



HMP CHANNINGS WOOD

ANNUAL REPORT

SEPTEMBER 2014

TO

AUGUST 2015

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Section 1 Statutory role of the IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison to be monitored by an Independent Board appointed by the Justice Secretary from members of the community.

The Board is specifically charged to:

- (1) 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) Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- (3) Report annually to the Secretary of State on how well the prison has met its standards and requirements placed on it and what impact these have on those in custody.

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

Equality and Inclusion Statement

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

Section 2 Description of the prison

HMP Channing's Wood is a medium sized Category "C" Training and Resettlement prison in a rural area of South Devon close to Newton Abbot. Its population fluctuates around 700, a large proportion of whom are considered vulnerable due to the nature of their offences.

It has limited access by public transport with no public transport on Sundays. Offenders' accommodation is split into three separate areas: the main wings, the Vulnerable Prisoner Unit (incorporating LB1) and a drug rehabilitation unit. Contained within the perimeter fence are an underused sports field and an area that is used for horticulture. Education and vocational courses are provided by Weston College, the Resettlement group, Catch 22 and Prospects which is concerned with careers guidance. Psychology and Substance Misuse Services are regionally managed across the Devon cluster and deliver Offender

Behaviour courses.

Healthcare has been provided by Dorset NHS University Trust. There are no In-patient beds. Nurses are on duty every day and out of hours GP service is provided by Devon Doctors.

Section 3 Executive Summary

The first few months of this year continued to be dogged with the problems stemming from staff shortages and an underlying resentment of the pressures this imposes together with complaints about pay. Absenteeism was generally high and together with detached duties resulted in regular lock-downs. These situations contributed to an erosion of staff/offender relationships and we encountered numerous situations where officers were unwilling to take up an issue for an offender with some personal officers instructing the offender to use the IMB or the complaints procedure. There were also incidents where movement slips and mail were not being given to offenders.

The Senior Management Team have worked hard to address these issues and through the year we have seen a gradual but marked improvement in these specific instances and the overall atmosphere of the prison. The recruitment of more officer grade staff and tighter management of absenteeism has noticeably reduced the pressure in many areas. Absenteeism amongst Administrative staff which had impacted on the smooth operation of the prison is also improving.

The designation of Channing's Wood as the Resettlement Prison for the SW counties has been widely criticised by offenders and staff. In very many cases it has resulted in an offender being moved much further from their home for the months leading up to their release, with obvious knock on effects for men trying to prepare for their release. Following on from the closure of prisons, Dorchester in particular, this policy has also resulted in another wave of transfers that has put enormous strains on an under-resourced system. It also coincided with a rash of rooftop protests.

3.1 Questions for the Minister

Provision for older offenders and for those with disabilities has still not been addressed. Those unable to work for reasons of age or disability have nowhere to be but in their cells. The absence of aids and access to basic amenities is something that urgently needs addressing to comply with national legal requirements. These are serious matters that we raise every year. Does the Minister agree that their provision should not be limited by budgetary restrictions?

Given the number of offenders with serious and enduring mental health issues, what plans are there to increase the provision of primary support for these offenders to enable them to cope with prison life and with their lives and relationships on release?

3.2 Questions for NOMS

Loss of offenders' property, especially on transfer continues to be the biggest single issue we deal with – more than double the number of last year. An offender cannot be held responsible

for their property when it is not in their possession or when their cells are packed up for them. The procedures are in place to protect their property but they are often not stringently applied and a callous attitude to their possessions, often of great personal value, causes much distress and frustration. These issues are by no means only applicable to Channing's Wood and it is imperative that they are addressed across the estate. How does NOMS intend to tighten up the system to prevent this being such a prevalent problem?

Does NOMS have plans to review the criteria which govern an offender's suitability for ROTL.? Having established good relationships with local businesses and projects in the past few years, this is a sadly under exploited area of rehabilitation and very regrettable that only two offenders from Channing's Wood have been able to participate in the scheme this year. Section 4
Mandatory Reports:

4.1 Last year's concerns – an update

We continue to receive a large number of applications about health care. These often relate to an unacceptably long wait for an appointment. Certain previously prescribed pain-killing drugs have been discontinued because of their addictive properties. A harmonization of policy throughout the prison estate has helped and some of the doctors handle these cases sensitively. However, due to the risks of dealing these drugs, prescriptions are sometimes cut too abruptly, causing great distress.

The quality of the food at lunch time has deteriorated in quality and nutritional value. This is blamed on the very tight budget.

Lost property continues to be the most frequent complaint. Frequently possessions get "lost" when a cell is cleared in the absence of the prisoner who is being transferred, particularly if he is transferred from the Segregation Unit. In such instances, no one is able to take responsibility for the property.

4.2 Equality & Inclusion

Although previously Channing's Wood prison has had two full time Equality Officers, the current designated staff for Equality and Diversity (E&D) is just one fractional post.

During 2014-2015 the prison was subject to an E&D Audit. Some areas were judged to be red rated at this time. An action plan was put into place for delivery in 2015, and it focuses on the reviewing and refreshing key areas, namely:

- Wing representatives and information boards
- E&D focus groups
- E&D information packs and training in reporting Discrimination Incidents.
- The role of E&D orderly/s
- Accessing and processing Discrimination Incident forms (DIRF).

As a result the appointment of an Orderly is proving to be highly effective and the revised DIRF complaint process is improved.

In addition, the Equality Action Team meetings are being held quarterly, chaired by the No 1 Governor and have four Offender representatives including the BME and traveller communities.

Devon County Council is taking the lead on the implementation of the Care Act (April 2015). They have recently appointed two new posts holders who will manage the care needs of those Offenders who have a disability. Two social workers, who are based at Exeter, are undertaking individual risk assessments and providing personal care aids and equipment as required.

The numbers of offenders who are over 55 years of age and also those with personal care needs have continued to rise this year. However, the training and paid employment of carers across the prison has still not been formalised. Prisoners with mobility problems are isolated and reliant on the good will of others who could be receiving training and remuneration for their care work.

There are still no showers on the wings that are adapted for use by wheelchair users nor are there any cells to which they have easy access. This serious lack was highlighted in our 2011-2012 report and remains a matter of concern. As we said then, these are facilities that should not depend on the prison budget. They are the legal standard requirements for disabled people.

4.3 Foreign National Offenders (FNO)

There are currently about 20 FN offenders and we have not been aware of any issues particular to their status.

- an FNO policy is in place
- arrangements for family contact are in place
- translation services are available though it is normal, in our experience that non-English speakers make their own arrangements amongst their fellow offenders.
- free monthly phone credit for those who have not received a visit in the preceding month is available.
- there is access to an offenders' handbook and DIRFs in multiple languages.
- there is universal access to healthcare.
- there are canteen privileges for all offenders.

4.4 Education, Learning and Skills

Over the past twelve months the department has had to absorb the changes that reduced funding has imposed at the same time as having to restructure itself to meet the needs of a Resettlement Prison. Attendance has been made a priority and is generally up but the 'Outcomes for Learners' are down a grade on last year.

The department has also had to cope with the effects of staff shortages elsewhere in the prison which resulted in lock downs and reduced prisoner movements. As many as 435 lost learner hours in a week was recorded.

Answering the needs of a Resettlement Prison has caused difficulties: Peer Mentors have been lost due to transfers and have been hard to replace because of the length of the course. With over half the total number of prisoners in the last six months of their sentences, longer courses are being cut and the net result across the department is that many, especially vocational courses are being replaced with shorter courses with lower qualifications.

At the end of July, further course reductions were announced; most regrettably, the level 1 Plastering course which had replaced the longer Dry Lining course earlier in the year, has been cut altogether as has the Hard Landscaping course. Both are courses that have obvious relevance to offenders being released in the South West, which were taught by experienced tutors in well-adapted environments.

The Community Resettlement Company, Catch 22, took over in June appeared to be underprepared for what they were taking on. However, the four Case Managers, previously employed within the Resettlement department were retained and they appear to have made remarkable progress in dealing with an entirely new organization and a large influx of Resettlement prisoners. Thanks to their experience and diligence they are now meeting their targets of having 1-1 review interviews with each prisoner, at least twice in the final 12 weeks of their sentence. They also deliver Pre-release Modules and can offer individual advice as requested.

Working alongside Education and the Activities hub, they continue to tweak their interventions and courses to increase the effectivity and reach of the assistance they provide to pre-release prisoners.

The Induction Programme is being restructured to sequence the available courses and activities in order that the arriving prisoners are able to make the best use of their remaining time.

We have noted their plans and intentions but it is too early to judge the impact this change will have on enabling offenders in the resettlement process and in the longer term, reducing re-offending.

The delivery of Functional Skills, literacy and numeracy, as embedded, stand alone and outreach formats continues to be a problem area with a poor rate of success for learners. Learners generally had a positive view of the value of Maths and English as embedded on vocational courses but difficulties arose when their learning was tested in the final exams. Also in some cases the learner left before completing the exam. The overall success rate in this area was 48%. However Weston College is aware of short comings and has action plans in place to address the problems for the future.

Marked improvements in Horticulture have been made with a total of £40,000 invested in the area. This has included the repair of eleven poly-tunnels and the installation of an effective irrigation scheme. Eight of the poly tunnels are being used to grow chillies in partnership with Devon Chilli Farm. The remainder are successfully growing vegetables which are in turn being sent to the kitchens. Eight offenders work towards a Level 1 NVQ, 64 qualified last year. Given the standard of the facilities, this falls short of a potential that could be achieved with a modest improvement of facilities and staffing levels. Six tunnels remain uncovered.

There remains a serious in-balance between what is offered to VPs and Main prisoners, particularly in the availability of computers to the VPs who are unable to access the Virtual Campus because of computer restrictions. At present they cannot use available computers in

the Education Block because prisoners from the Main wings are using the library in the same building on that day. Thus men who are making very determined efforts to gain qualifications are being disadvantaged. Efforts are being made to address these issues.

Psychology: The Psychology Department administers Sex Offender Thinking Programmes to some fifty men a year and a welcome development is the adaptation of the programme to allow men in some denial of their offence to participate. About eighty Main prisoners participate in a Thinking Skills Program a year. Another welcome addition to their program is Resolve, a low level anger management course.

The Substance Misuse Service, SMS: In May 2015 SMS, was reorganised to amalgamate LB8, formerly the Therapeutic Community (which provided long-term, intensive programmes for drug addicts in a closed environment) with SMS courses run on LB4. Now The Beauty Recovery Programme, a team of 24 provide an intensive hub of two week long recovery oriented activities. Seven distinct modules run over a six month period. Courses also run for VPs encompassing AA and NPS awareness. This less intensive, more flexible, shorter term approach appears to be more widely popular and though too early to judge, feed-back has been encouraging

Purposeful Activity: The overall number of purposeful activities increased slightly over the year to 649 (from 635) inching closer towards the goal of 672 as set by the Business Development Group.

Woodworking has had some good contracts but there continues to be fallow periods when playing cards and reading is as purposeful as the activity gets.

The laundry is operating at 80% of capacity due to inadequate machinery.

Bicycle maintenance and Recycling continue to be productive and popular. The manager of Recycling has put forward proposals for extending the scheme which would both increase jobs and income for a relatively modest outlay.

4.5 Healthcare and Mental Health

The Health care team continue to work under extreme pressure. Having recently completed a Skills Mix Review, they feel that they have a better balance of staff. Morale has improved with the appointment of a permanent Health Care Manager. They are trying to recruit three permanent nurses and one Health Care Assistant to replace the current long term agency staff. Doctors should provide six half day sessions a week though non-attendance by Doctors is common with an average of about one session a week being cancelled; a dentist and dental nurse provide three half day sessions a week. The waiting time for a doctor's appointment is currently 2 ½ weeks and for a dentist eight weeks. Both considerably longer than what is expected in the wider community.

We welcome the appointment of a psychologist for one day a week and the ongoing efforts to increase the number of full and part time mental health nurses on the team. They are achieving a 24 hour triage response with each case being seen by a specialist for secondary care within 48 hours. We commend their efforts and hard work in keeping pace with cases in this challenging and essential area. The charity, Resolutions provides PTSD counselling for service

veterans but generally, Primary Mental Health provision still remains woefully inadequate.

Supervised dispensing of medication involves very long queues at the main dispensary but the situation is very much worse in the VPU where the dispensing of medication is from the same room that is used for treatments and Doctor's surgery. This causes an enormous amount of frustration and wasted time for staff and prisoners.

The increasing number of older offenders puts an undue strain on the system both with their mobility issues and their higher requirements of medication.

The present paper prescription system is deemed unsafe and time consuming and staff are looking forward to the establishment of an electronic system later in the year.

4.6 Resettlement

Offender Management Unit.

Acknowledging the importance of the Offender Assessment System (OASys) as central to the delivery of the Government's Transforming Rehabilitation policy, it is of serious concern that there are still about 100 prisoners in Channing's Wood without a completed OASys. The Interim Guidance policy in which offences and risks are prioritised has been well received by Offender Managers but the unrealistically high targets set for the Payment Plus scheme whereby Prison Officers are remunerated for taking on an extra case load, has been unachievable for many and has not delivered a noticeable improvement.

Since becoming a Resettlement Prison, the already overstretched OMU team have the extra burden of prisoners being transferred in far greater numbers, frequently without their completed OASys. These prisoners sometimes have to spend their final months without having completed the recommended courses.

It is of great regret that only two prisoners at Channing's Wood are eligible for ROTL though there are many placements available locally. This compares with 21 prisoners who were on ROTL last year and is due to nationally imposed restrictions on prisoner eligibility. This does not sit well with the Government's policy for rehabilitation in the community and preparation for work on release.

4.7 Safer Custody

The presence of drugs, particularly NPS, continues to present many challenges. With only two dog handlers and an extensive outer security fence the prison continues to be vulnerable to significant presence of drugs. The security team are making stringent efforts to keep ahead of the supply chains with strategic use of officers, and CCTV cameras.

Rolls of Anti-Dash Fencing that would make certain vulnerable areas more secure lie unused for want of the finances to erect them.

Despite the welcome recognition that led to an upgrade from the national Audit Team from amber green to green, this has been a time of change and uncertainty. We note particular problems with LB1 – the V/Ps, O/Ps and sex offender block - in relationships between staff and offenders and with its changing role as a mixture of "own protection" offenders from the main blocks living with vulnerable prisoners and sex offenders. The introduction of offenders reluctant to accept the new regime at Dartmoor hasn't helped relationships, and may be introducing a level of dissident offenders that unsettles the status quo.

Violent assaults on staff and other offenders have increased during the year and the traditional relationship between offenders and staff has been described by the Governor responsible for this area as “less respectful”. In 2014, there were 74 assaults in total - by August this year, there were already 61, six of which were assaults on staff in that month alone. We are glad to note there were no suicides in the prison this year, and the two deaths were attributed to natural causes.

The largest cause of violence is attributed to debt and drugs, particularly the significant increase of New Psychoactive Substances (NPS-Spice). As it continues to mutate, detection has become more difficult and security staff are continually updating their methods.

When Spice has been unavailable, there has been a noticeable increase in the production of hooch reported. Channing’s Wood is using a new Violence Diagnostic Tool to keep track of assaults etc, and the prison is reporting incidences of causes that are out of line with those as reported nationally. Drugs and alcohol assaults are three times the national average, issues with staff are greater at CW than the national figure (32% compared with 15%), and bullying, debt and medication are a greater source of problems there than nationally (on the ‘medication as a cause of assault’, CW has 8% against a national figure of 2%.) There is already considerable discussion on the likely effect on bullying following the news that CW will be one of the four prisons to become completely non-smoking in the next few months.

Serious incidents at the prison noticeably increased this year compared with recent years, necessitating an early summer spate of attendance by IMB members. Since June a significant increase in the use of razor wire on the remaining most vulnerable buildings has stopped most roof top protests. The most recent incidents have involved climbing trees and cell barricades. All these incidents are heavy consumers of resources, occasionally national, and IMB presence. Without exception, these incidents have been handled professionally and calmly, and the IMB has invariably been given total access to both negotiations and eventually the site of the surrender and the offenders involved. We have been regularly asked to contribute our impressions at the debrief sessions afterwards.

The number of Assessment care in Custody Teamwork (ACCT) documents opened has increased this year, partly as the emphasis moves from reactive to prophylactic—i.e ACCTs are opened when self-harm is threatened or mentioned, rather than after the event. As a small IMB we do not have the resources to monitor the 200 plus ACCTs opened each year throughout the prison, though we have now started to ensure those in the Seg have their ACCT books regularly checked. A very small number of offenders may be located in the Segregation Unit on open ACCTs, we note that this is a situation of last resort and is always followed by full procedure.

The recent decision to designate Dartmoor, our nearest HMP, as an integrated prison for both sex offenders and the traditional main block offenders, has had a noticeable knock - on at Channing’s Wood, according to senior staff. There is some indication, according to a senior governor, that as CW is now the Resettlement Prison for the South West, there is the risk of disruption from gangs from Plymouth and Bristol who find themselves reunited as they serve their end of sentences at Channing’s Wood.

The Segregation Unit remains an excellently managed and crucial element of the prison regime. Over the past year, it has frequently been full, especially following serious incidents. But the staff never ceases to impress us with patience and intelligent handling of some of the most complex prisoners. We are grateful for the ready access the duty officers willingly give us

when we carry out our duties despite the pressure they are constantly under. The Independent Adjudicator, reintroduced by the present governor in response to the increase in serious incidents has been using the sanction of up to 52 days extra detention. Cases are saved up to make best use of his attendance but opinions are divided as to whether the end result justifies the expense.

The IMB went through a period of considerable confusion - shared with the prison authorities - this summer following the ruling in relation to the period of time offenders could be held in Seg. For a time we withheld acceptance that the Reviews had been correctly handled, but this only followed in-depth discussion with the Governors before taking this action. However, it has often proved difficult throughout the year for IMB members to be present at Reviews as the agreed system of regularly holding them on Tuesdays and Thursdays has broken down, with offenders being reviewed almost any day of the week. This is an aspect of the process we need to keep underlining to the Governors involved. On a few occasions, the IMB has again withheld endorsing a specific Review until Health Care are present.

4.6 Residential Services including accommodation, food, catering and kitchens.

Post: The mail room is better attended and though delays are reported it is usually due to the necessary intervention of other agencies such as dog handler availability.

Wing management: Complaints about loss of association time at weekends and evenings have decreased through the year. Better staffing levels have led to slightly improved co-operation with wing staff and fewer lock downs. There is perceptible movement towards greater freedom of movement throughout the prison. Early lock up and late unlock at meal times seems to be less frequent but we continue to monitor it.

The incidents we encountered earlier in the year of movement slips and mail not getting through to prisoners also appear to have decreased.

Wing based Information Centres, as recommended by the Deputy Director of Custody (DDC) have been established on the Living Blocks and are being well used.

Lost Property: Lost property continues to be the biggest single issue we deal with at applications. This year, property lost in other establishments or in transfer generated 83 complaints, double the number from last year. We are gaining the strong impression that the staff involved have the intention of teaching the prisoners a lesson by displaying as casual interest in their property as they do to their victims. It has been noted by prisoners and others (DDC report) that the Reception orderly has quite free access to prisoners' property.

Prisoners transferred from other establishments frequently tell stories of their cells being unlocked whilst they are in Segregation and all their property is stolen or destroyed. The procedures that are in place to prevent this happening are not being stringently applied and the complaints, brought to us in Applications are frequently impossible to solve.

Food: A recent inspection by the Regional Catering Manager gave the kitchens a good report on standards. They are always clean and efficiently run and the prisoners employed there generally express satisfaction with the work. Operating on an extremely tight budget, they do well to serve an evening meal that is usually tasty and nutritious with a good range of choice and special requirements being addressed. However the cold packs available for those who have a gym session in the evening appear inadequate as do the breakfast packs the range of sandwiches and sweet packs served for lunch. It is our perception that the standard of lunch

has deteriorated and it is often hard to disagree with the more acerbic comments that we hear from the prisoners.

Diets for religious observances are always catered for and the special arrangements that were put in place for the month of Ramadam were successful. We note that catering for specialist diets is a significant added cost that comes out of the overall food budget and question that, for simplicity's sake, *all* the meat purchased for the prison is Halal.

We have not been able to evidence the use of fresh vegetables grown by Horticulture and delivered to the kitchens. The Catering Manager has expressed an unwillingness to accept unwashed and unprepared vegetables into the kitchen. We feel that a more flexible attitude would allow better use of this potential supply of fresh produce.

Regrettably, the Food Comments books on some blocks are not regularly used. Portion control for the evening meal is sometimes haphazard and we have all witnessed favouritism on the part of the servers leading to later arrivals not getting the meal of their choice. Service is supervised by one officer who is largely occupied with checking off the prisoners as they pass through the servery but this is an area where greater attention is needed.

Offender Wellbeing: Standards of decency are patchy with staff/offender relationships often being a cause for concern. The living blocks are generally clean and the standard of décor is kept up but some of the floors are in poor repair and the showers, on LB 2, 4 and 5 lack dividers or privacy screens. The showers on LB2 are in a particularly shameful state.

There are no showers accessible to wheel chair users on any of the living blocks and only a few with any kind of aids for disabled users.

The number of double cells is reduced from time to time but there remain over 20 on LB1 that constantly have double occupancy. This unacceptable situation is further exacerbated by a lack of privacy curtains to screen the toilet.

It should not be a matter of budgetary constraints to rectify these shortcomings.

Through the year there have been changes to the core day and staff shortages lead to an unacceptable number of lock-downs. This situation is improving with better staffing levels though sick absences and detached duties still have an impact and the SMT are continually challenging staff absences with disciplinary and capability hearings. The culture prevails in a few areas that the system runs to benefit the staff rather than the prisoners. Greater co-operation with the Custodial Managers is being sought in order to address these issues.

We hear many complaints from the enhanced prisoners in LB2 that they have the same unlock regime as those on basic.

There has been an increase in the number of applications we have received, 395 this year, this is more than accounted for by problems with property lost on transfer from another jail, with concerns about own transfer accounting for another hike.

Due to prolonged leave of the clerk who normally handles Complaints forms, it has not been possible to obtain the numbers of Prisoner complaints this year. We have noted some failings of the system, both in the time taken for a full reply, some questionable use of interim replies and unacceptable delays when other prisons are involved. This is an area that requires further monitoring.

Restrictions imposed by prisoner movements result in the Library being generally underused

and this is most acute for the VPU. To the frustration of the Librarian, a number of computers remain locked away, awaiting security assessment.

The visits system appears to be working well with the Wednesday afternoon session being mixed VPU and Main prisoners. The sessions are rarely full though this may reflect the large number of prisoners who are far from their home area.

The Chaplaincy Team are on hand every day to serve the needs of both staff and offenders. They run secular and faith based courses as well as regular meetings for worship, study and meditation. Sadly, the Team Chaplin is retiring after many years of valuable and widely appreciated service.

The Work of the Board

It was with great regret that we said goodbye to our Chair who with another long term member had to retire due to tenure after many years of dedicated service and to whom we are indebted for their experience and guidance. Another valued member of the board who had stayed a year longer than she intended due to our greatly depleted numbers, also left.

Due to many unforeseen circumstances, the recruitment of new members has been very slow and ill health together with members having to leave for family reasons has further reduced our numbers so that we are presently down to five fully active and very conscientious members. We owe a great debt of thanks to our Chair who has held us all together in his implacable way and also to each of the remaining members who continue to contribute as much as they are able. We are grateful to our clerk who also suffers health issues but always tries to compensate for her necessary absences, the governor's secretary and others in the Administration block for their support.

BOARD STATISTICS

Recommended Complement of Board Members	16			
Number of Board Members at the start of the reporting period	12			
Number of Board Members at the end of the reporting period	8			
Number of Board Members joining within the reporting period	1			
Number of members leaving within the reporting period	5			
Total of Board meetings during the reporting period	12			
Total number of visits to the Establishment	414			
Total number of segregation reviews held	228			
Total number of segregation reviews attended	79			
	16	11	13	11

APPLICATION STATISTICS

Code	Subject	Year 2012	Year 2013	Year 2014	Year 2015 55
A	ACCOMMODATION	16	11	13	11
B	ADJUDICATIONS	3	9	1	8
C	EQUALITY & DIVERSITY inc. RELIGION	0	6	5	8
D	EDUCATION/EMPLOYMENT/ TRAINING inc. IEP	21	15	22	16
E1	FAMILY/VISITS INC. MAIL & PHONE		15	19	21
E2	FINANCE/PAY		6	13	4
F	FOOD/KITCHEN RELATED	11	3	6	5
G	HEALTH RELATED	36	36	43	59
H1	PROPERTY (WITHIN THE CURRENT ESTABLISHMENT)		19	24	18
H2	PROPERTY DURING TRANSFER/IN ANOTHER ESTABLISHMENT		38	43	83
H3	CANTEEN, FACILITIES, CATALOGUE SHOPPING, ARGOS		2	11	7
I	SENTENCE RELATED inc. HDC, ROTL, PAROLE, RELEASE DATES, RECAT etc.	36	61	61	60
J	STAFF, PRISONER/ DETAINEE CONCERNS inc. BULLYING	16	14	32	32
K	TRANSFERS	19	20	19	27
L	MISCELLANEOUS	49	21	36	36
	Total number of IMB Applications	238	276	361	395
	Of Total: Confidential Access		6	4	2

