HMP Send. These surveys have recorded a high level of satisfaction with all aspects of the reception process. Particular praise has been expressed for the prisoners whose job it is to provide help and reassurance during the first few days at Send. All prisoners surveyed felt safe, that staff and other prisoners had been helpful and supportive, and that they had been given all the information they needed.

6.6.3 The Board has expressed concern that a new arrival can wait up to 13 days (depending on their day of arrival) to be allocated work, leaving them with little to occupy their day. This is at a time when they are at their most vulnerable.

6.6.4 The Board has had concerns about some aspects of the transport of prisoners to and from HMP Send, following the appointment of a new transport contractor. There were a number of incidents involving the late arrival of prisoners, and the arrival of prisoners without their property. These incidents increased the disruption to prisoners and staff during the transfer process and made it more difficult to ensure a smooth induction into a new environment. There were no new incidents towards the end of the reporting period so it is hoped that it was a temporary problem; the Board will continue to monitor this.

6.7 Gardens/horticulture

Send is fortunate in having a large area for horticulture. Until about ten years ago the Gardens produced so much fruit and vegetables that they not only provided Send's own kitchens with fresh produce but also distributed it to other prisons in London and the Southeast. However, successive Governors have failed to provide the funding required to maintain the horticultural area adequately (there are now only five covered polytunnels where there were fifteen). Despite the potential of Gardens to provide prisoners with productive and purposeful employment, the small number of staff (down to three from five) makes training, supervising and escorting them extremely difficult. Until a commitment is made to restore and support this area of the prison it will remain a wasted resource. The Board is pleased that the prison is focusing on plans to improve this area.

6.8 Chaplaincy

6.8.1 The Board continues to be impressed by the hard work and commitment shown by the Chaplaincy department, which encompasses all faiths within the prison, and includes staff and volunteers.

6.8.2 Members are pleased to note the introduction of a new Chaplaincy-led project known as Making Connections, which helps women, through pre-release mentors, to engage and access support services, including housing advice, family support and job

opportunities, offered in the months prior to their release. The aim is to help them connect with support services in their home community and, where possible, with a community mentor upon release. Women who have nobody to meet them at the gate on the day of release, through the scheme will have transport provided to take them to their address or to meet with their community mentor. Since the scheme was set up in November 2011, over 50 women have applied for pre/post-release mentor support.

7 THE INDEPENDENT MONITORING BOARD AT HMP SEND

7.1 The Board takes an active role in monitoring the prison to ensure that women in custody at HMP Send are treated fairly and humanely. At least three members of the Board visit the prison each week: one to investigate issues raised by those prisoners who have made a written application to the Board; another on rota to monitor specific areas of the prison such as the kitchens, healthcare, the observation cells and accommodation areas (other parts of the prison are also monitored on a regular basis); the third member supports where required (e.g. visiting prisoners on cellular confinement or on constant supervision), and observes prison meetings as part of the monitoring role. Each board member also has a special interest area. As part of their duties members have attended a number of incident and case reviews, and accompanied visits by various groups (including other IMBs). Regular in-house training days have been arranged, supplementing courses provided by the national IMB trainers and the prison service. One new member resigned at the end of his probation period.

7.2 The Board hopes to recruit new members who will improve its diversity, and will particularly welcome applications from minority ethnic and younger candidates when next recruiting, as those groups are currently under-represented on the Board.

7.3 The monthly Board Meetings ensure good communication between members, and a consistency of approach towards prisoners. The Governor (or her deputy) attends to report on developments and to discuss issues raised by members.

7.4 The Board received a total of 159 applications, down 26 from 185 in 2010/11. Those relating to Visits remain high at 24 (22 in 2010/11) with a third relating to inter prison visits, inter prison video links and inter prison phone calls. Education/ Employment/ Training shows an increase in applications to 26 (19 in 2010/11) however two thirds of these relate to complaints about allocated employment. Health-related applications have seen a significant decrease to 23 (36 in 2010/11) reflecting improved waiting times for Dental and GP appointments. Food/Kitchen related applications have risen to 10 (4 in 2010/11), half of which related to the provision of special diets. The prison has now withdrawn these except where there is a genuine medical requirement.

7.5 Board statistics

	10/11	11/12
Recommended Complement of Board Members	14	14

Number of Board members at the start of the reporting period	14	12
Number of Board members at the end of the reporting period	12	12
Number of new members joining within the reporting period	0	1
Number of members leaving within the reporting period	2	1
Total number of visits to the prison (including all meetings)	455	413
Total number of applications received	185	159

7.6 Written applications to the Board

Code	Subject	2008/9	2009/10	2010/11	2011/12
A	Accommodation	3	7	8	8
B	Adjudications	2	2	7	8
C	Diversity related	6	3	6	6
D	Education/employment/training	10	12	19	26
E	Family/visits	4	6	22	24
F	Food/kitchen related	5	9	4	10
G	Health related	26	36	36	23
H	Property	28	26	29	15
I	Sentence related	6	10	14	13
J	Staff/prisoner related	7	10	19	10
K	Transfers	4	10	6	2
L	Miscellaneous	28	22	15	14
	Total number of applications	129*	153	185	159

8 LIST OF ABBREVIATIONS USED IN REPORT

CC Cellular Confinement – a punishment
CS Constant Supervision – for a prisoner’s own safety
DIRF Diversity Incident Report Form
EAT Equality Action Team
HMIP Her Majesty’s Inspectorate of Prisons
IMB Independent Monitoring Board
IPP Indeterminate sentence for Public Protection
IRC Immigration Removal Centre
ISP Indeterminate Sentence Prisoners
MQPL Measuring the Quality of Prison Life
NOMS National Offender Management Service
NVQs Non Vocational Qualifications
OCN Open College Network
PCT Primary Care Trust – National Health component responsible for healthcare
PIPE Psychologically Informed Planned Environment
QCF Qualifications and Credit Framework
RAPt Rehabilitation for Addicted Prisoners trust
TC Therapeutic Community
TMC The Manchester College