



**ANNUAL REPORT**

**OF**

**THE INDEPENDENT MONITORING BOARD**

**AT**

**HM YOUNG OFFENDERS INSTITUTION AYLESBURY**

**1 JULY 2014 TO 30 JUNE 2015**

## STATUTORY ROLE OF THE IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Justice Secretary from members of the community in which the prison or centre is situated.

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 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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## Aylesbury Young Offenders Institution

1

Aylesbury Young Offenders Institution is housed in a mixture of buildings, whose ages range from Victorian to early twenty-first century. It holds the longest sentenced young adult males, (the vast majority serving a sentence of four years or more) aged between 18 and 21 in the English prison system and has a capacity of 444 when full, although during the year the population fell and at the end of our reporting year in June stood at 377. 57% of prisoners were of black minority ethnic origin at the end of our reporting period, a **slight increase over** last year. Prisoner intake covers most of England and Wales. Prisoners do not come direct from court, having begun their sentences at other Young Offender Institutions or the Juvenile estate. The prisoners are some of the most disruptive and challenging young men in the prison system. At the close of our reporting period the number of prisoners who were serving indeterminate sentences was 15. This compares with around 18 last year. This number will continue to fall. However the number of life-sentence prisoners increased to 33 from 25.

2

Numbers of both uniformed and also Learning and Skills staff have continued to be below required levels. Recruitment has been ongoing but has proven to be difficult. The prison has been helped by the deployment of uniformed staff from other establishments (detached duty) and their presence has been extremely helpful over the period of this report.

3

The establishment has 7 residential units of differing sizes and ages. The majority of cells are for single occupancy. The 3 oldest wings are of traditional Victorian pattern but have been heavily modernized over the years. The 2 which are the next oldest are showing greater signs of ageing, although they too have been modernized. The 2 newest units all date from the last quarter of the twentieth century. While regularly painted, the units can present a tired appearance however. The Segregation Unit is only 5 years old. The Reception Unit is now housed in what was a small enhanced residential unit in the modern healthcare building.

4

The Learning and Skills provider under the extended OLASS 4 contract remains Milton Keynes College. It has been difficult to observe much noticeable improvement in the number of teaching places delivered. This is less than capacity and this is still partly down to classes being cancelled and low retention rates in some classes. Most importantly of all, there remain insufficient Learning and Skills / Work places for even a majority of the prisoner population. Plans under the benchmarking scheme to provide more work places through recruitment of more staff have sadly not yet happened. There are a number of buildings used for various Learning and Skills activities. These include the main education building housing the various classrooms, together with, various workshops, ranging from construction to motor mechanics. Some new activities have been added but these and existing ones have been hampered by serious issues recruiting and retaining staff.

5

During the year, four members left the Board. Two of these were probationer members. At the end of the reporting year there were 10 members, one of whom is a probationer member. A recruitment campaign was under way. Members have a unique and privileged position within the establishment with access to observe the daily running of the prison and to feed back our observations and concerns to the management. Fortunately we have a good relationship within the prison where areas of concern can be, and are discussed openly.

6

Please note that there is a Glossary on the final page for acronyms used in this report.

## Executive Summary

- 1 There were no deaths in custody during the reporting year.
- 2 There was an unannounced Inspection by HMIP at the very end of our reporting year. The report was not published until after our reporting year and is not commented on.
- 3 The IMB believes that the governor and his staff do work hard to provide as safe and as caring an environment as they can within the resources provided by NOMS. We remain satisfied with the overall standard of the prison's management, the treatment of prisoners but have ongoing concerns about the provision of Learning and Skills and the amount of purposeful activity.
- 4 The Board have been concerned that for much of the year, the number of uniformed staff available for duty has been significantly below what has been planned. This has been either through staff sickness or inability to recruit sufficient staff and has had a major impact on the regime level being run, although we recognize that this has been made much more predictive.
- 5 We repeat a point made in previous reports. Whoever is the provider, there remain insufficient resources to provide work and education for all prisoners. As an example of this, education spaces are available for only about 50% of the prisoner population. The plan to recruit more instructor staff which will enable a significantly enhanced number of work learning places had not been implemented by the end of our reporting year because of the issues surrounding staff recruitment. (Page 7 Para 5).
- 6 Learning and Skills performance has been very variable during this reporting period. Distance Learning showed a significant improvement in terms of learners and successful outcomes. However formal education sessions were again either cancelled or did not happen due to regime restrictions and education staff absences. Formal classes were limited to Maths and English. At the same time, while a number of new training workshop facilities were opened some were closed for part of the year as were some of the existing workshops. All these were due to absence of staff. The staff mess closed during the year and this further reduced the number of training places available.(Page 7 Para 4-6).
- 7 The amount of self-harm by prisoners increased by 39% compared with last year's report (Page 9 Para.7) whereas the number of ACCT folders opened fell by 12% (Page 10 Para.1).
- 8 The recorded use of force by staff rose by 97%, however, the number of times when staff drew their batons fell by 38% and actual use fell by 57%. Incidents of violence, especially between prisoner and prisoner (as measured by alarm bells) rose by 49% (Page 10 Para. 2 and 3).
- 9 The number of applications to the IMB from prisoners increased very significantly compared with the previous year (100% increase). As will be seen from the table on Page 13, issues relating to property increased and this was very much a factor in the overall growth. There were a number of different reasons involving property but many were due to issues with property not being received when a prisoner was transferred from another establishment. As before, we found that the timeliness, accuracy and quality of replies received from the previous establishment were often very poor. There were instances where responses were simply not received and where the prison complaints clerk found it impossible to obtain an answer. (Page 12 Para 6 and Page 13 Para 1).
- 10 The overall amount of purposeful activity and time out of cell have been commented on previously did not show any improvement during the year. Restrictions imposed by the regime were largely responsible for this lack of change. (Page 9 Para 1-4)

## **Section A Particular Issues Requiring a Response**

### **Issues for the Ministry of Justice**

1 We offer no apology for repeating yet again the following since it has not been achieved. To ensure that sufficient provision is made and staff provided such that every prisoner has the opportunity for productive work or education. This to be achieved through greater provision is made for both workshop and education facilities within the establishment. We would wish to see a timetable provided showing how and when this will be achieved.

### **Issue for the Ministry of Justice and NOMS**

- 2
- a) In view of the impact this has on prisoners and the establishment, we again ask that the highest level attention possible be given to ensuring that a robust technology for blocking or barring the use of mobile phones in prison, without impacting the neighbouring law-abiding population, is implemented.
  - b) The Board asks that discussions be held between the Prison Service, the Crown Prosecution Service and the local Police Force to ensure that where prisoners have been segregated pending and interview with the Police as a result of a serious assault allegation that the interview takes place in the shortest possible time.

### **Issues for NOMS**

- 3
- 1. In view of the very significant number of complaints from prisoners concerning their property on transfer from another establishment that vigorous steps are taken to ensure that there is
    - a) a formal timetable for responses from the sending establishment when a complaint is made and
    - b) that a response must be made and
    - c) that the response must be complete and give a clear explanation and solution
  - 2. That the restrictions on property being held by prisoners are enforced at all establishments

## **Individual Reporting Areas**

### **Equality and Inclusion**

1 At the end of the reporting year in June 2015, 57% of prisoners at Aylesbury were classified as Black Minority Ethnic. This compares with 54% at the end of the previous reporting year. At the same time, 37 prisoners were classified as of Foreign National origin (last year 49). These are all serving sentences. This represents around 10% of the prison population and is a reduction of 1%. It should be noted that these percentages are impacted by the reduction in the total establishment population from around 410 during 2014 to around 380 at the end of our reporting period. There is an effective prison council organized through User Voice. Representatives are elected by both prisoners and staff and turnout is very high (around 80%) The council meets regularly with Senior management and we believe helps to ensure the prisoner voice is heard.

2 Muslim prisoners have 2 Imams and their own mosque. The senior Imam is the Managing Chaplain. No complaints were received by the Board about Ramadhan, the handling of this by the establishment did appear to have been received positively. This has been confirmed to us by the Imam. No complaints of regarding equality were received during the year.

3 Food provision covers a wide variety of religious and cultural requirements. Again most comments received by the Board have been positive and we have seen no complaints.

### **Learning and Skills**

4 In every year recently, the Board has expressed serious concerns about the provision and delivery of Offender education and training at Aylesbury. This year the concerns remain. The provider since 2012, under OLASS 4, has been Milton Keynes College. The 2013 HMIP inspection and the accompanying Ofsted report were critical of provision, teaching and attainment. As we reported last year, much of the 2013/14 period was spent trying to turn this round. There was a significant amount of teacher observation, and the very necessary recruitment of new teachers in order to improve the quality of teaching. We are well aware that many prisoners had very poor experiences of mainstream education and low levels of attainment. At the same time, the planned improvements in regime have not been delivered mainly because of the ongoing prison staff issues. The regime is more predictable, but there are different timetables depending on what Wing a prisoner is located on. Right at the end of our reporting year, in June 2015, there was a further HMIP Inspection, but as the report was published after the end of June, we are unable to comment on it.

5 We are aware that results obtained through distance learning have improved over the course of the reporting year. This includes both degree level and other advanced courses. There has been an increase in the number of successful completions. However, sadly, what has not changed is the maximum number of education spaces available which is 121 in both morning and afternoon periods, a total of 242 per day. This compares with a prison population of around 390. The Board is aware that under Benchmarking, it was always intended to recruit 6 new prison employed instructors. However this has not proved possible to deliver and education and activities do not cover the planned 90% of the prison population.

6 We know that sadly, too many classes are still being cancelled, and therefore attendance, which although it has improved, remains an issue, both in terms of those actually enrolled and those who then attended. The only classroom courses have been in Maths and English, although the Board does recognize the importance of these courses. Overall the numbers of prisoners actually attending remains low despite the slight improvement in numbers. The attendance figures represent the ongoing combination of the predictive regime, teaching staffing difficulties and also difficulties in getting prisoners to education when there are classes. This we commented on in the previous report.

1	<p>The Board comments on other Learning and Skills activities in Section 6 – Purposeful Activity including work.</p>
2	<p>In addition to externally provided and funded services, the establishment itself delivers a number of Offending Behaviour programmes. In our reporting year, these were, SOTP and Living Skills (includes Resolve, Self change and TSP). In our reporting year 2014/15, 24 prisoners completed SOTP (including SOTP B&amp;M) (<b>2 more</b> than 2013/14) and 90 completed Living Skills (<b>41 more</b> than in 2013/14). There are always a limited number of places available each year and as mentioned in previous years, demand outstrips supply.</p>
3	<p><b>Healthcare, Drugs Strategy and Mental Health</b></p> <p>In this reporting year, the IMB received fewer complaints from prisoners about Healthcare (2), compared with the previous year (6). This is a reduction of more than 60%. This number only represents around 1% of the total number of complaints. In Aylesbury, during our reporting period, healthcare provision (but not dentistry) continued to be provided by a private contractor, Care UK. However we are aware that a new contract may well also include dentistry. All outpatient appointments, including dentistry are provided in the relatively new healthcare unit. During the reporting year, the dental treatment suite was completely refitted to replicate outside conditions. Our monitoring of dentistry has shown that there have been few delays in delivering urgent treatment and the only waiting lists have concerned routine treatment.</p>
4	<p>We have previously observed and commented on the lack of 24 hour nursing provision. However, we are informed that unlike in previous years this has not had a major impact, even though prescribed medication has to be taken before nursing staff finish late afternoon. We will continue to monitor the impact of this.</p>
5	<p><b>Drug Strategy</b></p> <p>2014/15 saw a fall in the number of prisoners failing their Mandatory Drug Testing. At the end of our reporting year in June 2015, the failure rate was 5%, against a target failure rate of 4.5%. This compares with an average monthly failure rate the previous year of 10%. However, we are also aware there was at the same time a significant increase in the use of “Spice” has also been noted, and there is concern about the lack of an effective test for this, bearing in mind the impact of the after-effects on users.</p>
6	<p>As with most establishments across the UK, we are aware that serious attempts are made to get drugs into the prison. We have noted previously that there has been an increase in the number of seizures of illicit substances, as well as of mobile phones and SIM cards, the use of which is often linked to trafficking of drugs. This trend has continued. Many of these seizures have been before the items reached prisoners, with a significant number being found on visitors. Targeted, intelligence-led searching has also resulted in seizures directly from prisoners. However, this does go to show that phones and SIM cards still enter and can be used. The use of searching dogs has contributed to the number of finds, especially on visitors, or to visitors not entering when aware of the presence of a searching dog. We have observed also the impact of bullying when phones have been “rented” to prisoners and the cost of these, especially when lost through seizure. This does result in prisoners owing significant sums of money to others. These debts can be transferred to other prisoners or families.</p>
7	<p>We have commented before on what we consider could be a most important development, the blocking of the use of mobile phones within a prison. We believe that an inability to use these and other devices would have a major impact in the fight against illicit drug use and also remove some of the issues between prisoners.</p>
8	

## PURPOSEFUL ACTIVITY (INC WORK)

1

In our last report, we noted that time out of cell was 7.5 hours for fully employed prisoners, but less for those who were not. This figure had hardly changed since 2011. While plans were in place to increase this, as shown by the revised core day, our understanding is that in practice the actual figure for employed prisoners was less than 7 hours. Again the figure for non-employed prisoners was much less. Management have tried very hard, in our opinion, to operate a much more predictable regime, including time out of cell. But the ongoing staffing issues have often not allowed this.

2

There remain insufficient activity places for all the population. Formal Learning and Skills activities are not available every day to all prisoners, and this means there is significant need for less formal programmes. While a significant number of places are available for wing-based activities, there are also various other working parties, including recycling and the gardens. The plan to significantly increase the number of Instructors under the benchmarking process has taken much longer than planned to implement. This has meant that programme and education places have not been available for more than 90% of the prisoners as was planned. Some of the staff recruited have unfortunately left.

3

In a more formal context, the Board is pleased that the establishment has been able to maintain the motor-cycle maintenance and repair workshop. We note that retention rates in the motor-cycle facility have been very high. However unfortunately, a number of vocational workshops have not run due to ongoing staffing issues. More staff have been recruited but some have then left and replacements have proved very difficult to find. Workshops impacted, sometimes for part of the year, by these closures have included brickworks, cookery and the motor vehicle workshops.

4

Other work-based activities open to prisoners at Aylesbury include the laundry, the kitchens and recycling. The establishment laundry mainly provides a service to the establishment, with some external contracts. The kitchens are another source of positive employment for up to 14 prisoners. It is able to provide qualifications to those working there, ranging from basic hygiene upwards. Unfortunately, the retention rates for cookery have been very low. Sadly, the staff mess and its kitchen which had employed up to 12 prisoners was closed during the year. However, we were pleased to note that bicycle repair and laser cutting workshops have been added during the last year.

### Safer Custody

#### 1/. Suicide and self-harm

5

We are again very pleased to report yet again that during the Board's reporting year, there were no deaths in custody in Aylesbury. This statistic is to be welcomed and praised as it compares very favourably with the upward trend noted in any other establishments. This is an area that the establishment rightly places a great deal of emphasis on. It is important to place on record our view that a great deal of hard work is continually being undertaken by staff in identifying potential problems when young prisoners first arrive in the establishment.

6

There is an effective Listener programme in Aylesbury, although there have been a few occasions when access to a Listener has been problematic. At the end of our reporting year, there were 15 Listeners in place, 2 fewer than the previous year. There is a two cell buddy suite on the Induction Wing for use by an individual prisoner and a Listener.

7

We observe that there were 252 recorded incidents of self-harm among prisoners during the reporting year, compared with 181 the previous year. Sadly this is an increase of 39%. As in previous years, a significant number of incidents are caused by the same small number of prisoners. At the same time, however, a total of 160 ACCT self-harm monitoring documents

1	<p>were opened. This is a 12% reduction compared with the previous year (182). Very few prisoners have been on an open ACCT for extended periods. This is a tribute to the care and support these challenging prisoners receive.</p>
2	<p><b>2/. Violence Reduction</b></p> <p>The number of violent incidents rose during the current year in comparison with 2014. For example, there were on average 47 alarms each month in the first 6 months of 2015 either for incidents of violence, or non compliant behaviour. In the previous year, for the same period, the average was around 23 per month. This is an increase of over 100%. One of the consequences of this increase in such incidents is that the number of Prisoners placed on the Basic regime under IEP, has increased significantly. For example at the end of June, the total was 66. In the same month in 2014, the figure was 37. The zero-tolerance approach of the establishment has been shown in the way the vast majority of violent acts have resulted in prisoners being referred to the Independent Adjudicator and the award of added days. However, this does not seem to have impacted on the propensity towards violence. We are aware that there has been a significant growth in gang-related violence among prisoners and this has sometimes been imported from other establishments following transfer. However, it should be said that the number of referrals of prisoners accused of bullying other prisoners (58) was well down (35%) compared with last year (89).</p>
3	<p>In terms of serious assaults (where medical attention in hospital is required), there were 22 such incidents in 2014/15. This is the same number as in the previous year. Use of force by staff was recorded 524 times compared with 266 in the previous year (up 97%). This refers to the number of prisoners involved not the number of incidents. As in previous years, in many incidents, staff successfully de-escalated situations as they arose. In the first six months of 2015 it was reported that there were 8 occasions when staff found it necessary to draw their batons, (13 over the same period in 2014). This is a drop of 38%. However, batons were actually used on only 3 occasions between January and June 2015, compared with 7 during the same period of 2014. Again this represents a very significant reduction.</p>
4	<p><b>Segregation</b></p> <p>In 2014/15, we attended 140 Segregation Review Boards (130 in 2013/14, an increase of 8%) for prisoners held under GOOD. Board policy is to attend all such reviews, including those held at weekends. In most cases, prisoners wanted to return to normal prison accommodation as quickly as possible. However, as in the past, in a small number of cases this did not prove possible. The reviews involved a total of 353 prisoners (235 in 2013/14. This represents an increase of 50%), several of whom were involved in more than one review. As in previous years, a number of prisoners had, in our opinion, deliberately caused themselves to be segregated in order to facilitate a transfer. Inevitably all this achieved were lengthy stays in the unit, as they refused to return to a cell within the establishment. We observed that where Aylesbury was attempting to facilitate transfers, these often proved to be difficult because other prisons were unwilling to take prisoners from Aylesbury. This inevitably led to longer stays than appropriate.</p>
5	<p>We have commented in previous reports on the good work done by Unit Staff in managing the small number of difficult and sometimes violent young prisoners, who for a number of reasons have not been able to be moved or transferred for extended periods, or who have consistently refused to return to normal prison accommodation. This has continued, even though the original staff have moved on to other duties. Lengthy delays waiting for the police to interview such prisoners, or difficulties arranging the transfer of a prisoner from the segregation unit are two reasons why some prisoners are held for extended periods. This is one reason why the Board believes it important to attend all reviews. However, the Board received few, if any, complaints from prisoners either through application or on our</p>

1	<p>weekly rounds. Staff successfully managed to engage with a number of longer term prisoners who ultimately did return to normal prison accommodation. They are to be congratulated on this.</p>
2	<p>We have mentioned before our concern at the implementation of the zero tolerance policy towards serious assaults, especially those on staff members. While there has, we believe, been a more consistent approach by the local police, interviews with those alleged to be the perpetrators have often been delayed several weeks. Even when interviews have taken place, decisions regarding charging take a considerable time. What has not changed is our opinion that these delays send out the wrong messages to those involved.</p> <p><b>Re-settlement</b></p>
3	<p>As we have noted before very few prisoners (around 10 each month) are released directly from Aylesbury, most being transferred to the adult estate. The difficulty in moving prisoners on that we refer to earlier has meant a small number of prisoners remain after their 22<sup>nd</sup> birthday. Although the implementation of the new Community rehabilitation Companies (CRC's) took place right at the end of our reporting year (May 2015), we have observed little evidence of these undertaking any work in the prison as yet. However, we are aware that the involvement of CRC's will only impact those sentenced after February 2015, and the vast majority of those released in our reporting period did not come into this category.</p>
4	<p>There remained 15 Indeterminate Sentence prisoners at the end of the reporting year (was 18). The number of mandatory lifers was 33 (was 25 up 32%).</p> <p><b>Residential Services – including accommodation, food and kitchens</b></p> <p>Prisoner Inductions</p>
5	<p>New prisoner inductions are held on D Wing, The policy of the Board has always been to visit each new prisoner during their induction period. This is only possible because most weeks, new arrivals average around 6 or 7. However, the time allowed for induction by the establishment was reduced in length from 1 week to just a few days. This was partly driven by recommendations made by the Inspectorate and partly because all prisoners would have received an induction at their first establishment. This is continuing to cause difficulties for the Board in actually seeing prisoners.</p> <p>Reception</p>
6	<p>We have previously noted that the new reception provision has worked well. However, as can be seen from our Board statistics, there was an increase in the number of complaints made to the Board by prisoners concerning property. A number of these involved prisoners who had been transferred from other establishments and who claimed on arrival that not all their property had arrived with them. The Board encourages prisoners to use the formal prison service complaints process, but we have found that responses from the sending establishments do take a long time and sometimes contain responses that can be vague and unhelpful. We note that the process depends greatly on the prison's own complaints clerk in terms of chasing responses, which are not forthcoming in every case.</p> <p>Kitchens and Food</p>
7	<p>The Board continues to be impressed by the high standards achieved in the kitchen which</p>

1	<p>members visit regularly, and when we observe meal servings and taste what is being served. For the <b>fourth</b> year running, we received no complaints about the food served, either during normal periods or during special occasions, such as Ramadhan.</p>
2	<p><b>The Work of the Board</b></p> <p>4 members of the Board left during the year. One of these was a very long serving member who left under the tenure scheme. 1 other full member left and 2 Probationer members who were unable to find the time they had thought they had. 2 new members joined, but one of these has left. At the close of the reporting year, there were 10 members, against a complement of 15. Additional interviews were being held.</p>
3	<p>There were 12 Board meetings during the year. Each meeting was attended by an average of 75% of the total membership at the time. Some meetings were preceded by a training session for members. The Governing Governor, or on occasion, his deputy always attended for part of each meeting. The Board has certainly found the current Governor to be very open with the IMB, for which we thank him. The Board has also found a great degree of co-operation from staff generally in responding to our questions and enquiries, and we thank them also. A small number of staff do not always act in a responsive manner with Board members, and we believe with prisoners also.</p>
4	<p>Members visited the establishment 388 times during the year (303 in 2013/14), an increase of 28%. This was mainly explained by Probationer member visits. We undertook 293 Rota visits during the reporting year, (189 in 2013/14). 163 applications were taken from prisoners, (105 in 2013/14). It is this Board's policy to attend (as far as possible), all Segregation Review Boards as best practice, even when these took place at the week-end (staff do, however, where appropriate, try to bring these forward to the end of the previous week). As a result, 140 Review Boards were attended, (130 in 2013/14), up 8% although many of these were as part of the weekly rota. Almost every week, members on Rota also attended the new prisoner induction sessions, or visited new prisoners individually, in order to introduce the IMB to prisoners.</p>
5	<p><b>Members of the IMB at 30/6/15</b>  Chair: Mr I Wilkinson  Vice Chair: Mr D Carpenter  Board Development Officer: Mr D Carpenter  Mrs P Allender  Dr M Brimicombe  Mrs Mei Lin Chapman*  Mr Eddy Divito  Mr C Lambert  Mrs A Nicholson  Mr M Panjwani  Mr R Stone</p> <p>• Probationary member</p>
6	<p><b>Appendix</b>  <b>Applications to the IMB</b></p> <p>In 2014/15, the Board received 163 applications from prisoners. This was an increase of more than 55% over the previous year. The establishment's own complaints process showed a 5% increase over the previous year. As previously, the main area of concern was property,</p>

1

(up over 100%) often coming about as a result of transfer from another establishment. Property issues were also the major cause of complaints to the establishment. The main categories of complaint to the IMB were as follows, with the 2013/14 and 2012/13 equivalent also shown;

	<u>2014/15</u>	<u>2013/14</u>	<u>2012/13</u>
Property	59	29	16
General Complaints inc. staff concerns	26	16	15
Transfer/Wing Move	16	11	10
Visits/ Post/Phone	14	10	12
Adjudications/Security/GOOD	2	2	2
Education/Gym/Work	9	4	8
Monies/finance/pay	2	6	4
Medical/Dental/Health	2	6	9
Confidential Access	6	0	6
Categorisation/IEP	4	6	1
Canteen/Argos	1	1	0
Sentence related – inc HDC/ROTL/OMU	2	6	5
Other (includes showers and heating)	1	8	17

Glossary.

ACCT: Assessment Care in Custody teamwork

BOSS: Body Orifice Security Scanner

BME: Black Minority Ethnic

CALM: Controlling Anger and Learning to Manage

CANTEEN: Prison shop.

CARATS: Counselling, Assessment, Referral advice and Throughcare relating to drugs

CC: Cellular confinement- a punishment for breaking prison rules

CNA: Certified normal accommodation – the number of prisoners who can be accommodated without overcrowding

CPS: Crown Prosecution Service

CRC; Community Rehabilitation Company

DART: Drug and Alcohol Recovery Team

ETS: Enhanced Thinking Skills

GOOD: Good Order or Discipline – prisoners segregated under prison rule 45 to achieve GOOD

IRP: Inclusion Recovery Programme – new OBP for substance misuse.

IEP: Incentives and earned privileges

MAPPA: Multi Agency public protection arrangements – statutory framework for dealing with violent and sex offenders.

NOMS: National Offender Management Service

P-NOMIS: Prison-National Offender management System – multi agency computer system (Replaced LIDS)

OBP; Offending Behavior Programme

OASys: Offender assessment system

OLASS: Offender Learning and Skills Service

PIP: Personal Intervention Plan

SFA: Skills Funding Agency (An agency of the Department of Business, Innovation and Skills and responsible for all Offender learning)

SOTP: Sex Offender Treatment Programme