



# **HMP Woodhill**

**Independent Monitoring Board**

**Annual Report**  
**June 2011/May 2012**

## **Section 1**

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

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and Immigration Removal Centre to be monitored by an independent board, appointed by the Minister for Justice, from members of the community in which the prison or centre is situated.

The board is specifically charged to:-

- (a) Satisfy itself as to the humane and just treatment of those held in custody within its prison, and the range and adequacy of the programmes preparing them for release.
- (b) Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (c) The IMB at Woodhill submits a 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.

## Section 2

### CONTENTS

#### **3. HMP Woodhill:**

- 3.1 Role and Accommodation
- 3.2 Contractors, Agencies and Voluntary Organisations

#### **4. Executive Summary: overall judgement**

- 4.1 Overall judgement
- 4.2 Areas of excellence not requiring a response
- 4.3 Issues of concern requiring a response
  - 4.3.1 The Minister of Justice
  - 4.3.2 Director/Area Manager
  - 4.3.3 Milton Keynes Primary Care Trust (MKPCT) and Milton Keynes Community Health Services (MKCHS)
  - 4.3.4 The Prison

#### **5. Statutory Reports:**

- 5.1 Diversity
- 5.2 Learning and Skills
  - 5.2.1 Physical Education
- 5.3 Healthcare
  - 5.3.1 Mental Health Inreach Team (MHIT) and Mental Health Provision
  - 5.3.2 IDTS (Integrated Drug Treatment System)
- 5.4 Safer Custody and Suicide Prevention
  - 5.4.1 Safer Custody
- 5.5 Segregation, CSC Unit, HU6 and Managing Challenging Behaviour Strategy
  - 5.5.1 CSC Unit, HU6 and MCBS
  - 5.5.2 Segregation

#### **6. Areas of the Establishment on which the Board chooses to report:**

- 6.1 The Prison
- 6.2 Chaplaincy
- 6.3 Reducing Re-offending/Resettlement
- 6.4 Kitchens
  - 6.4.1 Canteen

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

- Applications

### Section 3

#### HMP WOODHILL

##### 3.1 Role and Accommodation

HMP Woodhill is a Core Local prison within the High Security Directorate, with links to the South Central Area. Woodhill was built by the public sector and opened in 1992 as a publicly owned and run prison. The quality of accommodation at Woodhill is generally considered to be among the best in the prison estate.

One of the Establishment's main roles is that of a local prison serving the Crown and Magistrates' Courts. The Certified Normal Accommodation (CNA) is 669 and the Operational Capacity is 829.

It accommodates remand and convicted adult and young adult prisoners, who are categorised from category D to category A. It also accommodates some of the country's most difficult and disruptive prisoners managed under close supervision (CSC)/Rule 46 / Managing Challenging Behavior Strategy (MCBS).

House unit 6 is a separate, secure building in the prison grounds, containing the Close Supervision Centre (CSC) on A and B wings, the Managing Challenging Behaviour unit (MCBU) on C wing and the Protected Witness Units (PWU) on D and E wings. Following a review of the provision of CSCs in the high security estate, B wing had changed function in September 2011 to become a management unit for CSC prisoners, and the MCBU had opened in October 2011. The CSC and MCBU house prisoners administered and managed under a national strategy through the Security Directorate and aim to provide secure units for prisoners who are highly disruptive or who demonstrate or express a desire to demonstrate violent and/or highly disruptive behaviour.

A major design fault when Woodhill was commissioned was the lack of sufficient and dedicated buildings for workshops to occupy prisoners. Although additional accommodation has been made available it remains well below what is required for the population. A recent unannounced inspection by Her Majesty's Inspectorate of Prisons (HMIP) criticised the lack of sufficient activity to occupy prisoners and the IMB observations in this report concur with this assessment.

Recent inspections by HMIP have acknowledged the prison's success in managing these competing pressures and in maintaining a proportionate approach to the very real challenges of security and that, despite its complex context, the prison continues to provide a decent, stable and safe environment.

##### 3.2 Contractors, Agencies and Voluntary Organisations

- Manchester College – Education contract
- Primary Care Trust – Healthcare
- Lead Psychiatrists (MHIT and CSC)
- Aramark –Kitchen contract
- DHL - Canteen
- Probation Service
- Police Liaison
- Samaritans
- Citizens Advice Bureau
- Chaplaincy volunteers
- Drug Strategy Group

- Careers Advice Service
- St. Giles Trust
- Stonham, who deliver the Bail Accommodation and Support Service (BASS).
- Pact (Prisoners Advice and Care Trust)
- Prison Me No Way
- Red Cross
- Age UK
- New Leaf

## **Section 4**

### **EXECUTIVE SUMMARY**

#### **4.1 Overall Judgement**

HMP Woodhill is a complex, diverse establishment and consequently very demanding to manage. The Management Team have managed sickness levels in a robust manner and have met the required efficiency savings and the required reduction in managers. This however has led to increasing levels of cross deployment and a loss of staff continuity on Units. The Senior Management Team (SMT) has lost two members, and one absent on long term leave. This has inevitably increased their workload and responsibilities.

The Acting Head of Healthcare has struggled to counteract the weaknesses in the delivery of Healthcare due to a lack of staff. Delays in Security clearance for new nurses continue to compound this problem.

All strands of Diversity continue to be developed through the work of the Equality Team. Older prisoners and those with disabilities are well cared for, as noted by HMIP. Foreign national prisoners, who comprise 15.6% of the Woodhill population, receive excellent services through the regular clinics and the support they receive from translators, again complimented by HMIP.

Prisoner Consultation Meetings continue to be well supported by Governors, Kitchen staff, other staff and a good representation from prisoners from most Wings. Prisoners are able to receive a direct response from Governors and other staff attending the meeting.

The Board is pleased to see the many improvements that have been made during the year to the fabric of the prison, including further refurbishment of showers, and ongoing painting of Units. The outdoor environment has seen further development with faith gardens and additions to the wildlife, and all are a great credit to the staff and prisoners working there.

#### **4.2 Issues of excellence not requiring a response**

It is to the credit of the management and all staff that Woodhill remained the Number 1 Core Local prison throughout the reporting year, and reached Number 1 in the HSE. Its average ranking during the year was 10<sup>th</sup> in all prisons.

The Mosaic Workshop has completed many commissions for a variety of organisations and local authorities and held an exhibition in a Milton Keynes art gallery. The Woodwork Workshop has made equipment for the RSPB.

The Multi-Faith garden was completed and the Hope garden in the CSC Unit was opened by Danny McAllister, HSE Director.

The Foreign National Co-ordinator received praise from HMIP on their unannounced inspection as did the work of the DOPLO

HMIP remarked on the good quality of the DIRFs (Discrimination Incident Reporting Forms) submitted through the year.

The prison retained its Investors in People accreditation

An In House Laundry was installed even though funding was not secured. It employs 6 prisoners.

An Alcohol Worker has been employed and prisoners can self refer.

The first family removal took place in July 2011. Both parents and 2 children were sent back to Brazil through the joint efforts of Woodhill and Refugee Action.

The first Gay Prisoner Support Group took place.

Woodhill was represented by two handlers at the National Dog Trials, Drug Dog Final and Patrol Dog Final.

Woodhill keeps prisoners 'on hold' during their HDC window and feels this is a sensible practice which should be national.

### **4.3 Issues of concern requiring a response**

#### **4.3.1. Matters on which a response is requested from the Minister for Justice**

In the light of the recent HMIP Inspection the Board would like to see CSC and MCBS Units inspected on a separate basis to the main prison. The Board is concerned that the present format for inspection does not take into account the specific and individual needs of the highly complex and often very dangerous prisoners held in this unique environment. The Board feels that this results in 'skewed' data for the main prison.

The Board welcomed the opportunity to meet the Minister for Prisons and raised several issues with him and encouraged him to visit the CSC Unit. Members wait his response with interest.

As highlighted in the 2008-9, 2009-10 and 2010-11 Annual Reports the Board remains deeply concerned about the extended period of time taken for Counter Terrorist and other security checks. This needs to be addressed as a matter of urgency. Recruitment of staff and IMB members remains a constant challenge.

The Board remains concerned about the number of foreign national prisoners remaining in Woodhill years after their sentence has expired. One FN prisoner was finally removed to a Detention Centre recently. His sentence expired in 2008.

The Board was very concerned about a young prisoner born in London after 1983 of foreign national parentage. As a result he was eligible for deportation to Jamaica, but, due to untiring work by the Foreign National Co-ordinator, he was allowed to remain in this country.

The Board has become increasingly concerned about the lack of spaces for Vulnerable Prisoners throughout the estate, which has impacted on the First Night Centre in Woodhill.

### **4.3.2 Matters on which a response is requested from the Director/Area Manager**

The Board repeats the request made in the 2010/11 Annual Report that consideration is given to requiring the supplier to increase the number of telephones available for prisoners.

The Board requests that the contract with Geo Amey be examined. They are allowed to carry male, female and YOs in same van. Their Vans are not big enough for prisoners and a large amount of property.

### **4.3.3 Matters on which a response is requested from the MKPCT and MKCHS**

The Board continues to be deeply concerned with the longstanding shortfall in all Healthcare staff.

*This, as highlighted in the 2008 – 9, 2009 – 10, 2010 -11 Annual Reports, needs to be addressed as a matter of urgency.*

The Board is disappointed that no response was received to their letter to the Head of the MKPCT expressing their concerns about Healthcare and staffing.

The Board has particular concerns about the staffing of Mental Health Inreach and the ever increasing waiting list in the prison.

The Board is increasingly concerned about the rapid deterioration of delivery of Primary and Secondary Mental Health care to prisoners in the main prison. 5.3.1

The Board would like consideration given to improving the time scale for referral to hospital for patients with mental health problems. Several Board members raised this issue with the Minister for Prisons on his visit to Woodhill. 5.3

### **4.3.4 Matters on which a response is requested from the Prison**

The Board requests that Management endeavour to reduce the incidence of prisoners being accommodated on the FNC for lengthy periods of time. 5.4

The Board requests that consideration is given to increasing the number of Listener Courses to try and avoid periods of low numbers/poor availability of Listeners.5.4

The Board requests that consideration is given to keeping 'spare' Samaritan phones to replace any that are broken/damaged.5.4

The Board requests that poor reception of Samaritan phones in some House Units be addressed 5.4. This was highlighted in 2010-2011 Annual report.

The Board requests that consideration is given to developing a proactive approach to prisoners held locally under MCBS. 5.5

The Board would like to see an Induction package for HU6.

The Board believes there is a need for a Policy for Managing Vulnerable Adults – such as prisoners with very low IQ.

The Board requests that an SLA be established for Psychology and that the department be adequately resourced.

The Board requests that recommendations made by the Ombudsman be actioned wherever possible, such as installation of toilet seats and toilet screening.

The Board would like consideration given to providing training for Segregation and Healthcare staff for dealing with HU6 prisoners.

The Board would like to see all Officers trained in Emergency Life Support.

The Board would ask that the Segregation Unit centrally tracks prisoners serving CC on a Wing thus providing prison staff and IMB with details of these cases. 5.5.2

The Board has concerns that cross deployment has an adverse effect on some areas, such as CSC and Diversity. 5.1 and 5.5

The Board feels there is unequal access to interventions on HU6C and short-staffed local psychiatric services are not providing the level of support needed by some of the prisoners. 5.5.2

## **5.1 Diversity**

Prisoner Equality Meetings are held monthly and are chaired by the Governing Governor, or his Deputy. The Agenda for these meetings covers SMART data and has reports from the Race Equality Officer, Foreign National Co-ordinator, Disability Officer, Chaplaincy, Equality Manager, and Prisoner Diversity Representatives

Meetings are well attended by a cross section of the prison staff. They are well structured with power point presentations for agenda items. Action Points from the Minutes are systematically followed up.

The recent HMIP (Her Majesty's Inspector of Prisons) draft report was pleased to note that the Prisoner Equality Policy is publicised on Wings and information on the support available for each Diversity Strand.

There have been some problems during the reporting year caused by cross-deployment of the Race Equality Officer and the Disabled and Older Prisoner Liaison Officer. Attendance at Forums and other meetings by Staff Diversity Officers has been poor. Unit Managers are sometimes reluctant to release staff from the Wings to attend the monthly Representative meetings.

Home Detention Curfew (HDC) figures have raised some concern during the year, particularly why more are not approved. It appears that some reports are not completed in the right time scale.

It was noted that not many DIRFS (Diversity Incident Reporting Forms) were being submitted compared with other complaints. A poster was designed with a picture of the form and how to complete it. It is now displayed on the Wings.

HMIP commented on the good quality of investigations into the 92 DIRFS in 2011. Some had led to disciplinary procedures against staff where necessary.

A Diversity Calendar was produced incorporating religious festivals and the special food to accompany them.

### **Smart (Systematic Monitoring and Analysis of Race Equality)**

The SMART data report is very detailed and all functional heads must give feedback if their areas are out of range. The data produced for meetings concentrates on specific areas, such as Cellular Confinement (CC) Good Order or Discipline (GOoD), and Complaints, but is adjusted where necessary to cover other areas.

### **Foreign Nationals**

By the end of this reporting year there were 120 foreign national prisoners representing 15.6% of the Woodhill population. They were of 39 different nationalities speaking 20 different languages. Some came from countries not previously seen here, such as Romania and the Balkan region.

Although the prison is able to translate the top eight languages there are certain languages that cannot be translated, including Vietnamese and Chinese as the computers do not recognise the symbols. Embassies have been approached for help, and some has been given.

The new interpreting service ASL has received positive feedback.

A local solicitor attends the Immigration Clinic and interpreters for Vietnamese and Russian prisoners have also attended.

A member of the HMIP team who attended the monthly Clinic was impressed by its organisation and the number of prisoners attending. He also commented on the high number of foreign national prisoners held in Woodhill.

### **Disabled Liaison Officer**

Another successful Disability Day was held and it is hoped to hold two a year in future. This was organised by the DOPLO (Disabled and Older Prisoners Liaison Officer) who received very favourable comments from the HMIP on her proactive work.

New policies have been introduced; DOPLO Support Worker, Dementia Policy and Disability Policy 2012.

Regular Forums are held on the Wings and the CAMEO (Come and Meet Each Other) sessions are popular with prisoners aged over 50.

10% of prisoners in the establishment are over 50 years of age.

The highest recorded disabilities are mental health issues, including depression, asthma and reduced mobility.

### **Chaplaincy**

The faith gardens have been completed and are a peaceful addition to the grounds.

Posters have been designed and are displayed on the Wings showing what Chaplaincy delivers. The Chaplaincy Newsletter has been translated via Google. The Polish and Vietnamese prisoners understand this better.

A new full-time Resettlement Chaplain has joined the team and is working to establish links with the community.

There are some new Sessional chaplains; Jewish, Mormon and Orthodox, not yet in post.

Celebratory food is provided for two festivals for each religion during the year.

### **Equality Manager**

Training has continued throughout the year on CICI (Challenge It Change It) and almost 100% of the prison staff have now completed it. Prisoner and Staff Diversity Representatives have received training which covers foreign nationals, faith awareness and diversity strands. The AGender training was delivered to the First Night Centre, Reception, and the Prisoner Diversity Representatives, as well as a talk to the full staff meeting.

BME Forums are held fortnightly running opposite to the Diversity Forums.

A four day Anti-Social Behaviour course covering racist abuse and attitude has been delivered on the Wings, including the CSC.

As there were two Chinese prisoners in Woodhill at the time of Chinese New Year some decorations were given to them to display in their cells. There was a Chinese choice on the menu for prisoners and a similar one for the staff in the 2GO facility.

A 'Summer of Sport' is planned to co-inside with the Olympics.

Woodhill was very pleased to be one of the first prisons to hold a Gay Prisoners Support Group in March 2012.

Black History was not celebrated during 2011, but plans are in hand to rectify this in 2012.

### **Prisoner Representatives**

Prisoner Representatives provide a time sheet for their work on the Wings and earn £1.

One of the Representatives delivers his own power point presentation at daily Inductions and receives £1 per week for this work.

There is a shortage of Representatives on several Wings as when they become Enhanced prisoners they move to HU4A leaving their Wing without representation.

The issue of pin credit for mobile phones was raised by one of the Representatives. He questioned why prisoners whose families and friends use mobiles could not have the same access to the extra pin credit that is permitted to travellers. This is now being considered for working and IEP prisoners.

## **5.2 Learning and Skills**

### **Education**

The Education services have been provided by Manchester College during this reporting year. There are spaces for 120 students in the department every day but they are not all taken up; the average is around 90 but it is hoped that this will improve. Until recently, Tribal have assessed prisoners and then referred them to the Education Department to choose classes. This process can take several weeks. In future the Education Department will see new prisoners at a much earlier stage and put them into classes before they start other work.

Most of the courses offered are part-time. They include:

- Basic skills up to L2
- Computer classes
- Social and Life Skills
- Prison Survival course. This is a new course which is aimed at prisoners who have no English when they come to Woodhill. It is a pre-ESOL class and teaches prisoners basic language and writing skills so that they can communicate with officers, nurses and doctors and fill in their canteen sheets.

There is also a catering course which is almost full-time and like all the courses offered is certificated.

The retention rate is 90% and 86% of students achieve a qualification.

Vulnerable prisoners are able to use the ground floor of the building when they are taken to the department. The tutors also give classes on the wing for these prisoners and prisoners on HU6.

The kitchen offers up to 22 work spaces with training for Health and Hygiene qualifications.

The workshops have spaces for 70 to 80 prisoners and have classes for woodwork, PICTA and mosaics. Mosaics is a very popular subject and some excellent work has been produced and exhibited in one of the MK galleries. The woodwork students have made articles for the RSPB to sell.

In the prison grounds, the prisoners have built a large greenhouse this year. It will be used for plant propagation where some plants can be sold to various outlets and will have a classroom where prisoners can begin properly certificated courses.

Many of the courses which are offered in Woodhill are necessarily short as prisoners are not always serving long sentences. However, Tribal work in many prisons in the South East and can liaise with colleagues if a prisoner is transferred before finishing a course so that he can continue the work he has started.

There are approximately 500 work places for prisoners in Woodhill.

The Kitchen, Workshops and Education provide many of these and the Gardens, Waste management and Laundry have opportunities to work off the Wing. The other jobs are on the Wings as cleaners, Wing orderlies, etc.

Some of the activities are vocational and prisoners can gain qualifications.

This leaves between 250 and 300 prisoners each week who will have no paid occupation. However, many of these are Remand prisoners who are not obliged to work.

### **5.2.1 Physical Education**

The PE department holds 5 sessions daily on weekdays and 1 extra session on Saturdays. There is room for up to 70 prisoners each time and the attendance is good.

There are special sessions for prisoners over 45 who often prefer to work less strenuously than younger men. Enhanced prisoners can have up to 9 sessions each week.

The activities which are offered include:

- Weights. Weight training and weights classes.
- Cardio vascular work.

In the sports hall there are facilities for:

- Football
- Basketball
- Tennis

There is also an outdoor sports pitch.

Many of the prisoners in Woodhill are serving short sentences so the PE department is not able to offer accredited courses which may run for several months. Courses available include:

- Active I Q. This is basically a Healthy Living course with information about nutrition, exercise and personal care.
- First Aid.
- Manual Handling – how to lift or move heavy/ awkward objects safely.

### **5.3 Healthcare**

Health Services for HMP Woodhill are commissioned by the Milton Keynes Primary Care Trust (MKPCT) and MK Community Health Services (MKCHS). Medical services are provided by Resuscitate, a 24 hour GP Consortium and Mental Health Services are provided by MKCHS for the main prison and Oxford Health NHS Foundation Trust for HU6.

There is an Acting Head of Healthcare who is supported by a Deputy Head and two Clinical Leads.

#### **Staff**

All but 6 staff are employed by MKCHS. Absenteeism is still a problem; staff who have been absent with sickness must be interviewed when they return to work and though the numbers are still high, this is helping to reduce the problem. Annual leave is also being managed more efficiently.

As a result of staff shortage the range of health services does not always meet the needs of the prison population; agency staff are employed to fill the gaps, but this is expensive and more staff are needed.

Part of the staff shortage is due to the lengthy Security Clearance process. There are nurses waiting to start when their clearance is given and others are being interviewed. The aim is to recruit some nurses on Band 6 who can also be Mental Health workers and another full-time Practice Nurse is needed.

There is a new Training Matrix on line which is easily accessible to staff and clinical supervision has improved but there is still more to be done.

The Healthcare Managers would like all prison staff to be able to give emergency life support but so far few Officers have undertaken First Aid or Defibrillator training.

#### **Medicines**

Medicines are issued on each Wing from a secure medical room and supervised by Officers. Wherever possible medicines are given in liquid form for safety.

#### **Clinics**

The waiting times for different clinics varies:

- GPs hold surgeries twice daily and the access is good.
- Dental clinics are held several times a week and waiting times are short. The longest wait recorded was 1 week and 6 days.
- The Practice Nurses hold daily Clinics dealing with Asthma, COPD, (Coronary Obstructive Pulmonary Disease), Immunisation, Skin Care and Wound Care.
- Smoking Cessation Clinic has a lengthy waiting list
- Sexual Health Clinics have long waiting times. At present there is only one nurse trained to run the Sexual Health Clinic. A Condom Policy is in place.
- Access to the Physiotherapy Clinic is reasonable.
- Podiatry Clinics are held once a month.
- The Optician has recently changed and there is a long wait for prisoners wishing to attend this Clinic.

There is no Bereavement Counselling available at this time in Healthcare but it is available through Chaplaincy.

The appointments system is reasonably good and an audit of prisoners who do not attend is being made.

Record keeping is adequate and the storage of records is compliant with Data Protection and Caldicott guidance.

Prisoners are screened when they arrive and also when they are located on the First Night Centre. Waiting time to see a doctor is not long – often better than waiting times outside. Prisoners who have a severe drug problem can be given a maintenance dose on arrival if the doctor thinks it is necessary before more detailed examination takes place.

There is a programme for immunisation available on the FNC, especially against Hepatitis B. This immunisation is available for all prisoners.

Clinical Governance meetings and Cleanliness meetings should take place monthly, but few have been held during this reporting year. A meeting of NHS staff is held every morning.

### **Healthcare Inpatients**

HCIP is managed by prison staff and has its own nurse. Patients are admitted according to their clinical needs but there are no written admission criteria. Many of the Inpatients have serious mental health needs; the Wing provides many daily activities to encourage social mixing. An Art teacher and a Chaplain visit and there is a supply of books provided by the library.

The Inpatient environment is calm, bright and spacious. The officers on the Wing keep clear records and the patients have agreed compacts regarding Expected Behaviour and Good Communications.

There is still one patient on this Wing who has occupied the cell adapted for disabled patients for more than a year. He has been quite a drain on resources and is managed under MCBS.

Many of the prisoners on the HCIP Wing are on ACCTs and /or have mental health problems. Some need to move to a secure hospital but it is difficult to find places for them as there is a need throughout the Prison Service and arranging a transfer can take months, if not years.

This was raised by Board members during a meeting with the Minister. He assured us that the Government is aware of the problem and intends to take steps to provide more secure establishments to address this.

### **5.3.1 Mental Health**

The year has seen the deterioration of delivery of Primary Mental Health and Secondary Mental Health care to prisoners, with the exception of House Unit 6 whose provision is from Oxford Mental Health. There is currently an acute staffing problem.

Milton Keynes Community Health Trust has been aware of the problems and towards the end of our reporting year commissioned a report to review progress and plan a new service delivery for prisoners. Security clearance for staff will be a problem in implementation due to the length of time it takes.

The new system will put all patients on a single Mental Health waiting list. Registered Mental Nurses will deal with a mixed case load. Existing RMNs will form the Mental Health Team with the help of senior staff together with part time psychiatric help. Recruitment of Registered General Nurses will cover generic healthcare roles. A standardised suite of mental health self-help material will help those patients with minor problems.

Targets for seeing patients are:

- Routine 7 days
- Urgent 24 hours
- Very Urgent 4 hours

Zero bank staff with security clearance will be increased, improved monitoring of sickness absence and a recruitment tracking tool developed to know how individual recruitment is going.

The plan is to develop a staff skills and competencies matrix, a mandatory training database, a staff training plan and establish a daily management operational meeting.

The plan is admirable but it depends on Security clearance of new staff. The Board feels that the current system is hanging by a thread and further resignations could cause severe problems in the short term.

Senior management believe that they will overcome these problems and have the best mental health delivery in the Prison service in about 18 months' time.

### **5.3.2 Integrated Drug Treatment System**

At the beginning of the reporting year prisoners with drug and alcohol problems were identified at Reception and moved to HU5 where clinical and psychosocial services delivered a good standard of care and were appreciated by 83% of prisoners.

In January 2012 the Integrated Drug Treatment System went live to bring the Clinical, CARAT, Detox and Misuse services under one umbrella; a specialist Alcohol worker was appointed. A High Intensity Intervention Worker has also been appointed to work with difficult prisoners and to improve relapse prevention. This has had a good impact.

Subsequently the contract for these services was put out to tender, leaving out the current prison officer content, and the Westminster Drug Project will take over on October 1<sup>st</sup> 2012 when civilian staff will be TUPED across. IDTS has marked time in recent months with their valuable services of assessment, reviews, reports for drugs and alcohol, care plan revision, short duration drug and alcohol programmes, detox, blood borne virus and overdose issues regularly taking place. Staff currently are working with 220 clients.

For more than half of the reporting year the Substance Misuse Nurse has been operating alone without a regular doctor, and with no support from Healthcare. She has been trying to manage a caseload of more than 130 men.

Real integration of CARAT (Counselling, Assessment, Referral, Advice & Throughcare) and substance misuse services, together with joint care planning and reviews should now occur.

Supervision of medication and tight control of prescribing remain issues for the next year.

### **5.4 Safer Custody, Violence Reduction and Suicide Prevention**

The Safer Custody team have throughout the year produced in-depth documentation and statistics which are reviewed monthly at combined Safer Custody/Violence Reduction meetings, chaired by a Governor. Any trends identified have been investigated and potential solutions put in place where possible.

#### **Deaths in Custody**

HMP Woodhill has had two deaths in custody during the reporting period. Both were initially described as self-inflicted and inquests are still to be held. The Board feels that the inquest procedure needs to be speeded up for the well being and closure of relatives and staff. Both deaths were handled sympathetically and support was given to prisoners, staff and family by the care team and the Family Liaison Officers.

## **Self Harm Incidents**

During the period January to April the number of incidents of self harm was 87, of which 2 were near misses.

- 38 of these were located on HU6:
- 19 on 6A
- 14 on 6C
- 5 on 6B
- 51% of these instances were attributed to prisoners aged 21-29.
- 33% were lifers.

The 87 instances were attributed to 39 prisoners.

## **Listeners – Insiders**

There has been a constant problem during the year in maintaining an appropriate level of Listeners and Insiders due to the nature of the prison and the amount of prisoner movements. Identifying suitable candidates for this role has been difficult. It is even more difficult to retain their even representation across the wings.

At present there are 12 trained Listeners across the prison and some of these are performing an Insider role. Earlier in the reporting period the number of trained Listeners was as low as 5. Bearing in mind the required ratio of Listeners to prisoners is 1 per 50 there is still some way to go to reach this figure.

There are still issues with the supply and operation of Samaritan phones, mainly due to the time it takes to repair damaged ones and the reception problems associated with cordless instruments.

## **Assessment Care in Custody Teamwork - ACCTs**

177 ACCTs have been opened so far this year, slightly up on the corresponding period last year. The highest numbers occurred in the Induction Unit (HU1B) and on HU2A where there are many Young Prisoners. Additional training has been carried out during the year and as a result the quality of the information entered into the ACCT documents has improved. Good practice guidelines have also been introduced.

In the recent HMIP report the Inspector expressed concerns about the “high” level of open ACCTs and the amount of time before closure. It is the opinion of the Board that with the increased awareness that has been given to identifying at-risk prisoners over the reporting period, the amount of ACCTs opened is not excessive. The Board feels that the new training has enabled staff to identify potential prisoners at risk at an early stage. It is preferable to be on the cautious side in opening ACCTs when dealing with prisoner safety.

## **Personal Officer Scheme**

In the past this scheme has been thought of as being important for identifying potential prisoners at risk. However with the introduction of flexible working and Minimum Staffing Levels the system is unable to operate effectively due to lack of continuity.

## **Vulnerable Prisoners**

The Vulnerable Prisoner Wing has, throughout the year, been virtually full to capacity and at some stages during the reporting period in excess of 14 prisoners have had to be located on the First Night Centre. This has resulted in Rule 45 prisoners being kept on the First Night Centre for lengthy periods. This has impacted on the Induction process of new prisoners and the regime of the Unit.

## **5.5 Segregation Unit, Close Supervision Centre (CSC), HU6 and MCBS**

### **5.5.1 House Unit 6, CSC, and MCBS**

House unit 6 comprises five wings (A to E).

A Wing is the CSC wing and National Assessment Centre. The prisoners who are located on A Wing are deemed to be the most violent and disruptive within the whole prison system.

B Wing is a post-assessment CSC unit.

C Wing is the first national MCBS unit and holds both local and national MCBS prisoners.

House units 6D and 6E are part of a national protected witness scheme.

### **House Unit 6A and 6B, Close Supervision Centre**

Prisoners are held under Rule 46.

The location of prisoners is determined by the CSC Management Committee. There are a mix of small units and designated Rule 46 cells in the High Security Estate. The total capacity is approximately 40. Prisoners may be referred to the CSC Management Committee from any establishment in the estate.

Each prisoner represents an extremely high risk to other prisoners, staff and themselves. Some are awaiting transfer to or will have spent periods of time in secure hospital. The Board are concerned at the length of time prisoners have to wait for a bed once they have been accepted by a secure hospital. Despite the best efforts by the prison and psychiatric staff the waiting time can exceed six months.

All prisoners in the CSC will have been on normal location at an earlier time in their sentence. Frequently due to severe behavioural problems prisoners will be transferred to the CSC HU6A at HMP Woodhill from a Segregation Unit, where they may have been held for many months.

During the reporting period there was one emergency referral following the alleged murder of a prisoner at another establishment.

**HU6A** remains as an assessment unit for the CSC system in addition to holding prisoners who are already accepted. The assessment period is 4 months.

In order to provide the close supervision required the ratio of staff to prisoners is much higher than on normal accommodation units. Relationships between staff and prisoners are a vital component of the assessment process. The Board accepts that the regime is very sensitive to the mix of prisoners and current risk assessments. It is possible for a single regime with prisoners freely associating to move to single unlocks with multiple staff in a matter of hours. The high level of dangerousness and unpredictability of the prisoners requires the ability to rapidly increase risk levels. Responsibility for increasing risk levels may be taken by the SO with the decision being reviewed by the Governor of the Unit. The lowering of risk levels is a more measured response requiring a multidisciplinary meeting. The risk levels of all prisoners are reviewed weekly. During the reporting year there have been periods where prisoners engaged in consultation meetings and educational programmes. On one of the exercise yards in the summer months a greenhouse was used for growing plants, and murals were painted under the supervision of education. The Unit has its own gym facilities. A dedicated member of the gym staff is detailed to HU6 to make weekly checks of equipment and log books, and has responsibility for gym induction on the Unit.

There is no national policy for the use of High Control cells, but there is a local Woodhill policy. IMB are notified and invited to attend reviews when a prisoner is located in a High Control cell. In the Board's experience staff have consistently tried to return prisoners as quickly as possible to normal location.

Staff on HU6A are making full use of the Incentives and Earned Privileges (IEP) process.

Staff have a good knowledge and understanding of the prisoners in their care. They contribute on a regular basis to assessments. The personal officer scheme works well on HU6.

Throughout the reporting period budget cuts, reduced admin support and changes in management and staffing levels across the prison have had an impact on HU6. The SMT have made every effort to minimise disruption.

The Board does have concerns with the management of cross deployed of staff. The regime on the CSC and MCBS units are extremely sensitive to change, occasionally resulting in multiple single unlocks. With very little chance for association the relationships that are built up between staff and prisoners are an integral part of the effective assessment/monitoring of prisoners and accurate risk assessments. In addition, staff who do not know prisoners are less likely to challenge them, and the stability of the unit may be put at risk.

### **HU6B**

The Board had hoped that the opening of HU6B would ease the pressures on the regime on HU6A. However, the mix of prisoners is determined by the Central Management Committee and not HMP Woodhill, and the mix of prisoners determines the regime.

Since the opening of this unit the mix of prisoners has resulted in the regime being less restrictive than that on HU6A. The lack of stimulation has concerned the Board though there are plans to develop activities on the Unit. The Board has concerns about the proposed changes in SFA (Skills Finding Agency) funding. The targeting of resources to those prisoners close to release will result in considerable losses of opportunity for long sentenced prisoners. Psychology run weekly forums where prisoners discuss a wide range of topics, but not all prisoners wish to engage.

The referral manual for CSC has been updated. IMB are invited to the monthly Management Committee meetings and informed of Rule 46 prisoners coming into the establishment.

### **HU6C**

This Unit has a mix of both local and national MCBS prisoners. Provided that risk assessments are appropriate, prisoners have access to facilities in the main prison. As with all small units minor disagreements between prisoners can escalate, resulting in split regimes, thereby restricting time out of cell for all. There have been some successful outcomes with locally managed prisoners being re-integrated into the main prison. The Board has some concerns that there is not equal access to interventions and that local psychiatric services are too short staffed to provide the level of support needed by some prisoners. IMB are invited to the monthly Local Panel MCBS meetings.

### **HU6D and HU6E**

These Units have been settled during this reporting period. The regime is well developed with prisoners making use of educational opportunities. The Board has concerns that the small number of prisoners on these units results in education classes often being cancelled. As the weather improves staff and prisoners expect to make considerable use of the garden.

In the light of a recent HMIP inspection the Board would like to see CSC and MCBS Units inspected on a separate basis to the main prison. The parameters for inspection need to take into account the specific and individual needs of highly complex and often very dangerous prisoners, who are held in

a unique environment. The Board is concerned that the present format for inspections does not effectively identify and measure the key factors for these prisoners and 'skews' the data for the main prison.

### **5.5.2 Segregation**

Over the past year the management and running of the Woodhill Segregation Unit has improved. Principally this has been due to management focus from the Governing Governor down through the management team. During the year there have been periods of increased activity in the Unit most notably over Christmas and the New Year of 2011 when the staff have demonstrated their professionalism and patience.

Improvements in the management have come from a turnover of personnel, including a new Senior Officer in charge, which has brought a revitalised atmosphere to the day to day management of the Unit. The recording of paperwork has improved moving to a more ordered process. However it is not yet totally user friendly when trying to track the history of a prisoner who has left the Unit. There have been occasions when prisoners have been given Cellular Confinement by adjudication and have served this on normal location and not in the Segregation Unit. The Board feels that whilst the day to day management of this type of Cellular Confinement is the responsibility of the House Unit, the Segregation Unit should track these prisoners centrally providing both the prison staff and the Independent Monitoring Board with details of these cases.

The layout of the office has also been improved. Contrary to comments made by HMIP the unit has been repainted throughout and showers and flooring refurbished.

Throughout the year the Board has been concerned about a prisoner who has spent a lengthy time in the Segregation unit. Whilst there is no doubt that the Unit staff have managed this individual well the prisoner himself has taken advantage of aspects of his management that has led at times to impasses between him and prison management. For example it became apparent that there was not a local segregation policy for HMP Woodhill. Some senior staff were quoting it, but when the prisoner called for a copy it became apparent that it did not exist, and that a generic prison service policy was used as a reference. The Board feels that if a more consistent approach had been taken then this prisoner would not have spent 245 days in the Segregation Unit.

The Board also had concerns about a prisoner who spent 153 days in the Unit on Dirty Protest before his transfer.

### **Special Accommodation**

On initial inspection the use of SA during the year appears rather high. HMIP did raise this as a matter of concern.

Some confusion arises here as normal accommodation cells can be described as Special Accommodation when items are removed from the cell in the interests of safety.

It is perhaps worth considering that prisoners return to a more normal demeanour more quickly if they are not transferred to the SA on the Segregation Unit, but remain in their own cell once it has been made safe for their occupancy.

## **Areas of the Establishment on which the Board chooses to report**

### **6.1 The Prison**

It is to the credit of the management and all staff that Woodhill remained the Number 1 Core Local prison throughout the reporting year, and reached Number 1 in the HSE. Its average ranking during the year was 10<sup>th</sup> in all prisons.

In total 35 of the 38 Service Level Agreements for 2011-12 were achieved or better with very strong performance noted for the sick absence measure.

#### Targets

- Requests and Complaints achieved 99.96% and general correspondence, 99.85%, the best results in the HSE.
- The target for time unlocked of 8.2 hours was exceeded with 9.5 hours.
- Against a target of 90% for discharge to court, 97.88% was achieved.
- Purposeful activity scored 20.04 against a target of 19.5
- Classroom attendance scored 81.73 against a target of 80
- Resettlement achieved 83.87% prisoners in settled accommodation against a target of 82%, 36.55% prisoners in employment on release against a target of 33% and 10.47% prisoners in education/training on release against a target of 9.5%.
- Drug Course starts were exceeded with 100 against a target of 96, and completions were 108 against a target of 105. These were the highest scores by a core local prison.
- Living Skills were exceeded with 70 against a target of 69
- 92.91% of staff were C&R refreshed, against a target of 80%, and there were 43 advanced trained staff to meet the commitment to the Service of 42. This was the highest score by a core local prison.
- Sick absence rate was down to 6.22 days per member of staff, against a target of 9 days. This was the lowest level of sick absence achieved by a core local prison.
- MDT finished on target of 6.89% against 8%. It was a challenging year for MDT in a core local with its associated transient population and medication abuse.

Throughout the reporting period the numbers of prisoners rose to 829. 45% of prisoners were under 30 years of age.

### **6.2 Chaplaincy**

Chaplaincy provision in Woodhill reflects the faith statistics. Chaplains are available for Buddhist, CofE, Free Church, Hindu, Jewish, Jehovah Witness, Muslim, Mormon, Pagan, Quaker, Roman Catholic and Sikh prisoners. Currently there are 6 Orthodox Christian prisoners waiting for their own chaplain.

The Chaplaincy Team covers all other prisoners, such as Rastafarian, agnostic, atheist, Spiritualist, and those of no religion or who have none recorded.

The Duty Chaplain carries out 2<sup>nd</sup> Day prisoner interviews.

In line with PSI51/2011 all prisoners are entitled to 1 hour meditation or worship weekly. During 2011 the average attendance at Roman Catholic Mass was 28 prisoners, at CofE, 38 men, at Buddhist prayer, 8 men and at Friday prayers, 58 Muslim men.

Hindu prayers take place monthly as do Jewish, Pagan and Mormon. Sikh prisoners meet twice a month.

Prisoners who are in Healthcare are free to attend and those in Segregation may attend subject to risk assessment. A new project is being developed for the CSC (Closed Supervision Centre).

There are many religious feasts and fasts which must be observed. Woodhill celebrates many of these with celebratory food enjoyed by all prisoners not necessarily of the faith being celebrated.

Religious education classes in Muslim Tarbiyah have been successfully run.

Pastoral support is available to all prisoners, and bereavement support is provided. Support is also given to prisoners with serious illness, family illness, death and when a death in custody occurs. Prisoners in Healthcare, Segregation and those serving CC (Cellular Confinement) are visited daily by the Duty Chaplain.

Prisoners are interviewed by the Resettlement Chaplain on discharge. The Resettlement Chaplain is working on a Building Bridges scheme. He has been involved in Story Book Dads and is preparing a Keeping in Touch booklet for prisoners and their families.

A housing project is being explored with an outside Trust to support prisoners in Milton Keynes who leave as NFA (No Fixed Abode). A monthly forum is planned for these men and it is hoped to establish a community based forum to monitor the support of these men when released.

Faith-based interventions such as the Sycamore Tree course on restorative justice continue. The New Leaf mentoring scheme is for short-term prisoners who do not receive support from Probation and are more at risk of re-offending. Since May 2010 when the scheme was launched 251 referrals have been processed.

Chaplaincy delivers the ABC faith training in Woodhill.

Some 54% of prisoners choose not to have visits and are offered access to the Prison Visitors scheme.

### **6.3 Reducing Re-offending/Resettlement**

The Reducing Offending Team works with the established Pathways to reduce re-offending. This work is undertaken in partnership with the Resettlement Department who address the needs of those offenders serving 12 months or less and the OMU (Offender Management Unit) Team who address the needs of those offenders serving 12 months or more and who present a risk under the OMU criteria.

Throughout the period of 2012, the Resettlement Intervention Plan has been reviewed and amended to reflect the introduction of custody planning. This plan covers all of the Reducing Reoffending Pathways and an Action Plan is generated with signposting arrangements in place to the various initiatives.

Debt advice has continued to be delivered by the CAB and they also undertake the role of pathway lead for Finance, Benefits and Debt. Throughout the year the CAB team have continued to issue Debt packs to prisoners and they have also undertaken a valuable role in supporting prisoners by

facilitating debt clinics. This is a very busy service and there are times when the waiting list is up to 50 to 60 prisoners. The CAB service is available to all prisoners and different groups have access to the CAB via open mornings. These take place on a rolling programme over a six week period.

Despite a number of efforts to facilitate the opening of a bank account for prisoners this has still proved to be difficult. There has been success though with one local building Society (Cheltenham and Gloucester) and they have agreed that appointments can be made in advance so that on the day of release a prisoner is able to open a very simple savings account and he will be issued with an account book at the same time.

Seeking and securing accommodation is a key issue for a high number of prisoners. There are two dedicated Housing Officers on site (one who is employed by the establishment) who deals with the housing needs of offenders serving 12 months and less and one (employed by a national contract St Giles Trust) who deals with the Housing needs of those offenders serving 12 months and over and those subject to offender management. The Housing team deal with high numbers of prisoners and this is reflected in their actions to ensure that the KPT target of 82% of prisoners are discharged to a settled accommodation address is met. A significant amount of work is undertaken in dealing with those prisoners who are of no fixed abode.

The Jobcentreplus team this year have been involved in the delivery of the new “Work Programme”. This scheme enables a referral to the Work Programme immediately on release and provides a true “through the gates” service.

The new JSA process starts 6 weeks before discharge and enables the prisoner to obtain his benefits on release when he signs up. Prisoners undertaking this service must be actively engaged in seeking employment and continue with the Government Work Programme for a period of 2 years.

The Jobcentreplus team have continued to work with offenders to try and retain the employment of short term prisoners and there has been some success in this area.

Career advice is delivered by TRIBAL. All new receptions are interviewed and set short, medium and long-term goals for their future work/careers. IT skills are necessary for job search and they are encouraged to learn basic IT skills. Vulnerable Prisoners may need to consider a career change and are helped to pursue this. TRIBAL is now linked to the National Career Service which should be of help to men after release. CSCS (Construction Skills Certification Scheme) Cards are no longer obtainable in Woodhill. A CSCS Card is essential to work on a building site. Prisoners can be signposted to this service upon release.

Monthly Family Visits are taking place in the Community Hall with activities provided for the children by the Visits Centre staff, music workshop and PE instructors.

The new Resettlement Chaplain has been developing contacts with outside charitable organisations to help with housing for the homeless on release, and obtaining grants to purchase tools for employment. This role has proved to be incredibly effective for the establishment and effective community links are being developed with a number of agencies that support the reducing reoffending agenda.

## **6.4 Kitchen**

The Kitchen at Woodhill requires 22 prisoners to attend each shift to work as chefs, some for cooking, some for prep work, others for cleaning and pot wash. All prisoners are screened and cleared for duty to work in the kitchen and then, prior to commencing work, have to undergo an induction process that includes food hygiene and health and safety training signed off by the Aramark Senior Manager. The selection process allows equal opportunity for prisoners of all ethnic backgrounds to work in the kitchen and produce all varieties of food.

The Environmental Health Agency requires Aramark and Woodhill SMT to perform daily checks and sign all paperwork and temperature charts.

Special diets are provided in individually specially labelled packs. This is done on receipt of form F35 from Healthcare that outlines the special requirements of the prisoner, whether due to religious or medical reasons, and noted on a tracking sheet. Officers collecting trolleys from the kitchen are required to confirm receipt of all special dietary packs and sign for them.

House Units have their own monthly servery journal completed daily for each service. It documents pre and post service checks as well as noting SMT visits. A food comments book is available on each House Unit for use by the prisoners. It is monitored on a regular basis and responded to by senior Aramark kitchen staff.

The Senior Kitchen staff from Aramark also attend monthly Prisoner Consultation Committee meetings to address any concerns raised regarding product and service provided.

It is mandatory under government guidelines for all prisoners working in the kitchen to take a Chartered Institute of Environment Health level 2 and servery workers a CIEH level 1, both provided by the in house training manager at Woodhill. Prisoners are also able to take an NVQ level 1 under the supervision of the training manager.

Breakfast packs are dispatched the evening before to allow all prisoners to have breakfast before any moves get underway. Trolleys are collected at around 11.15 in the morning and 16.15 in the afternoons with each House Unit being responsible for their cleanliness.

The quality of meat and vegetables that are used within the Woodhill kitchens is good and this is monitored on a daily basis by the Aramark management team.

### **6.4.1 Canteen**

The Canteen at Woodhill was until January 2012 managed by DHL who had a supply store based and operated within the Prison grounds.

Although this seemed like an efficient and workable way of operating the Prisoners Canteen, decisions were taken at higher level to bring all prisons in line with a central supply system based for Woodhill at Long Lartin.

This came into operation in the early part of February 2012 and has had its teething problems. The main one is the wait of approximately 10 days after the completion and submission by the prisoner of his Canteen order before the goods are received. To make matters worse any new prisoners arriving after orders have been collected on a Tuesday cannot put in any Canteen order sheets until the following Tuesday. They then have to wait another 10 days before receiving their order. This means they could go up to 17 days before they receive any Canteen.

To overcome this delay in delivery, especially for the new prisoners unfortunately falling within this 17 day window, the First Night Centre holds a selection of pre-packed parcels, each with different goods and at varying prices. These are available for purchase by prisoners there and then to tide them over this period.

Prisoners who run out of tobacco can also discuss the issue with their House Unit SO who is authorised to supply an emergency pack at his/her discretion.

Catalogues, such as Argos, are still available on each House Unit for prisoners to order from.

Fresh fruit and vegetables are still not available.

The new system is still bedding in but needs close monitoring over the coming year. However, it is good to see that contingencies are regularly put in place by the Woodhill SMT to counter the problems as they surface.

## **Section 7**

### THE WORK OF THE INDEPENDENT MONITORING BOARD

Board members have attended the following training courses organised by the Secretariat:

Foundation Course

Experienced Members Course

New Chairs Course

Board members have attended the following training courses organised by HMP Woodhill:

Challenge it, Change It (Diversity)

Conditioning and Anti Bullying

Security Key Talk

Fire Awareness

Faith Awareness - ABC

The Board has invited the following speakers to Board meetings:

CSC/HU6 Governor

Foreign Nationals Co-ordinator

Head of Psychology

Acting Head of Healthcare

Head of Business Performance Unit

The Chair attends the IMB High Security Estate Chairs bimonthly meetings

The Chair attended three CSC/MCBS meetings

The Chair attended two Cat A review meetings

An IMB member attended two IMB London Area Chairs quarterly meetings.

The Chair attended a South Central Area meeting

The Board responded to 727 Applications, an increase of approximately 150 over 2010/11.

The Board decided to appoint 2 members as Co-Chairs to deal with the increased workload due to the severe shortage of members. Four of the current members work full-time, one is self-employed, and

are not always released by employers to fulfil their duties during the week. Evening visits are not possible as the prison is in lockdown.

The Board would like to thank the IMB clerk for all her hard work and support during the year. The Board also give thanks to members of the Admin team who provide cover if the clerk is away.

<b>Section 7.1 Applications Subject</b>	<b>2008/9</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
Accommodation	3	6	4	15
Adjudications	3	2	12	9
Diversity related	5	4	17	11
Education/employment/training	3	10	21	25
Family/visits	7	15	41	51
Food/kitchen related	11	12	1	12
Health related	18	20	88	78
Property	47	38	59	86
Sentence related & Transfers	46	84	83	109
Staff/prisoner/detainee related	6	19	13	54
Other	115	143	67	119
<b>Total number of general applications</b>	<b>264</b>	<b>351</b>	<b>400</b>	<b>569</b>

Confidential Applications June 2010 – May 2011 197

Confidential Applications June 2011 – June 2012 158

The Board responded to 727 Applications, an increase of more than 150 over 2010/11.

The Board members at Woodhill have again worked exceptionally hard this year. The Board is ten members short of a full compliment and only has ten full members. This small number of fully trained members has undertaken all duties whilst providing mentoring for new members.

<b>Board Statistics</b>	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	10
Number of new members joining within the reporting period	1
Number of members leaving within reporting period	1

Total number of Board meetings during reporting period	12
Average number of attendances at Board meetings during reporting period	8
Number of attendances at meetings other than Board meetings	84
Total number of visits to the prison/IRC (including all meetings)	624
Total number of applications received (General and Confidential)	727
Total number of segregation reviews held	45
Total number of segregation reviews attended	21

## Section 8

### GLOSSARY OF PRISON-RELATED ABBREVIATIONS USED

**ACCT-** Assessment, Care in Custody & Teamwork

**ABS** Anti-Bullying System

**BME-** Black & Minority Ethnic

**CAB-** Citizens Advice Bureau

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

**CNA-** Certified Normal Accommodation

**C & R-** Control & Restraint

**CSC** -Close Supervision Centre

**FNC-** First Night Centre

**GOOD** - Good Order or Discipline – Segregation under Rule 45/49

**HCC-** Health Care Centre

**HMCIP-** Her Majesty's Chief Inspector of Prisons

**HU-** House Unit

**IEP-** Incentives and Earned Privileges – Prisoners can be on Basic, Standard or Enhanced

**IMB-** Independent Monitoring Board

**IRC-** Immigration Removal/Reception Centre

**JSA-** Job Seekers Allowance

**KPI/KPT-** Key Performance Indicator/Targets

**MHIT-** Mental Health Inreach Team

**NOMS-** National Offender Management Strategy

**OMU-** Offender Management Unit

**PCT-** Primary Care Trust

**PO** - Principal Officer

**POA**- Prison Officers' Association – the main trade union

**PPO**- Prisons and Probation Ombudsman

**RRLO**- Race Relations Liaison Officer

**ROTL** - Release on Temporary Licence – eg. to work in mess; town visits; home leave

**SO**- Senior Officer

**VP**- Vulnerable Prisoner

**YO**- Young Offender