



HMP/YOI STYAL

**ANNUAL REPORT OF
THE INDEPENDENT MONITORING BOARD**

1ST APRIL 2014 TO 31ST MARCH 2015

STATUTORY ROLE OF THE IMB

The Prison Act 1952 and the Immigration and Asylum Act 1999, require every prison and Immigration Removal Centre (IRC) to be monitored by an Independent Monitoring Board (IMB) appointed by the Secretary of State, from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- I. 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.
- II. inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- III. report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

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

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APPLICATIONS TO THE BOARD

Section 1: DESCRIPTION OF THE PRISON

- I. HMP/YOI (Her Majesty's Prison and Young Offenders Institute) Styal is a closed female establishment. The site opened as a Women's Prison to house the women prisoners from Strangeways in 1962. From 1983 Young Offenders were admitted and from 1999 (following the closure of the Women's Remand Centre at Risley) unsentenced women were also held at Styal.
- II. The prison consists of 14 stand-alone houses accommodating approximately 20 women in each. Of these 14 houses there is a community house for women with Release On Temporary Licence (ROTL) enabling them to work in the community, a drug recovery house, a Mother and Baby Unit, which accommodates up to 9 women and 10 babies and a further house which has been adapted to accommodate women with disabilities. The prison also has a cellblock with two wings used for remand, detoxing and women with discipline issues. There is a ten bed Care and Separation Unit used to house women whose behaviour is such that it makes them temporarily unsuitable for housing in other areas of the prison. Prisoners can also be held here for their own safety. Women are in this unit for relatively short spells only. The Dove unit houses 9 women with a range of complex needs and who would find difficulty if housed in main residence.
- III. In March 2015 Bollinwood, an open house with space for 25 women, was opened outside the prison fence.
- IV. HMP Styal, when fully operational, holds up to 485 female prisoners, who may be on remand, immigration detention or serving sentences ranging from 5 days to life.

Section 2: EXECUTIVE SUMMARY 2012/13

Overall, the Board considers that HMP Styal continues to provide for a diverse population of women in a decent and caring environment. HMI reported on the progress being made in many areas, however, the Board feels that increases in incidences of self-harm, bullying, bad behaviour and violence are cause for concern.

a) Previous Year's Concerns

- I. Plans for rebuilding the gate area and renovation of houses. In its last report the Board welcomed the news that the gate area was at last to be rebuilt. It was extremely disappointing then to hear that, yet again, there were no funds to pay for this. Yet again, the Board reiterates its concern that this work should proceed without further delay.
- II. Heating. Despite assurances from the prison service last year that a national survey of prison heating was in hand, nothing appears to have been done. See Page 12
- III. Provision for women with mental health needs. The Dove Centre has proved successful in helping and supporting many women with severe mental health problems that cannot be managed in the main prison. However, some women are so unwell that they require in-patient treatment. This remains difficult and slow to arrange. See Page 11
- IV. IEP Scheme. While some of the initial difficulties arising from the IEP Scheme have been resolved, it has continued to have implications for the prison. See Page 13,14
- V. National contracts for the supply of meat. The Board noted the assurances on the monitoring of contract performance which were given in response to last year's annual report. It continues to have concerns about the quality and quantity of food at Styal. See Page 12,13

It is most disappointing that, essentially, last year's concerns still remain.

b) Particular Issues Requiring a Response

Questions for the Minister

What steps will the Minister be taking to ensure that women with severe mental health problems can be transferred to more appropriate accommodation, where they can receive specialist treatment for their condition, without delay following diagnosis and assessment? See Page 11

Other Matters Requiring the Attention of the Minister

Deteriorating Safety

The Minister is asked to note our concern at increasing incidents of self harm and violence due to the lack of funding for both interventions and staffing levels. Pg11

Matters requiring a Response from the Prison Service

- I. What plans are in place to address the building issues at Styal, for example the pressing and long-standing need for a replacement for the Gate area,(See Page 5) the antiquated and expensive heating system (See Page12) and the need for improvements and remodelling to the Healthcare building (See Page 8) ?
- II. What steps are proposed to address the regular late arrival of women at Styal on transport from the courts? See Page 14
- III. What strategies are in place to ensure a rapid improvement to the quantity and quality of food provision at Styal? See Page 12
- IV. What guidance does NOMS provide on the timing and regularity of meetings whose purpose is to co-ordinate and monitor various functions within the establishment? See Page 6, 10
- V. What consideration is being given to the effectiveness of the recently imposed Induction package for local prisons? See Page 13

Section 3: EQUALITY AND INCLUSION

- I. Diversity issues in the prison are well catered for. Changes in staffing and merging with Safer Custody seems to have created more specific roles with 'protected characteristic leads' i.e. one person leading each of nine teams: Age, Disability, Gender re-assignment, Marriage and Civil partnership, Pregnancy and Maternity, Race and Culture, Religion or Belief, Gender and Sexual Orientation. This provides a dedicated point of contact for both staff and prisoners.
- II. There are bi-monthly Equalities meetings, which are well attended. However these meetings have sometimes been cancelled due to sickness of key people and not re-scheduled.
- III. Monthly forums are held for black and minority ethnic (BAME), young offenders (YO), Disabilities, Older Prisoners, lesbian, gay, bisexual and transgender (LGBT) and Foreign Nationals. These are well attended and promote cultural awareness and good race relations. There have also been various other events e.g. anti bullying week, HIV awareness and disability awareness. A community partners' forum was held in Nov which produced some positive results.
- IV. Discrimination Incident Report Forms (DIRFs) and complaints submitted by women are reviewed monthly. It seems that complaints are slightly increased from last year. Women are able to attend drop in sessions where the use of DIRFs are promoted and help given to women to complete if they have literacy or language problems.
- V. Literacy and Language problems are adequately addressed. Non English speakers have access to the phone translator. Manchester College runs English as a second language (ESOL) courses and Toe by Toe (a reading and writing scheme) is available to all women.

- VI. There is an ongoing action plan for Foreign Nationals which aims to help them by:
 - (a) improving cross cultural relationships with prisoners and staff,
 - (b) improving admission process and provision within the establishment,
 - (c) ensuring compliance to F.N policy, and
 - (d) maintaining a list of staff and prisoners with second languages.
- VII. Women with disabilities are well catered for. There are disabled showers in Mellanby House. Women with hearing aids can get free batteries from Healthcare and a loop system operates in Reception, the Meeting Room and Visitor Centre.
- VIII. The Equalities team is operating effectively but staff changes throughout the year have led to some lack of continuity in ongoing plans.

Section 4: EDUCATION AND LEARNING

(a) Sufficiency

The prison aims to ensure that all prisoners are either at work or receiving education and, in this, it seems to be effective. Attendance has improved although there is still evidence of some prisoners being in their accommodation when they should be at work. However, use of the Gymnasium could be improved

(b) Suitability

- I. The OLASS provision is wide ranging but has to balance a number of factors such as the suitability of accommodation and the likelihood of employment on release. For example, a similar cohort on the outside would doubtless be offered a range of courses in Health and Care but, for obvious reasons, employment opportunities are limited for those with a criminal record.
- II. Courses are offered in Horticulture, Art, Business Administration, Business Enterprise, Customer Service, Painting and Decorating, Industrial Cleaning, Hairdressing, Beauty Therapy, Hospitality and Catering (Barista), IT and Radio Production as well as Functional Skills. There are also courses preparing for return to work. The opening of the Clink Restaurant in April 2015 will provide additional training opportunities in Catering and Hospitality.
- III. Those with additional needs are clearly identified with about one third having learning difficulties and half having some kind of health disability. A complete breakdown of these needs is available.
- IV. Six prisoners are currently studying for advanced qualifications by open learning and one has recently graduated from the Open University.
- V. The Education Department has been successful in a bid for £50,000 to develop a new Hairdressing and Beauty Therapy Academy which will involve local employers.

(c) Accessibility

Prisoners are assessed on entry and have to attend Functional Skills courses (if assessed below level 1) before moving on. In general, prisoners are able to attend courses or places of work of their choosing. However, there can be issues with prisoners who already possess level 3 or above qualifications.

(d) Quality

- I. The prison has recently had an Ofsted inspection and was awarded a “Good” grade with only a limited number of identified issues. Teaching and Learning was identified as a strength. The main weakness related to use of the gymnasium but this is being addressed by the prison with the recruitment of additional staff.
- II. Achievement rates have improved this year and are projected to be over 90%. The increase in Functional Skills courses coupled with the high turnover of prisoners has meant an increase in the number of qualification entries. From August 2014 to the end of January 2015, there were 4950 enrolments.
- III. For the third year running, the Horticulture students entered a garden at the RHS Tatton Park flower show. They are to be congratulated on winning a silver gilt medal.

(e) Management

The working relationship between the senior prison and education staff now appears to be working well since new appointments to key roles. Last year the situation was rather different but both sides now work well together on planning and implementing provision. The inspection report commented favourably on education management.

Section 5: HEALTHCARE AND MENTAL HEALTH

- I. Up to fourteen different partners contribute to the overall healthcare provision within HMP Styal. The lead for primary healthcare within the prison is taken by Spectrum Community Health. Greater Manchester West Mental Health NHS Foundation Trust (GMW) serves the needs of those prisoners who have acute, severe or chronic mental health problems.
- II. During the Board's reporting year formal inspections were carried out by the Care Quality Commission (CQC) and HMIP. The Board was pleased to note that inspection outcomes identified many aspects of practice which were deemed to be good. However, The HMIP Report stated that too many women queued outside, often for long periods, in all weathers, for medication, which was unacceptable. The Board had previously raised its own concerns on this issue. Inspectors also stated that many of the clinical rooms needed refurbishment and some, including the pharmacy area, in the main health care unit were not appropriate. The Board fully endorses the findings associated with the healthcare building. In the Board's view there should be a plan of action, with funding, to remedy the dilapidated condition of the pharmacy. The Board considers that the refurbishment of the pharmacy should

incorporate structural adjustments within the healthcare building to more appropriately accommodate women accessing their daily medication.

- III. New lead personnel for both Spectrum and GMW in January gave the appropriate impetus to addressing the inspection outcomes and re-energised collaborative working between relevant partners. It also facilitated a return to a practice of openness and transparency in self reporting.
- IV. All new prisoners to Styal have a health screening within 24 hours of arrival. Almost all of the assessment of need, for all new arrivals, takes place on the First Night Centre. All new admissions with medical need have a treatment and care plan. The system for delivery of healthcare thereafter is fit for purpose in meeting the needs of the women who have a treatment plan or on an ad hoc basis.
- V. All requests for GP appointments are triaged. In the main the appointment process works and compares favourably with patients experiences within the community outside the prison. Waiting time on Waite wing is three days. Additionally there is a small number of daily protected slots, including Saturdays, for emergencies.
- VI. Spectrum's complaints procedures are well established within Styal. When attending healthcare as patients prisoners are routinely invited to comment, in writing, as to quality of care they received. The bi-monthly Queensland Health & Well Being committee meetings continue to provide a forum for prisoners, through their representatives, to voice opinions on the delivery of Healthcare services in general, to both prison and Healthcare staff.

Section 6: PURPOSEFUL ACTIVITY

I. Time out of Cell.

Women are unlocked from 7am until 7 pm. Within this 12 hour period, lock ins occur for lunch and evening meals and purposeful activity occurs in two sessions from 9am till noon and from 1.30pm until 4.30pm. Some classes occur outside these times such as Beauty from 5-7pm. On occasion staffing issues such as multiple unplanned escorts, have resulted in lock ups outside the expected hours. This, although undesirable, is an unusual occurrence.

II. Curriculum Provision

On arrival, women are housed on the First Night Centre and then moved to Barker House where initial assessments such as the Basic Skills Test, take place. A Board then looks at the results of this as, at any qualifications already held and their needs while in prison. The Boards then allocates them to Numeracy and Literacy Skills if required or alternatively offer choices from the courses available. Care is taken to offer a range of courses appropriate to the ability of the women.

The recent opening of the Clinks restaurant has increased the opportunities for progression from working in the kitchens to the Bistro to Clinks.

At present there are only 2 women eligible for work who are refusing employment.

Section 7: RESETTLEMENT

- I. Offender Management has been extremely difficult to monitor in the last year due to turnover of management in this area, failure of submission of monthly reports to the Senior Management Team and constant cancellation of regular meetings.
- II. A number of other changes, such as staffing reductions across the prison, changes affecting the Probation Service and preparations for the introduction of Community Rehabilitation Companies (CRCs) have also significantly affected work in this area over the past year.
- III. In particular, the training and development of offender supervisors has had to be balanced with demands from other areas of the prison and has progressed more slowly than would be ideal, resulting in some backlogs.
- IV. A new Basic Custody Screening Tool (BCST) was trialled in early 2015 and is expected to be rolled out in May 2015. This will be used in conjunction with OASyS to fully screen risk levels and highlight problem areas for each new prisoner. Liaison with other prisons around uniformity of OASyS records prior to transfer of prisoners has improved recording in this area.
- V. Advice and assistance is available to most prisoners through the Women's Centre which aims to mirror provision in the community and provides a wide range of services. A 'drop-in' service is provided by the Offender Management Unit at the Women's Centre three times a week. For women on Waite Wing who do not have access to the Women's Centre a 'drop-in' service is available once, sometimes twice, a week. This however depends on the rostering of offender supervisors to work on the Wing, so takes place on an ad-hoc basis, with only a few hours notice. As from May 2015, all women will be given the name of their offender supervisor, together with details of their sentence and release date, within 48 hours of arrival at the prison. They will meet with their offender supervisor within their first week in prison and thereafter at monthly or up to three-monthly intervals, depending on their level of risk. They will also be able to request a meeting, if required.
- VI. Almost all women are found appropriate accommodation prior to their release. Under the new arrangements, Shelter will have responsibility for finding post-release accommodation from June 2015.
- VII. Two new family support workers were appointed in September 2014. Since their arrival, family engagement has improved as they work with women and staff across the prison, including the Mother and Baby Unit.
- VIII. The open House, Bollinwood, was opened on 29 January 2015 as part of the implementation of the review of the women's estate carried out in 2013. It accommodates 25 women.
- IX. The changed arrangements for Release on Temporary Licence (ROTL) had a significant effect on its use when they were introduced in the autumn of 2014. However, use of ROTL is now increasing. The Clink restaurant, which opens in April 2015, employs 20 women and, for a while, will be the main external employer. There

are, however, good links with a number of other employers in the area.

Section 8: SAFER CUSTODY

- I. Safer Custody continues to be a well run unit, offering services as best staff can with limited resources and lack of funding. Courses on Self Esteem are run by Women in Prison. There have been less regular workshops for self-harmers, a weekly knitting group and life coaching provided by a local charity. The very successful course provided by NAPAC (National Association of People Abused in Childhood) has been dropped due to lack of funding. The very popular Art Therapy Course has also been dropped. There are currently 10 Samaritan trained Listeners with 6 further women currently being trained.
- II. As evidenced by the figures below and expressed by staff working in this area, levels of self harm, bullying, bad behaviour and violence have all gone up over the year. Drugs in the prison have become a real problem. It is thought that a major cause for these high levels of incidents is lack of officers on the houses and supervision generally. The loss of several courses which had an evident calming effect on prisoners, could be having a negative effect on women's morale generally.
- III. During the year 628 ACCT documents were opened compared to 546 in the previous year. Acts of Self Harm have almost doubled to 705 from 402. Violent incidents have trebled from 211 last year to 674 in the current year
- IV. There were three deaths in custody in the reporting year, all of which appear to be from natural causes, but Inquests are still to be held.

Section 9: CARE & SEPARATION

- I. Women are placed for a short spell on the CSU for their own safety or for behavioural issues. They are reviewed weekly by a multi disciplinary team with the emphasis placed on developing strategies to help them return to the normal regime.
- II. There are however some women with more serious mental health problems who can find themselves on this unit for a considerable period of time. This is due to the very great difficulty in obtaining mental health beds on the outside where the women can get the help they so desperately need. Holding such women on the CSU is not appropriate to their needs and despite re-iterating our concerns on this issue year after year, nothing is ever done to resolve it.
- III. On entering the unit, the women receive an initial mental health assessment but only rarely are any interventions provided by the Mental Health Team as a result of this.
- IV. The women are given time each day on the exercise yard which is clean but can only be described as depressing.

Section 10: RESIDENTIAL SERVICES (accommodation, food, catering and kitchens)

a) Accommodation.

- I. A severe infestation of bed bugs on Waite Wing was dealt with promptly, but nevertheless some women suffered quite severe bites and there was some disruption for a few days as all washable possessions were sent to HMP Risley to be laundered.
- II. The major issue in the year, as in many previous years has, however, been the heating. The system is antiquated, with no means, such as thermostatic valves, for moderating the output. Instead, heating is either on or off, with the result that, particularly in periods when the temperature fluctuates from day to day, accommodation is either too hot or too cold. This is a particular concern in the Mother and Baby Unit where a constant ambient temperature is important for the babies. The Board was interested to learn from NOMS' response to the issue in last year's annual report that a national survey was under way and that the Governor would be updating the Board on plans to replace the local system. We understand from the prison that they are unaware of any such survey.
- III. The new open house, Bollinwood, opened in January 2015 after extensive work to convert it from offices. It accommodates 25 women and has been full almost since opening. It has received very positive feedback from women living there.

b) Food, Catering and Kitchens

- I. The Board has expressed concerns in previous years about the quality and quantity of food provided to prisoners. These concerns continued, despite assurances about improvements and, having received a large number of applications on this subject in a short period of time, the Board carried out a special investigation.
- II. Members of the Board attended serveries every Monday to Friday evening in two separate weeks in February and March 2015. During these two weeks every House was visited along with the entire Waite wing, CSU, Dove, Mother and Baby Unit and Bollinwood. The Board found that there was a huge variation in both the quality and the quantities of food available with a great many items looking thoroughly unappetising. Overall, the Board's observations supported comments received from prisoners, both informally and through applications.
- III. When the Board followed up on its findings, it was clear that a great deal of effort goes into providing the food within budget and ensuring that nutritional requirements are met. However, this can lead to some strange food pairings (such as pizza with mashed swede) and thought needs to be put into providing meals that are attractive as well as sustaining. It seems that few menu items are made fresh in the prison kitchens, and that many meals are prepared in advance (at which time they appear quite appetising) but are then reheated, after which the appearance deteriorates.
- IV. Mothers in the Mother and Baby Unit have expressed concern that the food available for babies is inappropriate eg tuna mayonnaise.

- V. While older prisoners in general consider that portion sizes are usually satisfactory, many younger women find that they are inadequate. Women living in larger than average houses state that they do not always receive sufficient portions of food. The Board's investigations indicate that at best cursory checks are made in the kitchens to ensure that the correct trolleys of food are sent to the various houses, so such situations are likely to arise from time to time.
- VI. In addition to raising concerns about the quality and quantity of food across the prison, the Board discovered that women arriving late at the prison from the courts were being served with reconstituted dehydrated meals ('mountain meals'). These, though undoubtedly nutritious, were not, in the Board's view, an appropriate introduction to prison life for women who are often tired, confused and distressed. The Board is pleased to report that, following its intervention, more appetising frozen meals are now provided for late arrivals.
- VII. It is very disappointing to note that the Board has on a number of occasions in recent years felt the need to produce reports for senior management expressing concern about the quality and quantity of food provided. Many of the observations made by the Board in its previous report in 2013 are still valid. While the Board was encouraged by the positive reaction of senior management to its most recent findings, it was concerned that managers had apparently been unaware that the quality and quantity of food served to prisoners was an issue. It is pleasing that some steps towards making improvements have been taken promptly. The Board recognises that some other changes will take longer and is continuing to monitor the situation closely.

Section 11: INDUCTION

- I. Over a period of several months in early 2014, a number of staff in the prison worked very hard to make the induction process fit for purpose, taking into account that women in the first few days in prison are likely to have problems concentrating, processing, understanding and retaining the vast amount of information being given to them in that period.
- II. An induction package was devised through cooperation between all the main agencies and specialisms within the prison which helped women to get to know their way round the prison and some of the staff they were likely to encounter during their stay.
- III. The programme included a 15 minute slot in the three-day process, which enabled women to meet with a Board member and hear directly from them about the Board's role. The package was praised by HMIP on their unannounced inspection in November 2014. In the Board's view it provided an excellent introduction to the prison and it was well-received by prisoners.
- IV. The Board was therefore disappointed to learn that a new Prison Service Instruction on induction in local prisons meant that this excellent programme must be replaced by a lengthy Powerpoint presentation. In the Board's view, this is a retrograde step.

Section 12: INCENTIVES AND EARNED PRIVILEGES

- I. In its last report, the Board expressed concern that a new Incentives and Earned Privileges (IEP) Scheme had been introduced without sufficient consultation and thought for the implications for women's prisons.
- II. Although many of the difficulties that arose have now been resolved, most significantly by revision of the original rules, one endured for some time. This was the issue of outer clothing for women, particularly those in custody for longer periods covering the change in season from summer to winter.
- III. In the early part of the winter of 2014, it became clear that a number of more recent admissions did not have coats. Warm, waterproof outerwear is essential for all women, given the nature of Styal's site. Withdrawal of rights to have clothing brought or sent in meant that women had no means of acquiring a coat, since Styal did not have in place a catalogue system for ordering clothes.
- IV. After considerable work to set up a system and the acquisition of a small stock of coats for those who have no means to purchase them, it is now possible for all women to acquire a coat. However, it has required a considerable amount of work to reach this position.
- V. It is unclear that any thought at all was given to the practical effect of this aspect of the changes to IEPs

Section 13: TRANSFER FROM COURTS

- I. The Board has, in previous years, raised concerns about the late arrival of prisoners from the courts and, regrettably, there has been no improvement in this regard.
- II. The reason appears, at least in part, to be that the male prisons in the area are able to close their doors to new arrivals but this option is not available to HMP Styal, as the only women's prison in the region. Prisoner transport is, therefore, under some pressure to ensure that male prisoners are delivered before their destination prisons close, with the inevitable result that women prisoners are regularly the last to be delivered.
- III. Anecdotally, it is not unusual for vans to pass Styal en route to a male prison, returning later to deliver women. Thus women can spend several hours on a van, even when travelling from nearby courts in Liverpool and Manchester.

Section 14: THE WORK OF THE INDEPENDENT MONITORING BOARD

- I. At least 4 or 5 Board members visited the prison each week. The creation of the CSU required that the IMB were present at reviews whenever possible. In addition an IMB member attends the weekly Dove reviews in view of the particular vulnerability of the women in the Dove unit and the relatively frequent movement of women between CSU and the Dove Unit.
- II. Until the beginning of the year, following changes to the induction programme, Board members gave a brief introduction to the work of the IMB twice a week. Usually, rota visits and visits to deal with applications were carried out in pairs and reviews and induction sessions were attended by one Board member.
- III. All Board members have an area of special interest, attending relevant meetings as an observer. The Governor's representative meets with the Board monthly as part of the Board meeting. The Board, however, has concerns about the quality and, sometimes, the timeliness of the written reports it has received in the latter part of the reporting period.
- IV. Board members have attended such mandatory training as security and fire safety. The Board has hosted IMB members from HMP/YOI Foston Hall and HMP/YOI Drake Hall.
- V. Two Board members attended the IMB Annual Conference. The Chair met monthly with the Deputy Governor or other senior governor.
- VI. A Team Performance Review was held on 26 March 2015.
- VII. The Board began a recruitment exercise in February 2015.
- VIII. The Board very much appreciates the co-operation and good relationships it enjoys with the majority of prison staff. In particular, it is most grateful for the support and assistance of its clerk. Following comments last year about inconsistencies in support, the Board has welcomed the return to a system whereby a single individual provides the service, with the consequent benefits of continuity and consistency.

BOARD STATISTICS	
Recommended complement of Board Members	17
Number of Board members at the start of the reporting period	17
Number of Board members at the end of the reporting period	14
Number of new members joining within the reporting period	0
Number of members leaving within the reporting period	3
Total number of Board meetings during the reporting period	12
Total number of visits to the establishment	554
Total number of CSU reviews held	37
Date of Team Performance Review	26/03/15

APPLICATIONS TO THE BOARD

Code	Subject	2011/12	2012/13	2013/14	2014/15
A	Accommodation	12	12	24	26
B	Adjudications	6	5	14	5
C	Equality and Diversity (inc religion)	2	7	7	5
D	Education/employment/ Training (incl IEP)	8	28	15	14
E1	Family/visits (incl mail and phone)	14	15	20	18
E2	Finance/pay	8	16	18	19
F	Food/kitchen related	1	13	14	24
G	Health related	27	26	62	45
H1	Property (within current establishment)	34	37	35	33
H2	Property (during transfer/in another establishment)		2	7	2
H3	Canteen, facilities, catalogue shopping, Argos		4	9	5
I	Sentence related (inc. HDC, ROTL, parole Release dates, re-cat etc)	3	23	11	12
J	Staff/prisoner/detainee concerns inc bullying	17	12	31	23
K	Transfers	7	16	13	7
L	Miscellaneous	50	35	29	14
	Total number of IMB Applications	189	251	309	252
	Total number of Confidential applications		4	8	7

Note: It is not possible to fully differentiate the different types of application made in category H for 2011/12; many applications in category H3 are likely to have been categorised as Miscellaneous, as will have been some applications relating to mail and phone, and to IEP.