



**Her Majesty's Prison & Young Offender Institution
(HMP &YOI)**

**PARC,
Bridgend**

**Annual Report
March 2014 - February 2015**

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Monitoring Fairness and Respect for People in Custody

SUMMARY OF CONTENTS

Section 1	Executive Summary
Section 2	Statutory Role of the Independent Monitoring Board
Section 3	Description of the Prison
Section 4	Areas on which the Board is duty bound to report:
Section 4A	Young Persons' Unit
Section 4B	Equality & Inclusion
Section 4C	Education, Learning & Skills
Section 4D	Healthcare & Mental Health
Section 4E	Purposeful Activity
Section 4F	Resettlement
Section 4G	Safer Custody
Section 4H	Segregation, Care & Separation, Close Supervision
Section 4I	Residential Services
Section 5	The Work of the Independent Monitoring Board

1 EXECUTIVE SUMMARY

In our report for 2013/14, we drew attention to the need for additional prisoner places on accredited courses commissioned by the National Offender Management Service (NOMS). The board is disappointed to report that there is no tangible evidence of any improvement in the availability of places. The Board once again urges NOMS to allocate more prisoner places on the accredited courses it commissions

During 2014/15, Phase 2 of the expansion of Parc Prison was completed on time. A new house block, visitors' centre, gatehouse, key lock, and car park are now all operational. We commend both prisoners and staff for their patience during the upheaval caused by the expansion, and for their cooperation in transferring to the new locations.

The Board has recruited new members but has lost potentially good members because of the length of time taken from start of recruitment to formal appointment. We would wish to see the recruitment procedures streamlined.

The Board was delighted to learn that Parc had received awards from the Butler Trust, for the second year running. These awards celebrate outstanding practice by those working with offenders in the assisted living unit.

A team of officers from the Family Unit at Parc presented a workshop session at the IMB Annual Conference held in February 2015. This workshop was based on The Invisible Walls Project which was an innovative programme developed at Parc. The feedback we had from other Boards was very complimentary.

Parc continued to be successful at the annual Koestler Awards and we as a Board congratulate the Art department, both prisoners and staff, for their success. These awards both encourage talent and provide a tremendous boost in self-esteem for the recipients.

The Board is very concerned that a number of Young Persons who appear in court in the morning are having to wait an unreasonable length of time to be transported back to Parc, and often are not returned to their units until late in the evening. We feel that this is unacceptable and we ask the Youth Justice B to take action to try to resolve these transport issues.

The Board's overall impression is that Parc Prison is well managed, the safety of the prisoners is of paramount importance, and the purposeful activity provided is generally very good. We recognise that some of the issues we raise in the report are beyond the control of Parc Prison.

2 STATUTORY ROLE

The Prison 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 Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged with:

- (1) satisfying 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) informing promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) reporting 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.

The Board at Parc is fully committed to its important role. It strives to be professional in its approach and inclusive in its ethos. Despite the loss of several experienced members, the Board has continued to operate as a result of the strong team spirit which has developed. The Board maintains its training commitment and regularly reviews its practices and effectiveness in carrying out its work.

The Board at Parc is committed to an inclusive approach to diversity. Whilst our members encompass and promote greater interaction and understanding between people of different race, religion, gender, nationality, sexuality, disability and age, they accept that a fully inclusive approach to diversity must also acknowledge and deal with other differences that we encounter in life such as literacy and numeracy, mental health and approach to substance misuse.

The Board values this approach to diversity within its recruitment and Board Development practices, and seeks to increase the repertoire of skills and promote awareness amongst its members of the diverse needs and perspectives of the population within HMP Parc.

All members of the Board at Parc will undertake their duties in a manner that is accessible to everyone within the establishment. The Board will monitor to establish that the experiences and interaction between staff, prisoners and visitors is fair and without prejudice. Engaging diversity should enable all individuals to express their values, perspectives and beliefs without disrespecting or discriminating against others, and ensure that opportunities are open to all. Where this is not the case, the Board will alert the appropriate authorities and individuals.

3 DESCRIPTION OF THE PRISON/YOI

Her Majesty's Prison & Young Offender Institution, Parc, is a category B local establishment and Young Offender Institution with a small Young Person's Unit and an agreed:-

- i) baseline Certified Normal Accommodation of 1557 adults and young adults from 25th January 2015 (1170 up to that date).
- ii) current operational capacity of 1723 (1474 up to 25th January 2015) including 64 (64) young people.

HMP and YOI Parc opened on 17th November 1997, and is the only privately run prison in Wales. It is managed by G4S Justice Services on behalf of NOMS. Many of the prison staff are recruited from the local area.

In common with all contracted establishments, HMP and YOI Parc has a Controller. The Controller manages the 25 year contract between the Prison Service and G4S, and is directly responsible to the Director of Offender Management (Wales).

A major extension to the prison, to accommodate vulnerable prisoners, was completed near the end of the reporting year. This will increase the population to be catered for by 387. The new "Coed" block has three accommodation wings and classrooms, workshops and a medical centre. The former reception area has been converted into a recreational area, chapel, classrooms and visits hall. A new visitor reception area and a new entrance gate were included in the development. The visitor centre is welcoming and there are toilets and facilities for snacks and drinks. A children's play area is being provided near the centre.

Agency delivering services:

Library Services – Greenwich Leisure Limited

Voluntary Organisations:

The Prince's Trust

The D of E Award Scheme

The Koestler Trust Awards – Arts by Offenders

Mothers' Union – assistance with crèche facilities

Samaritans – includes training of Listeners

The Hay Literary Festival

Cardiff City Football Club

Ospreys Regional Rugby Club

The National Association of (Official) Prison Visitors

Among Distinguished Visitors to the establishment during the reporting year were:

Her Royal Highness, The Princess Royal

Cherie Booth CBE, QC

The Rt Hon The Lord McNally – Chair, Youth Justice Board for England and Wales

Javed Khan – Chief Executive of Barnardo's

Lesley Griffiths AM – Minister for Communities and Tackling Poverty

The Lord Harris of Haringey

John Griffiths AM – Minister for Culture and Sport

Jonathan Berry - CADW
Marcus Brigstocke – Comedian and satirist
Peter Tatchell – Director Peter Tatchell Foundation
Martin Dawes
Caspar Walsh - Writer
Andrew RT Davies AM
Sarah Payne (NOMS)

4A YOUNG PERSON'S UNIT (15-17 year old males)

HMP & YOI Parc has a Young Person's Unit with a capacity to house 64 young males aged 15-17 years. The Young Person's Unit in HMP and YOI Parc is the only young offender institution (YOI) for children and young people in Wales. The Unit was opened in response to the Youth Justice Board's (YJB) desire to house Welsh young offenders close to their homes. The maintenance of family and community links are promoted and encouraged at all times. This has been the ethos of the Unit, and the staff is dedicated to promoting this. The Board is able to report that the work done is effective.

The Young Person's Unit consists of two wings. The Board regularly visits the Units, and monitors those prisoners on separation as and when needed. The Board member responsible for special areas tries to visit three times a week. This arrangement seeks to address the identified lack of awareness of the IMB amongst the young people, and tries to ensure their safety and monitor procedures. The young people regularly attend education and association. The out of cell hours differ from weekdays to weekends due to different regimes. The average out of cell hours for weekends from April 2014 to Feb 2015 was 9.26 hours per young person. The average out of cell hours for weekdays from April 2014 to February 2015 was 10.69. This is in line with their KPIs.

The Young Person's Unit can be problematical and volatile at times due to the nature of the young people residing there. The total number of reportable incidents from April 2014 to February 2015 was 226. This is an average of 20.54 a month. Assaults, including fights, and self-harm were the main issues.

The young people can gain accredited qualifications in education and have the opportunity to address any literacy and numeracy issues through a wide variety of alternative education offered at Parc.

The Board reports that the unit staff members are equipped and have the experience to support the young people as much as possible. The staff works hard at building relationships with the young people, supporting them in addressing their offending behaviour and preparing them for release.

Through our monitoring we are still concerned about young people on separation and the lack of an alternative facility, especially where a young person is sharing a cell and his roommate loses privileges too. We recognise that staff try to combat this and ensure that the least amount of disruption occurs, but it remains an issue of concern.

Occasionally young persons are placed in the Intensive Support Unit, which is located in the Safer Custody Unit, and officers designated for their supervision. **The Board recommends**

that consideration is given to a unit based facility to cater for those requiring this segregation.

4B EQUALITY & INCLUSION

The department dealing with equality and inclusion has been renamed the Community Inclusion Team and has two dedicated Community Inclusion Advisers.

A new monitoring procedure for dealing with applications, made using the discrimination incident report form (DIRF), has been introduced and any application made is answered within five working days. In addition the new electronic application system (CMS) is used by the Community Inclusion Team to keep prisoners updated. As part of the new DIRF system, diversity intervention programmes are held monthly for any prisoners who have displayed discriminatory behaviour, and reports are sent to their offender supervisors. This new system demonstrates Parc's commitment to equality, diversity and inclusivity.

Training is held monthly so that all staff have access to the Acting Inclusively training session, all new staff are also trained in this on induction.

All new prisoners are seen by the Community Inclusion Team as part of the induction process. Community Inclusion Representatives are employed on all units and in the induction units.

Monthly focus groups are held with representatives from the minority groups including Parc United (LGBT group), Travellers United (Roma, Gypsy, Travellers group) and community inclusion groups. All Community Inclusion Representatives on the wings have ongoing training in relation to hate crime, HIV and AIDS, and disability awareness.

Activities and events over the past year include Black History Month, Gypsy Roma Traveller History Month and LGBT History Month. Activities included DVD showings, workshops, sporting events and reading groups.

4C EDUCATION, LEARNING & SKILLS

In line with Welsh Government policies on Skills for Wales, which seek to establish Level 2 Essential Skills as the aspiration for the majority of adults, Parc has increased its Essential Skills delivery in the past year and also included embedded Essential Skills classes across its vocational training areas. There are currently four literacy classes and four numeracy classes running in the Education Department with a further Essential Skills class in the Industries area.

ICT delivery has also increased with a greater emphasis on delivering the European Computer Driving Licence, which is the recognised qualification accepted by employers. An extra teacher has been employed to deliver Welsh and Welsh dimension, resulting in the provision for the Coed and Young Person's units being increased.

A part time reader in residence was appointed in September 2014. She is responsible for stimulating enthusiasm for reading and works in all areas of the prison. She has also developed the Parc book club for prisoners.

The Library provision is now delivered by Greenwich Leisure Limited.

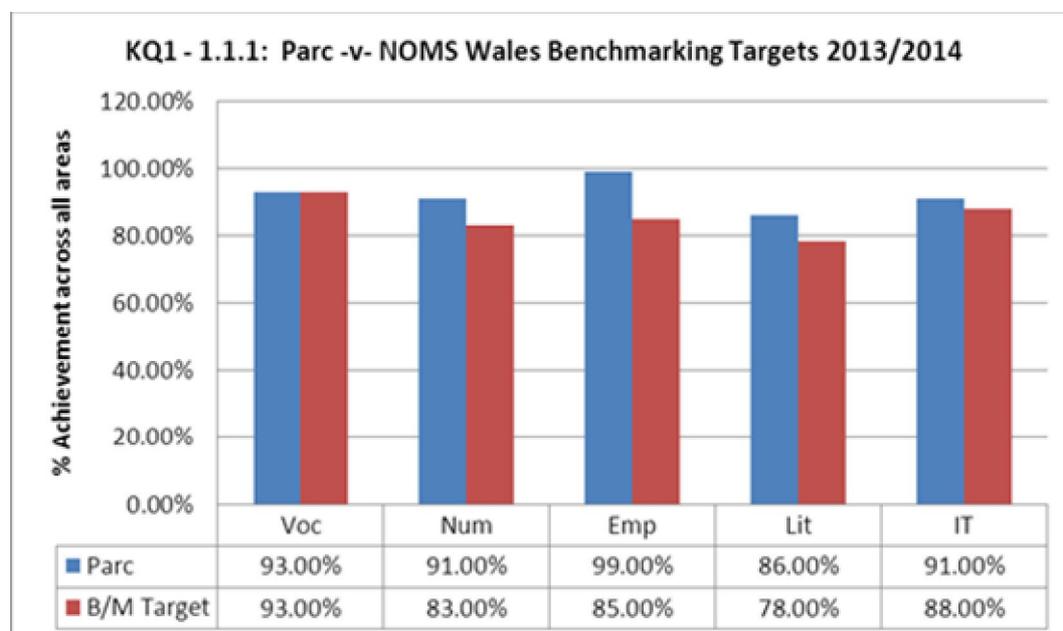
The provision for Further Education and Open University has also increased with prisoners being able to choose from 350 courses. Parc was commended by the Prison Education Trust as being “one of the best prisons for supporting distance learning”. The Shannon Trust has commended Parc for its commitment to the delivery of the “Toe by Toe” scheme of mentoring in literacy. There have been recent developments to this scheme which is now known as “Turning Pages”

The Board commends the employment of literacy mentors within the prison, whereby prisoners assist others with basic reading and writing skills. This is proving very successful

The foreign nationals co-ordinator has retrained as a teacher and there has been a marked improvement in the English for Speakers of Other Languages provision, with prisoners progressing onto literacy and numeracy courses.

Retention rates for teaching staff continue to be good and as a result of the increase in population, and the recent opening of the Coed block, additional staff members have been employed to deliver GCSE/ESW, ICT, Creative Arts and Design, Welsh, Physical Education and Further Education.

The chart below demonstrates how Parc has met or exceeded the Welsh Prisons’ benchmarking targets across the curriculum area.



One area which is closely monitored by the IMB is the provision of education for the Young Persons while on separation and awaiting adjudication. When necessary this is provided by an Inclusion Coordinator who supports the Young Persons on the unit with a continuation of work that has already been started in Education. Booklets have also been designed to help

the Young Persons on separation consider their own behaviour more closely, including Assessing Own Learning and Thinking Skills, Anti Bullying Awareness, Anger Management and Confidence Building.

There has been significant investment in new resources following the new building development with two new Apple Mac suites for the new graphic design and creative media courses. A pottery workshop and new kiln has been installed in the Coed unit.

A generous donation of £3,500 from the Music Educational Project has enabled Parc to invest in its radio station and this affords the opportunity to deliver additional skills which link with the creative media classroom.

Notable achievements:

In March 2014, Parc was recognised for the work to support prisoners with Learning Disabilities/Difficulty needs. The Butler Trust Award ceremony was held on March 20th 2014 at Buckingham Palace and the award presented by Her Royal Highness, The Princess Royal.

Parc performed well at the Koestler awards once again, achieving the most awards of any prison with 90 awards in total and prize money of £1,180. More than 60 pieces of work were exhibited at the Wales Millennium Centre.

Hay in the Parc was held in the Academy building in the YP unit with guest speakers including Marcus Brigstocke, Peter Tatchell, Martin Dawes and Caspar Walsh. The Prisoners who attended enjoyed these workshops and gained valuable insight from the visitors.

The Minister for Culture and Sport, John Griffiths, visited Parc with Jonathan Berry from CADW to see the graffiti mural that had been produced by a group of YPs in their exercise yard. The project was funded and facilitated by CADW and depicts various ages in Welsh history. The Minister spoke to YPs who had taken part in the project and a celebration event was held in the Senedd.

Another project which has taken place in conjunction with CADW and the National Museum for Wales is the Mortaria Project. Adult prisoners from the education history class have been studying a number of historical periods and given the opportunity to handle ancient artefacts, cook traditional medieval food and paint Roman style frescos. Prisoners are currently working through a series of units to achieve a recognised qualification.

In 2014 the Prisoner Education Trust granted £17,480 to enable 54 learners to complete courses.

4D HEALTHCARE & MENTAL HEALTH

The Healthcare department plays a crucial role in the care of prisoners, dealing with the initial examination on admission to the prison, health problems, emergency illnesses and incidents, and also the palliative care for the terminally ill.

During the inspection carried out last year the Healthcare department was judged to be good. However the initial prisoner survey revealed that the prisoners considered it to be poor. In the inspectors' report there was a recommendation that the department should be proactive in improving prisoners' perception of its work. In response to this a Health Promotion Administrator has been appointed and is engaging with patients in many ways, including attending the prisoners' forums. Initiatives planned are the establishment of Healthcare forums, and for prisoners to be appointed as Healthcare Champions and to work with the Administrator in encouraging prisoners to take responsibility for their own health. In addition the department has introduced the National Health Service "Friends and Family Test", which is a short questionnaire for patients to express their views on their Healthcare experience.

The Healthcare department has embraced CMS and prisoners are able to make applications for a variety of different appointments using the consoles on the wings. Applications are dealt with and responded to on a daily basis. Unfortunately appointment details cannot be distributed electronically at present because of issues with the system. In the meantime, appointment slips are issued manually some 48 hours before the appointment.

The Board is aware that there has been a significant number of appointments where the prisoner did not attend. This issue is being investigated by the Healthcare department to ensure best use is made of the scarce resources available. We are aware of the occasional instance where a prisoner has transferred wings and the appointment slip and the record sheet showed his previous location.

With the opening of the Coed block, a separate Healthcare station has been established and seven additional nursing staff and an administrative assistant have been appointed to deal with the increased prisoner population. Sub-contractor sessions have also been increased as a result of the increased population.

The department has introduced abdominal aortic aneurysm screening as one of its proactive health initiatives and we commend it for this.

There is provision for support for those prisoners with mental health issues. A Special Care Unit is provided for those needing greater support. Listeners, prisoners who have been trained by the Samaritans, are available throughout the prison.

We recognise the difficulty the Healthcare department has in providing a service for the larger number of prisoners given the limited resources available. Our experience has demonstrated that in a number of instances discontent with the treatment received has stemmed from the department providing the prisoner with what he requires, rather than what he would like to have. **The department has responded positively to recommendations made following the inspection and from what we have seen it is continually reviewing its operations to try to improve further its delivery of care.**

4E PURPOSEFUL ACTIVITY

There are currently 19 activities within "The Hub", which houses the Industries and Vocational Training Department, and these provide employment for 296 full time and 276

part time. These work opportunities provide skills leading to nationally recognised qualifications.

All training staff have previous work experience and relevant qualifications and are ETOI/PTLLS qualified or in the process of obtaining these. Parc is the only prison in the country accredited to deliver these qualifications.

A new call centre was opened in partnership with Census Data in June 2014. An instructor was appointed and, despite some teething problems, this work has become popular with prisoners. Opportunities for finding employment on release are provided by this scheme. Appointment of a new instructor is currently in progress.

Macmillan Distribution has an excellent relationship with the prison and has helped two prisoners to gain employment on release. The workshop which packages books has been through a SMTA audit alongside Macmillan. The Board was pleased to hear that it passed inspection and that the senior auditor stated that she would use Parc as the benchmark to judge other prisons. At that time, Parc was the only prison in the country to have passed this audit.

The Board is disappointed to note that there has been little progress in appointing a new bricklaying instructor. The bricklaying course was very popular with prisoners.

The completion of Coed block has seen many of the workshops providing on site work experience. The BICS team has been deep cleaning the new house blocks before prisoners were transferred in. The painting and decorating workshop trainees have decorated the vacated C and D blocks before prisoner relocation. The carpentry workshop has made work benches, cupboards and shelves for the new workshops in Coed block.

The Industries and Vocational Training Department works with the Education Department to provide dedicated essential skills (classroom based) in Industries to improve prisoners' levels of literacy and numeracy. This has proved to be very successful and popular with the prisoners.

The environment of the prison is enhanced by the Horticultural Department which maintains the grounds, the attractive flowerbeds and the central garden to a high standard.

The animal centre is well run and popular with prisoners. Training is provided in the care of animals. Beekeeping skills are also provided.

4F RESETTLEMENT

Parc Prison has developed good links with industries and community groups to help with resettlement of prisoners on release. There are also various training courses provided to help prisoners complete their sentence plans, but in some instances budget limitations constrain the frequency of the provision of courses.

C block is now to be designated as the Resettlement Unit and will operate a programme designed for those completing their sentences, in particular first offenders.

The practices adopted in Parc to ensure and promote links between family and prisoners has been used as a model for other prisons, and the Board congratulates the Prison on its initiatives in this regard.

The Board has noted from the applications it has received that sometimes courses required by the prisoners' sentence plans are not available at Parc and there have been difficulties with relocating prisoners to other establishments where these courses are available. **It would appear that better liaison between prisons and appropriate transport planning might resolve this problem.**

The relocation of prisoners nearer their homes to serve the latter part of their sentences can be delayed because of single long distance travel requirements. Transport provision should be available to ensure this practice is effective.

4G SAFER CUSTODY

Safer Custody meetings are chaired by the Director and encompass management of risk to vulnerable prisoners through Assessment Care in Custody Teamwork (ACCT) and Violence Reduction throughout the prison. These meetings take place regularly with representation from Healthcare, Security, Chaplaincy and Offender Management Unit as well as senior operational managers. Individual consideration is given to those on ACCT and resident in the Safer Custody Unit, as well as analysis of repeat self-harmers and the strategies needed for their support. It is recognised that incidents of serious violence to self or others by those on ACCT require a dual risk management approach.

The Board is pleased to see evidence over the past year of the way in which the growth and impact of the Violence Reduction programme is being embedded within the Prison.

The use of a supervision log after every incident of violent behaviour is now taking place. This enables not only an individual focus by managers, staff and prisoners on the issues which are identified, but also the gathering of regular and detailed statistical information on the nature, location and timing of violent incidents, which are presented and analysed at Safer Custody meetings.

A Prisoner Survey on Early Days in Custody indicated that almost all respondents said they felt safe.

A better understanding of the particular needs of young people moving on to Young Offender wings has led to a more suitable transition booklet being developed for them. The team is now delivering an Anger Management programme with individual prisoners on the wings, addressing issues of anger recognition and triggers.

There have been five deaths in custody during the current reporting period. Of these two were self-inflicted, and inquests and PPO reports have been completed. Three deaths have

been from natural causes and long standing chronic illness. The Coed block now has a specialised care cell provision which enables effective nursing care and access for families.

4H SEGREGATION, CARE & SEPARATION, CLOSE SUPERVISION

The Phoenix Unit consists of 24 cells, with several being monitored by camera coverage from the wing office. Of these one is unfurnished and two are special cells used following serious misconduct. The Board is informed when the special cells are used.

In the course of every week all prisoners on the Unit will be seen by a Board Member. The Board prioritises attendance at both the 72 hour and 14 day reviews and members are able to attend almost all of these. The Board is satisfied that all reviews are conducted in a fair and proper manner.

The mission statement of the Phoenix Unit is prominently displayed on the wing and sums up the ethos of the resource, which is *'to challenge negative behaviour and encourage engagement with the aim of successfully re-integrating prisoners back to the general population'*. Since September 2014 this aim has been very effectively refined by the introduction of the Phoenix Pathway.

This model is designed to ensure that prompt and appropriate assessment of each prisoner entering the unit takes place, with the aim of returning them to a more normal location as quickly as possible. An individual case conference enables planning of interventions designed to re-engage the prisoner.

The Board is impressed by the Unit's approach and use of resources available within the prison to achieve re-integration.

The Board is aware that the unit has become much busier and is encountering a greater number of challenging incidents. The staff of the unit is to be commended for the professional manner in which it deals with all these problems.

4I RESIDENTIAL SERVICES

There has been a significant increase of accommodation in HMP Parc during this reporting year with the completion of Coed block. Coed block has three wings:

- X1 – Afal
- X2 – Bedwyn
- X3 – Craifolen

Coed was brought into use on 25 January 2015 and the official opening by HRH, The Princess Royal was held on 9 February 2015.

All cells in Coed are en-suite with telephone conductivity available. The block is specifically for prisoners requiring some assistance in coping with the prison environment.

At present 78% of prisoners in the new accommodation are working either full or part time, or pursuing educational qualifications.

Within Coed block there are nursing stations located on each landing with two nurses on duty at all times. All medical issues are dealt with on site with the exception of dental treatment which is prescribed in the main Healthcare suite.

There is a palliative care suite in Coed block which can be used for terminally ill prisoners, and which also makes provision for family members to stay in the prison to give support and comfort when required.

Near Coed block there is a gym, multifaith facility and new visits hall, all of which are solely used by residents of Coed block.

There are classrooms for education on the upper floors of each wing as well as the usual laundry facilities.

In relation to the other main accommodation blocks, namely A, B, C, D, T1 – T6, no material alterations have taken place albeit T1 – T6 are relatively new units. The issue mentioned in last year's report concerning mattresses has been resolved satisfactorily.

A number of units have had a change of use, with the Drug Referral Unit in D block and a new Resettlement Unit in C block. This latter unit is for short term prisoners being prepared for release, and also for a First Time in Custody Unit which is a new initiative.

Although there was significant disruption because of the building work throughout the year, there did not appear to be any problems that impacted on prisoner care. **The Prison is to be commended for the way it managed this difficult time.**

Each wing now has terminals for the CMS which enables prisoners to arrange meal choices, visits, Healthcare appointments and canteen "on line". The prisoners are also able to access details of their prison held funds.

5 THE WORK OF THE BOARD

During the current reporting period, 2014-2015, five new members were appointed but two subsequently withdrew. The remaining three have been shadowing colleagues on rota duty and expect to be operating independently by July 2015. They have attended training sessions delivered by prison staff, have regularly attended board meetings, and have been to Security Awareness, Key Awareness, Personal Safety, Diversity and ACCT lectures. One new member has already attended the IMB 2015 New Members' Course. In 2014 the board visited Bristol Prison. Members attended a training demonstration at Kidlington.

The number of applications received by the Board has increased slightly this year. This is attributable in part to the baseline occupancy being increased. There has also been an increase in the number of applications received which relate to property. A number of these concerned property delayed in transfer because of lack of room in the vehicle, and property going missing on relocation to segregation because of alleged failure to secure the cell. The Board has strictly applied the requirement for prisoners to follow the internal complaints procedure, before making an application to the Board.

As mentioned in the Executive Summary, the Board is in need of new members and finds it frustrating that the recruitment process is so prolonged. Instances have occurred where, as a result of the timescale involved, applicants have withdrawn before appointment leading to a waste of effort and resources.

The Board is aware that there have been problems with complaints about other prisons, received and sent on by Parc. In some instances there is no response forthcoming from the other establishment. Board members have been asked by the prisoners to assist and we share the Complaint Clerk's frustration.

APPLICATIONS

Code	Subject	2011-12	2012 -13	2013-14	2014-15
A	Accommodation	21	21	18	18
B	Adjudications	6	17	13	7
C	Equality & Diversity (inc religion)	9	19	14	11
D	Education/Employment/Training including IEP	42	42	43	55
E 1	Family/visits inc mail & phone	101	88	84	68
E 2	Finance/Pay (?)	1	1	2	1
F	Food/Kitchen related	20	13	7	6
G	Health related	191	172	91	84
H 1	Property (during transfer/in another establishment)	61	26	26	49
H 2	Property (within current establishment)	48	50	54	72
H 3	Canteen, Facilities, Catalogue shopping, Argos	33	18	5	9
I	Sentence Related (inc. HDC, ROTL, parole, release dates, re-cat etc)	45	61	65	90
J	Staff/Prisoner concerns including bullying	55	74	61	61
K	Transfers	26	26	21	26
L	Miscellaneous	107	126	49	32
	Total number of IMB applications	788	764	553	589