



# **IMB ANNUAL REPORT FOR HMP LINCOLN**

**1 February 2014 to 31 January 2015**

**THE INDEPENDENT MONITORING BOARD  
ANNUAL REPORT FOR HMP LINCOLN**

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## **2 STATUTORY ROLE OF THE IMB**

- 2.1 The Prisons Act 1952 requires every prison to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison is situated.
- 2.2 The Board is specifically charged:
  1. To satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
  2. To inform promptly the Secretary of State or any official to whom he has delegated authority as it judges appropriate, any concern it has.
  3. To 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 custody.
- 2.3 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.

## **3 DESCRIPTION OF THE PRISON**

- 3.1 HMP Lincoln was mainly built in Victorian times. It is a Category B Local Prison serving the courts of Lincolnshire. It currently holds both remand and convicted adult/young-adult male prisoners, including foreign nationals, life sentenced prisoners and prisoners serving indeterminate sentences for public protection.
- 3.2 The Prison has four large residential wings, a refurbished Care and Separation Unit, a Chapel, a Reception area, an Offender Management Unit, Visits Hall, a Laundry, a Gymnasium, a workshop block, an Academy, Gatehouse, a pedestrian gate entrance and a number of temporary buildings.
- 3.3 The average number of prisoners over the reporting period was 663 which is 89.7% of the operational capacity. HMP Lincoln's Certified Nominal Accommodation (CNA) was 408 and its Operational Capacity (Op Cap) was 739.
- 3.4 The Lincolnshire Partnership Foundation Trust provided General and Mental Healthcare until 1<sup>st</sup> October 2014 when it transferred to Nottinghamshire Healthcare NHS Trust. Resettlement services were provided by the Lincolnshire Action Trust and education was provided by Milton Keynes College. Some construction industry training was provided by Gelders. Operational prison staff ran the workshops until January 2015 after which they became staffed wholly by civilian instructors. The Samaritans trained Listeners and the escort contractor was GeoAmey.

## **4. EXECUTIVE SUMMARY**

- 4.1 2014 was a difficult and challenging year for HMP Lincoln because of the number of prison officer vacancies within the establishment. Despite this, the prison continued to consolidate and demonstrate an improved performance in a number of areas.
- 4.2 The Board was particularly pleased with the continued improvement in resettlement and the partnership working with the Lincolnshire Action Trust (LAT). The Board also recognised the sound management and care of segregated prisoners in the Care and Separation Unit (CSU)
- 4.3 Other areas to be commended included Reception, the Community Chaplaincy Service and the efforts made in Activities through the Pathway initiative to increase the number of prisoners in employment, although more improvement is required.
- 4.4 Although the Board recognised the achievements and improvements that had been made in 2014, it still had particular concerns with regard to a number of key issues

### **4.5 Key issues**

- 4.5.1 The continued lack of sufficient prisoner clothing at all times (Para 4.8.2 & 5.7.4)
- 4.5.2 The provision of suitable working showers at all times (Para 4.8.1 & 5.7.4)
- 4.5.3 The Discrimination Incident Report Form (DIRF) process (Para 5.1.7)
- 4.5.4 The lack of facilities for prisoners with a physical disability or reduced mobility (Para 5.1.5).
- 4.5.5 The delay in transferring prisoners with mental health problems to an appropriate health facility (Para 4.8.7 & 5.6.14)
- 4.5.6 The constant failure of the heating system in the Care and Separation Unit, the Multiskills Workshop and Education. (Para 5.7.1)
- 4.6 The Board continues to support the Governor with his implementation of the changes required to improve the rights and decency of all prisoners at HMP Lincoln

### **4.7 Particular issues requiring a response**

- 4.7.1 The key issues identified in 4.5 above

## **4.8 Previous Year's Concerns**

### **4.8.1 The provision of suitable working showers at all times**

As a result of this concern, it was included in an IMB Issues Log (see 6.10) which was reported monthly to, and monitored by, the Establishment Senior Management Team (SMT). The prison had implemented a shower replacement programme with the installation of a more robust model. By the end of January 2015, 35% of the showers on the wings had been replaced

### **4.8.2 The lack of sufficient prisoner clothing**

This concern was included in the IMB Issues Log for monthly monitoring by the SMT. The lack of sufficient prisoner clothing and kit change at all times remains an on-going concern for the Board.

### **4.8.3 The general application process and complaints procedures**

This issue was also included in the IMB Issues Log and was regularly monitored by the SMT. The Board still have some concerns with the general application process, but there was some improvement with Board members receiving less enquiries from prisoners who had not received a reply to their application. The majority of complaints were answered within the required timescale, 93% of the 95% target.

### **4.8.4 The First Night Centre**

Last year the Board was concerned with the condition and accommodation in the First Night Centre for mainstream prisoners. Although there are still some concerns with the current facility, the Board welcomes the plans to segregate part of the A1 wing to accommodate new prisoner admissions.

### **4.8.5 The Care and Separation Unit ( CSU )**

The Board is of the view that the management of the CSU and care of the prisoners in the unit by the prison officers is of an extremely high standard. However, we were concerned with the length of time that some prisoners were kept there, some for months. We will continue to monitor this during the next reporting period. Last year the physical condition of the CSU was a particular concern. The Board understood there have been discussions held nationally to establish the feasibility and costs of reinforcing the ceiling of the building and a bid submitted for the installation of additional Corian furniture for the remaining cells.

### **4.8.6 Kitchen floor and equipment**

The Board was aware that a business case for the replacement of the kitchen floor had been approved with a six month replacement programme planned to start in May 2015. The time taken to repair or replace kitchen equipment is still an occasional problem

#### 4.8.7 Mental Health referrals

The Board had previously raised concerns that the assessment and removal of prisoners with mental health issues took far longer than the fourteen days stipulated in the National Best Practice Guidance. The issue of a timely transfer of prisoners to a mental health facility following psychiatric assessment was an issue in 2014. The Board submitted a motion which was supported by the IMB national conference in February 2015 that the Ministry of Justice is asked to review, with NHS England, the arrangements in place to ensure prisoners with mental health problems are transferred in accordance with national best practice guidance

### 5 **COMPULSORY REPORTING AREAS**

#### 5.1 **Equality and Inclusion**

- 5.1.1 A member of the Board attended the majority of the meetings of the Equalities Committee and reported any problems and developments to the Board.
- 5.1.2 A number of equality prison representatives were in place on each wing to support prisoners. They had received training and were provided with information packs to support them in their role. A number of the equality representatives usually attended the Equalities Committee.
- 5.1.3 A range of focus groups were in place for Black, Asian and minority ethnic groups with prisoner representatives at each meeting. A support group for prisoners who are gay, bisexual and transgender (Xpressions) was also held. There was also a focus group for Disabled and Older prisoners.
- 5.1.4 All religions had been accommodated during the reporting period including holding an extensive range of religious festivals.
- 5.1.5 There were a number of prisoners with a physical disability or reduced mobility and the Board raised concerns about the lack of facilities in the establishment for them.
- 5.1.6 There are a high number of prisoners with dyslexia and the Board note that the education provider was asked to look at dyslexia friendly software
- 5.1.7 The Board raised concerns with the Discrimination Incident Report Form (DIRF) process, as they were not routinely used or completed within the required timescales. Many of the DIRFs were dealt with as a complaint. The Board understood the prison was awaiting new national guidance on the DIRF process which is expected in 2015.
- 5.1.8 Following the introduction of the revised National Incentives and Earned Privileges (IEP) scheme, there was a gradual reduction in the numbers of prisoners with an enhanced IEP status in 2014. The number of prisoners on basic IEP had remained low at 1-2% of the prison population. The IEP status of individual prisoners was routinely reviewed as required.

- 5.1.9 A new Equalities Monitoring Tool (EMT) was implemented with data extracted from the National Offender Management Information System (NOMIS). This provided data by each protected characteristic for adjudications, IEP, segregation, use of force and complaints. This was regularly reported to, and monitored by, the Equalities Committee.
- 5.1.10 The Board was pleased to see the development and introduction of the Release Lincs Community Chaplaincy initiative in conjunction with Lincolnshire Chaplaincy Services.

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

- 5.2.1 The year began with a determination to improve the quality of teaching and to provide new and relevant courses. Despite the change of (and for two months, a lack of) an Education manager and a change of education provider, some progress was made. The staff quality was high, more functional skills classes were available and new courses were planned.
- 5.2.2 The Virtual campus was now working, a prisoner magazine had been reintroduced and Channel 19, the in-cell television channel, was developed. The Geese Theatre Company presented a 2 day course during 2014. The Geese Theatre was a company developing theatre as a rehabilitative and motivational tool within the criminal justice system. More than 50% of prisoners joined the library and a new functional skills teacher was employed
- 5.2.3 Many new ideas have been difficult to implement, for example, the Construction Skills Certification Scheme card (CSCS) bus (this is the only way the prisoners could take the test online).
- 5.2.4 Attendance for both education and work rose slightly as a result of improved communication between Healthcare and operational management but it has never averaged more than 70% of those enrolled.
- 5.2.5 A new five tier pay system was introduced to encourage progression and qualifications. All jobs would have a job description and a pay scale commensurate with qualifications.
- 5.2.6 Twenty nine prisoners were enrolled on distance learning courses and fourteen prisoners received the Koestler Award (art competition). Education and Healthcare inductions became mandatory prior to gym induction.

## **5.3 Healthcare and Mental Health**

- 5.3.1 The Lincolnshire Partnership Foundation Trust provided healthcare in the prison until Nottinghamshire Healthcare NHS Trust were appointed on 1<sup>st</sup> October 2014. Both supplied general and mental healthcare. Addaction provided drug treatment

services.

- 5.3.2 The initial reception health screening was carried out by the primary healthcare nurse before the prisoner was taken to one of the Residential wings. This was primarily a safety screen but also identified the prisoner's cell status, labour category, and if a condition required a medical opinion, an urgent referral to the General Practitioner. Concern remained that Healthcare did not see the prisoners quickly enough for their initial health assessment and that on occasion, some prisoners were not being located until late at night.
- 5.3.3 An inquest was held during the year for a death in custody in March 2013 of a prisoner transferred to HMP Lincoln from North Sea Camp. The prison was deemed to be not at fault. Changes to improve communication between the establishments have been implemented. The Head of Healthcare at HMP Lincoln was also the Head of Healthcare at North Sea Camp.
- 5.3.4 Following concern at the high rate of missed appointments (Did Not Attend), an initiative to reduce the number of DNA appointments was successful with healthcare staff following up missed appointments to find the reason for non-attendance. The reduced number of residential staff had a detrimental effect providing escorts for outpatient appointments but this situation was expected to improve when vacancies were filled.
- 5.3.5 There were an average of a hundred healthcare appointments a day,
- 5.3.6 The department were almost fully staffed but two vacancies were on hold as the department will be reconfigured. 87% of prisoner operational staff have completed mental health awareness training.

#### 5.4 Purposeful Activity

- 5.4.1 The following table details the types of work available to suitable prisoners together with number in each category.

<b>Workshops</b>	<b>Places</b>
Cutting	15
Tailors	40
Textiles	40
Laundry	40
Multi-Skills	35
<b>Orderlies</b>	
Wings : cleaners, servery workers and wing laundry	98
Other area – cleaners	12
<b>Domestic Waste Management</b>	6

<b>Outside Gardens</b>	6
<b>Kitchen</b>	20 x 2 shifts
<b>Gelders Courses</b>	
Painting	12
Carpentry	12
Building	8

- 5.4.2 The number of prisoners unemployed fluctuated but at the end of the reporting period the figure was approximately 25%. This included prisoners who were unfit, OAPs, refusals and those awaiting assessment.
- 5.4.3 The Pathway Workshop started during the year and was considered to be best practice, but it did not work as hoped. The agencies expected to attend for short periods during the induction mornings were: Lincolnshire Action Trust, (Resettlement), Offender Management Unit, Healthcare, Catering, Education, Gym, Chaplaincy, Addaction and the Fire Officer. There were inconsistencies in the attendance by some agencies, notably Healthcare and Education, mostly due to higher priorities. It was decided that the initiative will have to be re-thought and considerably curtailed from what was originally envisaged.
- 5.4.4 Attendance in the last month of the reporting period was Painting and Decorating 61%, Carpentry and Joinery 81% and Life Skills 66%. The main reason for non-attendance was Healthcare appointments. The recent increased staffing level and higher priority placed on education and skills are improving attendance.
- 5.4.5. Those employed in the Laundry were familiar with their own duties and carried them out without difficulty.
- 5.4.6 Each Gym session was normally one to two hours. Unemployed prisoner were entitled to one session per week, employed on standard status three sessions, enhanced status four or five sessions, Wing cleaners/server five sessions. Wing staff moved prisoners in the morning but Gym staff completed the remaining escort duties so there was little problem with attendance. Meeting targets was a problem due to the falling number of prisoners within the establishment. Gym continued to be a popular activity, particularly the PE course which lasts for six months and covered many activities including First Aid.

## 5.5 Resettlement

- 5.5.1 Resettlement provision at HMP Lincoln was provided by The Lincolnshire Action Trust, (LAT). They had seventeen staff working in, and from, the prison. The services offered were employment, training and education (for sentenced prisoners only), accommodation, child support, debt advice and accommodation and support services for bail and home detention curfew. The services included the Children and Families team based in the visitors' centre who supported children and families. Play leaders were provided during visiting times. LAT work with partner agencies.
- 5.5.2 Performance targets were met in all the Resettlement areas; education, accommodation and employment. One thousand one hundred and two prisoners

were discharged during the reporting year.

- 5.5.3 Initiated last year, the Supporting People After Remand or Conviction project (SPARC) continued. LAT staff attended the Lincoln courts to interview those who would be going to prison that day. Any immediate needs, for example, arranging care or notifying others, were identified and dealt with. Any other relevant identified problems were advised to the accepting prison in advance of the person arriving. If this was HMP Lincoln, the same LAT staff member took part in their prison induction the following morning. This reporting period, 674 detainees had been seen and had their entry to prison assisted, which was particularly important for those going there for the first time.
- 5.5.4 The Departure lounge was a new initiative. At the time of a prisoner's release a member of the LAT team discussed release plans with them individually and answered any queries. Prisoners were given a phone number to contact LAT with any issues they may have had after their release.
- 5.5.5 **Reconfiguration and Resettlement**  
The decision for Lincoln to be designated as a resettlement prison was known last year. The intention being that the majority of prisoners would be released from their local prison with a package of ongoing support to reduce the risk of reoffending. There have been some slow changes towards this new target prison population, although it appeared that the area Lincoln prison serves will not provide the number of offenders to match capacity.
- 5.5.6 At the end of the reporting period, the Board had some concern that if Lincolnshire Action Trust were not employed by the newly appointed Community Rehabilitation Company, Purple Futures, we would lose a tried and proven system with the loss of experienced staff.
- 5.5.7 On 5<sup>th</sup> January 2015, HMP Lincoln was the first prison, out of twenty tasked, to bring the Basic Custody Screening Tool in on date. All those in custody received a Basic Custody Screening (BCS), carried out by prison staff as part of the reception and induction process to identify immediate and resettlement needs. The results informed the resettlement plan created by the Community Rehabilitation Company (CRC).

## **5.6 Safer Custody**

- 5.6.1 The Safer Prisons Committee met monthly. It was a multi-disciplinary group including representatives from Safer Prisons, Security, Mental Health, Health and Safety, Addaction, Chaplaincy, Prisoner Listener representatives, Samaritans and the IMB. A member of the IMB attended the majority of the meetings in which information relevant to the care of the prison population is submitted and considered. Prison Listeners reported on prisoner contacts, information was shared on Assessment Care in Custody Teamwork (ACCT) books opened and closed, incidents of self-harm, deaths in custody, violence reduction policies, performance information and departmental reports

- 5.6.2 Three hundred and eighty eight Assessment Care in Custody Teamwork (ACCT) books were opened during the reporting period which is less than reported for the previous year, (459). There were 135 cases of self-harm reported
- 5.6.3 The total number of Violence reduction incidents reported, on either the Incident Reporting System (IRS) or the Violence Reduction database (VR), in the reporting period was 324, an increase of 79 on the previous year. A new Violence Reduction Policy was introduced.
- 5.6.4 It was reported during the year that not all VR incidents were investigated during the year.
- 5.6.5 There were no deaths in custody during 2014 although two inquests were held following deaths in custody in previous years
- 5.6.6 A prisoner was released in error in August 2014. The IMB were invited to attend the initial commissioning meeting into the investigation set up to establish the facts. A final report was issued in September 2014 and a number of recommendations were addressed by the prison.
- 5.6.7 The Board was pleased to see the development and introduction of an Adult Safeguarding Policy with procedures being implemented to assess prisoners as part of the ACCT arrangements
- 5.6.8 A body cam was introduced and used in the establishment. It is worn by the Orderly Officer who can switch it on when attending any incident.
- 5.6.9 During the year the Board were concerned with the state of the Listener suites. This concern was raised by the Samaritans. The need for refurbishment has been recognised by the prison and plans were in place to address this.
- 5.6.10 During the year there was a lack of listeners on some wings but this was being addressed by the Samaritans and a further 15 were being trained to bring the complement up to 23 by the end of January 2015.
- 5.6.11 The Board noted the active contribution of the Samaritans in training and monitoring Listener activity
- 5.6.12 During the latter part of the reporting period, the Board were pleased to hear about the plan to develop a drug recovery unit (Transform) on the C4 wing landing in early 2015 but concerned to note the increased use by prisoners of New Psychoactive Substances, (NPS, also known as 'legal highs').
- 5.6.13 The Board noted the introduction of the requirement for a re-Integration plan for each prisoner in the Care and Separation unit (CSU) which was then completed at each Good Order or Discipline (GOOD) review

- 5.6.14 In April 2014 the Board had a concern about the continuing segregation of a prisoner in the CSU due to his deteriorating mental health. This was raised at a GOOD review and led to the IMB not agreeing with his continued segregation. The Board raised a formal objection following the procedures in PSO 1700. The prisoner was subsequently moved to a mental health facility the following week.
- 5.6.15 The Board was concerned that prisoners suspected of being involved in a fight or assault were automatically placed on a Violence Reduction (VR) basic regime until the outcome of the adjudication is known. The rationale for this was understood, but our concern was that should the prisoner subsequently be found not guilty, then he would have been punished unnecessarily
- 5.6.16 The Board has raised concerns about the accommodation of sex offenders with vulnerable prisoners on E wing. This made it difficult to relocate vulnerable prisoners on to other wings if considered necessary, or desirable, due to the stigma of being on E wing. The Board has suggested consideration should be given to segregating sex offenders and vulnerable prisoners in any future change to prison accommodation
- 5.6.17 The Board wrote to the Secretary of State regarding prison officer recruitment. The staff shortages at HMP Lincoln had a direct impact on prisoners with the implementation of restrictive regimes, resulting in less association time and other activities

## **5.7 Residential Services**

- 5.7.1 The Prisoner Accommodation is mostly Victorian; but since October 2014 there have been problems with failures in the heating system in the Care and Separation unit, Multiskills Workshop and Education. These areas were part of a new system installed between 2011 and 2013 which is generally considered not fit for purpose by the estates department.
- 5.7.2 The prisoners normally had a good relationship with the prison officers but staff shortages were a problem, affecting some association time and the general monitoring of prisoners, making it difficult for officers to help with any special needs, especially vulnerable prisoners. The prison is generally clean inside but rubbish, including kit, is thrown out of windows every day. This had to be cleaned daily and explains some of the kit shortage.
- 5.7.3 Laundry  
The boilers broke down on several occasions and one was totally out of action. Work was sent to HMP Ranby. The Deputy Director of Custody (DDC) has approved a replacement but still had to have approval from Public sector Purchasing. The Laundry had outside contracts that have to be completed as well as the prison work. It was working four and a half days a week with civilian staff. Prisoners could work for laundry qualifications when working there.

#### 5.7.4 Wings

The Wings were continually cleaned, painted and mostly tidy. There was an ongoing programme of replacing showers with strong and tamper proof units. Cleaning products for the toilets need to be stronger and more effective. Shortage of Kit continued to be a problem with inadequate prison clothing available and lack of clean blankets and sheets allocated by reception. The Board placed this concern on their 'Issues Log' in April 2014 highlighting with an 'amber' status. This was upgraded to 'red' status in November 14. (Please see item 6.9 for explanation of the 'Issues Log.') Initiatives had been tried throughout the year to address this problem. The telephones worked efficiently. The pool tables are popular. All wing washing machine and dryers were working. Several windows on C Wing remained welded shut (from a previous regime) and the Board remained concerned that this problem had not been rectified.

#### 5.7.5 Kitchen

The new Catering Manager started in July 2014. This helped morale. The repairing of equipment breakages was greatly improved, though the contractors, Service Line, caused some concern. Poor quality servery trolleys were purchased in 2014 and needed parts regularly. The floor was still below standard with a replacement planned for May 2015. Six waste food bins produced from an outside contractor were emptied once a week to help recycling. Staffing is still to a minimum and the kitchen continued to provide staff for the New Leaf catering outlet (in the visits hall), at a crucial time of day. The kitchen roof leaked. There were rarely food quality complaints. The daily soup had greatly improved. Sometimes sandwich fillings were irregularly spread. There had been a problem with portion control on two Wings but staff managed this more efficiently. There were no kitchen staff that could teach qualifications.

### **6 The work of the Independent Monitoring Board**

- 6.1 During the reporting year the Chair took sabbatical leave for twelve months with effect from 1<sup>st</sup> March 2014. The Board appointed an acting chair and vice chair for that period. One member resigned for health reasons. Five new members began their probation in April 2014 and one resigned, reason unknown. The remaining four new members successfully completed their probationary period. A further recruitment drive took place towards the end of the reporting period in order to bring the Board up to its complement later in 2015. The Board retain its commitment, teamwork and high morale.
- 6.2 Members of the Board visited areas of the prison each week. Good practice and concerns are noted and reported in writing. This report was read by the Governor who commented on issues raised prior to the monthly Board meeting. Should any concerns be unresolved, the Board could raise them with Managers or Ministers.
- 6.3 Prisoners Application Clinics were held weekly and applications are processed within seven days.
- 6.4 Board members were allocated areas within the prison to ensure closer monitoring of each area and to alert colleagues to problems. The Board attends some prison meetings, IMB and prison staff training, inquests, special and seasonal events.

- 6.5 The Board administered the Lincolnshire Discharged Prisoners Welfare Charity. No applications for grants were received during the reporting period.
- 6.6 The IMB National Council and the IMB Secretariat continue to assist the Board in its work.
- 6.7 Committees attended by the Board
- Equalities
  - Health and Safety
  - Offender Management
  - Prisoner representatives
  - Quality Improvement Group
  - Reducing Reoffending
  - Safer Prisons
  - Segregation, monitoring and review Group
  - Senior Management Team
- 6.8 Board statistics and IMB applications information is contained in Annex A and Annex B respectively. During the reporting period there was a 5.77% decrease in the number of applications received from prisoners compared to the previous year. The Board attributed the reduction to the falling roll number within the reporting year.
- 6.9 The Board undertook an annual team performance review (ATPR) in December 2014/January 2015 and a number of actions were agreed to improve the practice of the Board including arranging a visit to another establishment and collating ideas from the Foundation courses attended by new members.
- 6.10 An 'Issues Log' was implemented by the Board from April 2014. The main concerns of the Board are highlighted for the Governor's attention and are given a Red, Amber or Green status, (RAG status). Items eventually resolved are moved to Green status and are archived. The Issues Log is included as an agenda item at the weekly Senior Management Team meetings (SMT). Each item is given an 'Issue' number, raised by (a named member or the Board), the date raised, the issue, any update comments and the status. We were concerned with the length of time some issues remained (and still remain) on the log.

## Appendix A

### BOARD STATISTICS

Recommended complement of Board members	15
Number of Board members at start of the reporting period	7
Number of Board members at the end of the reporting period	10*
Number of new members	5
Number leaving	2
Total number of Board meetings	12
Total number of visits (including all meetings )	387**
Total number of segregation reviews held	163
Total number of segregation reviews attended	161
Total number of IMB Confidential access	31

\*The appointed Chair was absent from the Board with effect from 1<sup>st</sup> March 21014 on 12 months sabbatical leave.

\*\* This is a significant decrease on the previous year due to the reduced number of members. Members combined rota visits with processing applications to the Board enabling the number of visits made by individual Board members to be reduced.

## Appendix B

### IMB APPLICATIONS

<b>IMB APPLICATION CLINICS</b>				
Code	Subject	14/15	13/14	12/13
A	Accommodation	14	22	13
B	Adjudications & Segregation	8	1	8
C	Equality, Diversity and Religion	5	4	6
D	Education/Training/Employment	33	27	17
E1	Family Visits	8	33	35
E2	Resettlement Issues	17	4	2
F	Food/Kitchen related	6	11	8
G	Health related	50	62	47
H1	Property (related to previous prison)	73	42	16
H2	Property (related to current prison)	15	31	22
H3	Canteen, Facilities, Catalogue shopping	9	16	7
I	Sentence related (including home detention curfew, release on temporary licence, parole, release dates, re-categorisation etc	32	46	28
J	Staff/Prisoner related concerns including bullying	18	26	12
K	Transfers	73	62	49
L	Miscellaneous	48	47	48
Total		409	434	318

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14<sup>th</sup> May 2015