



Annual Report
of the
Independent Monitoring Board
at
HMP Grendon

for reporting year
1 January to 31 December 2016

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Monitoring fairness and respect for people in custody

Section 1

STATUTORY ROLE OF THE IMB

The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC 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 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.

Section 2

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Section 3

DESCRIPTION OF THE PRISON

- 3.1** HMP Grendon was opened in 1962 as a Category B prison, and was designed from the outset specifically to provide therapy for residents with anti-social personality disorders. Its facilities have developed since it opened, for example the prison opened a wing for what is described as TC Plus (Therapeutic Community), which provides for residents with learning difficulties. Grendon has developed both a national and international reputation for its work. Prisoners are addressed as 'residents'.
- 3.2** The majority of residents are serving indeterminate sentences and a small number of men serving long determinate sentences. Serving residents apply for a place at Grendon to address their offending behaviour and psychological deficits. Many have personality disorders and addiction histories. The minimum length of stay is 18 months, with many remaining at Grendon for longer in order to complete their therapy.
- 3.3** Residents are given responsibility within their community, for example for chairing the wing community meetings twice weekly. Small therapy groups are held on the other weekday mornings, and both staff and residents are responsible to the communities for their actions.
- 3.4** Grendon can house up to 238 male residents in Category B secure conditions and follows the Therapeutic Community (TC) principles on each of its wings.
- 3.5** F Wing (TC Plus facility) has a capacity of 20 residents and has been full since July 2016.

Arriving residents now remain on the larger Assessment Wing (G) for between 3 and 6 months, with the regime now more similar to the regime on the 4 TC wings than previously.

During this past year the practice of accommodating residents waiting to leave from neighbouring HMP Springhill (Lodgers) who were no longer assessed as being suitable to live in open conditions has involved the use of several wings. Previously, Lodgers were almost always housed on G Wing.

- 3.6** The Grendon regime has been incorporated into the National Offender Personality Disorder (PD) Pathway Programme, and the impact on reoffending and improved psychological health is being evaluated to develop services for residents with PD, and understanding of implicit attitudes towards violence. This work is being commissioned by the criminal justice and health sectors.
- 3.7** The therapeutic regime is supported by a multi-disciplinary group of staff, working together with the residents. The process of therapy requires considerable commitment from the residents and a minimum stay of two years is recommended.
- 3.8** HMP Grendon is jointly managed with HMP Springhill, a Category D Open resettlement prison located on adjoining property, and a single Independent Monitoring Board monitors both prisons. Although it now shares almost all services, contracts and staff, Springhill and Grendon operate as separate units and exist for very different purposes.
- 3.9** The following services are provided across HMP Grendon and HMP Springhill:
- Healthcare is provided by Care UK. The new contract started in April.
 - Nurse clinics include Wellman, Diabetes, Asthma, Immunisations and Stop Smoking clinics. There are visiting Podiatry and Physiotherapy services.

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- A Mental Health In-Reach service is provided by Barnet MHIT, (Secondary care mental health services).
- There are dental and optician services providing regular clinics for residents at both Grendon and Springhill. The dental contract was renewed in April 2016 with Time For Teeth.
- A drug and alcohol intervention service contract is provided by Inclusion under contract with the Healthcare Commissioning Body.
- Education services are provided by Milton Keynes College (MKC).
- Estates Services, including property and equipment maintenance, are provided under contract by Carillion.

Section 4

EXECUTIVE SUMMARY

4.1 Introduction

- 4.1.1 This report presents the findings of the Independent Monitoring Board (IMB) at HMP Grendon for the period 01/01/2016 to 31/12/2016. IMB evidence comes from observations made on visits, attendance at meetings, scrutiny of records and data, informal contact with residents and staff, surveys and resident applications.
- 4.1.2 The Board considers that residents are treated both humanely and fairly at Grendon and refers to particular areas of excellence (see 4.2). Therapy is designed to address the residents' anti-social behaviour in preparation for their release at some later stage. The board has noted some areas of concern (see 4.3).

4.2. Areas of excellence

- 4.2.1 **Staff cooperation, teamwork and high morale on the wings to sustain the therapeutic communities and deliver therapy.** IMB monitoring consistently finds positive relationships between staff and the residents. This accords with the recent national survey. Grendon scored above average for staff engagement, work satisfaction and organisational objectives and purpose (see 6.1.3).
- 4.2.2 **Diversity and special events.** As in 2015, this continues to be an area where the Board feels Grendon excels (see 5.1).
- 4.2.3 **Healthcare.** This has continued to be provided to a high standard for Grendon residents (see 5.3).
- 4.2.4 **Safer Custody.** At the end of 2016 the prison national audit team recorded significant improvement in the safer custody measures at Grendon. These are excellent results and as quoted by the audit report a "testament to the hard work that staff across both prisons put into their work to keep the public safe" (see 5.7).

ACCT (Assessment Care in Custody Teamwork) procedures and documents are well controlled and closely monitored. Staff continue to deal sympathetically with these issues among the very difficult population (see 5.7).

- 4.2.6 **Catering.** Overall performance of the kitchen is remarkable considering the financial resource at their disposal and the pressures caused by equipment issues both in the main kitchen and the wing pods (see 5.1.1, 5.1.6, 5.1.7).

4.3 Areas of concern

- 4.3.1 **Significant delays on general works by Carillion.** At the end of 2015 the contract for general works and estate maintenance was new and it was reasonable to expect that Carillion would require settling into the dynamics of working with the prison service. But in terms of being able to deliver a consistent level of service, the service provided this year has been unsatisfactory. Key areas of concern are equipment in the kitchen with essential items such as fridges taking as long as 9 months to be repaired (see 5.1.8, Appendix A).
- 4.3.2 **Delays transferring residents out of Grendon.** This concern was highlighted in the last report, and while the prison is making progress, residents, who have either finished their therapeutic work, or want to be removed for whatever reason, can to wait for protracted periods

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to do so. They are known as “out-of-therapy” men. The wait can be over a year, and can lead to disillusionment, boredom and disruption in the prison creating a negative impact on the delivery of the therapeutic regime to others, as well as increasing the number of ACCTs opened, and issues with security (see 6.1.5).

- 4.3.3 **Lodgers.** Residents who need to be removed from open conditions at Springhill are routinely lodged on a temporary basis in Grendon. The Board continues to have concerns about some instances around documentation, first night meals, medication, timely healthcare attendance and proper handling of property. In response to the Board’s findings, management has introduced some additional checks (see 5.6).

Section 5

OBLIGATORY REPORTS

5.1 Equality and Inclusion

- 5.1.1 Each wing has a diversity action group and reports of racism, abuse and bullying are rare. Special events including Traveller Heritage month, Eid, Black History month are well attended and appreciated by the residents. Residents prepare appropriate food, decorate the wings and share cultural insights with each other.
- 5.1.2 “Family days” (with family members encouraged to attend and to understand the therapeutic process that residents are experiencing) and “social days” (for professional, external support workers), are held on the wings.
- 5.1.3 A series of specialised events also means that Grendon residents have enriching experiences. Examples include the annual Grendon Debate, with residents debating a topical issue with students, a drama group, an artist in residence and a music programme.
- 5.1.4 Diversity issues are managed by the residents through the wing group process within the wing communities, with encouragement and leadership from wing staff teams. In the first quarter of 2016 there was a higher percentage of complaints (18), returned by black or mixed race residents. This was investigated and found to be connected with property, canteen and transfer of monies. There is no link to suggest discrimination in these cases, but monitoring will continue.
- 5.1.5 The arrival of a transgender resident in 2016 led to a review of the prison’s policy on transgender residents. Given the therapeutic context, the discussion centred on the extent to which the central focus of exploring an individual’s psychopathology and their gender issues, can be considered as part of the therapeutic regime, without upsetting the balance in the therapy groups. Grendon is currently reviewing this policy in line with national initiatives.
- 5.1.6 Catering. Overall, performance of the kitchen is remarkably good considering the limited financial resource at their disposal. The quality of the catering and the quantity of food provided is of a high standard and the residents appreciate this.
- 5.1.7 The kitchen provides menus for the various religious and secular occasions and caters day to day for a diverse ethnic, cultural and religious community.
- 5.1.8 At times, the functioning of the kitchen was affected by equipment failures (eg fridges and freezers), both in the main kitchen and on the wing pods being out of action or malfunctioning for extended periods (see Appendix A). Despite these frustrations staff maintain an excellent service and are to be congratulated.
- 5.1.9 In the main, the contracted food supplier (3663) fulfilled orders more accurately in 2016.
- 5.1.10 Chaplaincy. Over much of the year there has been an imbalance in the number of chaplains of the major faith groups due to the difficulty in recruiting a Roman Catholic chaplain and a recruitment drive was launched at the end of the year. In the meantime, the team has taken on a volunteer from HMP Bullingdon starting in early January. The department is due for an audit at the end of January. The IMB notes with regret that, as at year end, the Multi Faith Room had still not been fitted out.

5.1.11 Disability. Grendon faces a growing demand for support for disabled residents and there have been 5 referrals for social care assessment during the past year. As this segment of the population increases, the Board feels that more attention must be paid to developing a focus for disabled residents and this issue will be closely monitored going forward.

5.2 Education, Learning, Skills and Purposeful Activity

5.2.1 Education is provided by MKC under contract to the Skills Funding Agency. In 2012, a new form of contract was introduced, under OLASS Phase 4, using a payment by results approach. As of 1st August 2014, MKC is paid only on actual registrations and achievements. The final 20% of funding for a course is received only if a student passes the course.

5.2.2 During the academic year (August 2015 – July 2016), MKC provided the following courses in Grendon:

- **Basic academic:** Entry Level and Functional Skills (FS) in English and Maths; Writing; Numbers.
- **Vocational:** Business (L2); Horticulture (L2); Cleaning Services (L2); IT Skills (L1-2); Word processing.
- **Soft skills:** Certificate in Information; Engaging in Discussion; Employability Skills (L1); Individual Rights and Responsibilities; Mentoring (L1); Living in a Diverse Society; Making Choices; Planning for Progression; Recognising the Benefits of Leisure Time; Teamwork Skills; Artwork.

5.2.3 The success rates (viz completed and passed) for the various courses for the education year (August 2015 – July 2016) were mixed.

Course	Starting numbers	Success % rate
FS English 1	2	50
FS English 2	5	80
FS Maths 1	2	50
FS Maths 2	3	87
Living in a diverse society	42	98
Teamwork skills	36	100

Overall, 231 courses were started during the year, and 207 successfully completed.

5.2.4 Engagement with work and education is not centrally organised, but is instead delegated to communities and individuals, involving a process of approval (or “backing”) through therapy groups, the wing community and the staff. Some courses have also been lengthened in order to help recruitment.

5.2.5 Challenges for the year included absenteeism due largely to ‘Wing Specials’ (an extraordinary wing meeting) and a reluctance of men to take mandatory assessments. Unlike 2015, all courses were available this year.

5.2.6 Other education related activities included:

- Learning Together project - a criminology course undertaken by students from Grendon and Cambridge University.
- Universities Day when 90 students from several universities attended to learn more about Grendon.
- Writers in Prison workshop.
- Music in Prison workshop.
- Shakespeare workshop.

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- Public exhibition by the Artist in Residence.

5.3 Healthcare and Mental Health

5.3.1 This has continued to be provided to a high standard for Grendon residents. The healthcare team have been through significant change during the re-contracting period from November 2015 through to the introduction of the new contract in April 2016, with several new personnel being inducted.

5.3.2 Staff:

Staffing (December 2016)	
Full Time Nurses	4
Part Time Nurses	2
Healthcare Assistant	1 (P/T)
Vacancies	3

Healthcare is currently recruiting for 2 RGNs (Registered General Nurse) (Band 5), and 1 RGN (Band 6). During the year vacancies have been filled with bank nurses. Mental health care is supported by BEH MHIT secondary care services who employ a part-time learning disability nurse and 2 part-time registered mental health nurses.

5.3.3 Healthcare staff have requested more space for their daily operational activity and are awaiting the refurbishment of 2 cells in the healthcare unit to extend clinic space. During the year there has been repeated concern regarding cleaning services provided by Carillion in order to maintain IPC (Infection Protection and Control) standards. The IMB are currently monitoring this activity.

5.3.4 Dentistry is being provided by a new contract holder, "Time For Teeth". Delays in the waiting list have occurred this year due to a long wait for repairs to the dentist chair. This resulted in a significant time delay of up to 6 weeks for routine dental care by the men at Grendon, while the necessary repairs were assessed and then repaired.

5.3.5 In February 2017, the prison will adopt a no smoking policy across the whole estate. In preparation funding has been secured for healthcare to introduce support and advice for the men. Vaping will be available.

5.3.6 The Healthcare complaint's form has been redesigned, and provided that the complainant ticks the opt-in box for the issue to be discussed with the IMB, then the Board will be able to monitor complaints. Many inmates have used older forms for complaints which has limited the Board's access, but this should now improve and the Board will actively monitor in 2017.

5.4 Drug Strategy

5.4.1 Drug Strategy. Drug problems are more limited at Grendon than at other Category B prisons as residents commit to being drug-free as part of their therapy, and the processes of the therapeutic community reinforce this. Nevertheless, the presence, or suspected presence, of illicit drugs and the misuse (trafficking) of prescription medication is highly de-stabilising to the therapeutic regime and to the benefits which therapy can provide. In 2016 Grendon became a trial site for newly introduced NPS (New Psychoactive Substances) testing. The results have yet to be verified and, where appropriate, success rates will be reported at a later date.

5.4.2 The Drug Strategy Committee meets regularly to monitor performance against the prison's Drug and Alcohol Strategy Policy and the Supply Reduction Action Plan. Acknowledged areas of concern are:

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- Periodically, a shortage of trained officers and/or staff hours to perform the various testing regimes including suspicion testing.
- Budget restraints on the purchase of testing kits.
- Active supervision of the visits area.

5.4.3 In 2016, there were 264 mandatory and 15 suspicion drug tests carried out. All were negative. This reflects well on the strength of the community based therapy where a failure would prompt a report back to the wing community with a commitment vote by the residents which may lead to the prisoner being transferred.

5.4.4 All residents arriving on the induction wing have access to a DART (Drug and Alcohol Recovery Team) worker, and there are monthly meetings with representatives from each participating wing to discuss drug related issues in the prison. 1 in 5 residents at Grendon is an active client of DART and 1 in 3 is active or inactive on the caseload of DART. 8 workshops/groups offer service users:

- Spice awareness.
- Relapse prevention.
- Cannabis awareness.
- Brain chemistry.
- Relaxation.
- Alcohol awareness.
- Steroid awareness.
- Acupuncture.

5.5 Security

5.5.1 The effective management of security at Grendon is crucial to maintaining the safe environment in which therapy can take place. The security team is supportive of the therapeutic process and wing and therapy staff contribute to security meetings, with security staff contributing to the monthly Therapy Policy meetings.

5.5.2 While it is important that security maintains a balanced position, supporting but not intruding on therapy, the Board reports a continuation of lapses in security in 2016. As noted in previous annual reports, the number of key/lock compromises continues to be an issue.

5.5.3 In the recent security audit, Grendon achieved the following:

Type	Result	Comparison on previous audit
Categorisation	Substantial	Improvement
Internal movements	Substantial	Improvement
Security management	Substantial	No change
Overall	Substantial	

5.6 Segregation, Care and Separation, Close Supervision, including Lodgers

5.6.1 Grendon does not have a segregation unit. Whenever residents need to be moved out of the open conditions of HMP Springhill into closed conditions, they are often transferred on a temporary basis to Grendon before moving them to another establishment. These residents are generally known as Lodgers in Grendon.

5.6.2 Reasons for this temporary lodging vary and include movement for the resident's own protection, or because he is no longer deemed suitable for open conditions, or because of a

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misdemeanour for which he may be subject to adjudication and transferred to closed conditions. The Lodger process involves a shared responsibility by both prisons.

- 5.6.3 The presence of Lodgers causes extra work for the staff and dilutes their attention away from residents on the wings. For Lodgers, and especially those who are lifers or with indeterminate sentences, the move from open to closed conditions can increase feelings of vulnerability.
- 5.6.4 Observations and case studies by the IMB have revealed a lack of clarity as to the division of responsibility between the two prisons. On occasions, it has been difficult for the IMB to identify and locate Lodgers due to inconsistent signposting. Complaints from Lodgers have included:
- Not being informed of reasons for transfer.
 - Not receiving medication in good time.
 - Not receiving a proper meal on the evening of their transfer to Grendon.
 - Property not dealt with according to prison regulations.
- 5.6.5 In some cases, it appears that Lodgers have been kept for unduly long periods in Grendon with little information as to their onward transfer. Lodgers can be moved quickly out of Springhill and on from Grendon with little opportunity for the Lodger to make any complaint about the process or for the IMB to keep track of the reasons for their movement and whether proper procedures have been followed.
- 5.6.6 The Board has also observed excellent care for a Lodger on an open ACCT, with a review carried out by Springhill staff, where issues of medication, property and next steps were all dealt with effectively and efficiently.
- 5.6.7 The Board submitted a report to prison management outlining their findings and management has responded positively, introducing additional procedures for staff to follow. The Board will continue to monitor.

5.7 Safer Custody

- 5.7.1 Grendon continues to be a safe establishment with low incidence of bullying. Most disputes are contained and controlled through the therapeutic system which operates on the wings.
- 5.7.2 During the year a new Safer Custody Manager was appointed. There have been improvements both in results and reporting and the Board expects to see further improvements through 2017.
- 5.7.3 Following the recent audit on safer custody, Grendon was awarded “Moderate (or amber/green)”. This maintains the current rating and the auditors commented on the quality of the care and interactions with the men that was evident in the ACCT documents.
- 5.7.4 Following the recent audit on violence reduction, Grendon was awarded “Substantial (or green) improvement” which is an improvement on the previous audit.
- 5.7.5 ACCT procedures and documents are well controlled and closely monitored. Staff continue to deal sympathetically with these issues among the very difficult population.
- 5.7.6 ACCTs and self-harm

	ACCTs opened	Nos on ACCTs	Nos of self-harm incidents
2016	52	34	41

52 ACCTs were opened in 2016 compared with 82 for 2015 (which included 9 ACCTs for residents from Springhill) but the decrease is a positive indication that the changes to F and G Wings reported on last year have now settled down.

5.7.7 There has been a focus in 2016 to train staff on ACCT process and procedures.

5.7.8 A breakdown of Safer Custody statistics are shown in Appendix B.

5.8 Residential Services

- 5.8.1 Accommodation. Residents are accommodated on 6 three-storey wings in single cell accommodation. Most wings have a small number of cells on the ground floor, which are used, for example if a prisoner is on an ACCT, or for a Lodger while he is at Grendon.
- 5.8.2 There is no in-cell sanitation at Grendon for cells above the ground floor, and a night-san system operates, with a prisoner ringing a bell to signal he wishes to leave the cell. Residents had alerted the IMB to the possible malfunctioning of this system in late 2015, and the Board has continued to monitor the system (including a night visit) particularly as the death in custody (December 2015) was during night-san procedures. The Coroner's report is still outstanding.
- 5.8.3 Generally, the accommodation is of an acceptable standard, although delays to the repair of showers, blocked toilets etc...are common, particularly under the Estates Management contract with Carillion. The Board has monitored the time taken from the date reported to date completed on selected issues (see appendix A).
- 5.8.4 Corridors are bright and clean, being cleaned regularly by residents. Corridor walls have been painted regularly. The walls are decorated with art works produced by residents in Art Therapy: some pieces have won awards in competitions run by the Koestler Trust.

Section 6

OTHER AREAS OF THE PRISON REGIME

6.1 Population of the Therapeutic Communities

- 6.1.2 Grendon offers a unique model of imprisonment and treatment, delivered by multi-disciplinary teams of officers, psychologists and therapists who work together on a wing. Recruitment to officer and senior roles has been largely successful during this year, and staff teams have created a safe and humane environment, enabling residents to continue to access the TC process.
- 6.1.3 In November, the results of a national prisons' staff morale survey revealed at Grendon a 7% higher than national average measure for staff engagement, 11% higher than average measure for work satisfaction, and 11% higher than average score for 'organisational objectives and purpose'.
- 6.1.4 Some wings were destabilised during 2016 by issues such as the discovery of a phone or drugs, or disruptive behaviour by 1 or more men: these events impact on the whole community.
- 6.1.5 Out-of-therapy population on wings as at 31/12/16

Time out of therapy	A	B	C	D	F	G	Total
Under 3 months	1	1	1	0	1	0	4
Over 3 months	0	2	5	2	0	0	9
Total	1	3	6	2	1	0	13

- 6.1.6 Grendon has been significantly affected by a lack of appropriate forward placements for residents once they have completed or left therapy. It was hoped that the closer integration to the national personality disorder pathway would offer greater opportunity. This has not yet been realised and the Board would like to stress the importance of, and need for, improving the prospects for men leaving therapy at Grendon.

Section 7

THE WORK OF THE INDEPENDENT MONITORING BOARD

7.1 Meetings Attended

7.1.1 Members of the Board attended meetings throughout the year across the following subjects:

- Therapy Policy.
- Healthcare and PCT.
- Grendon Ops.
- Security.
- Inter-wing meetings.
- Wing meetings.
- Drug Strategy.
- Diversity.
- Health & Safety.
- Induction of new staff.
- Social events (eg family days, Wing Socials, religious festivals).
- Visits.
- Safer Custody.
- Night visit (2 Board members June 2016).

7.2 Prisons visited/hosted

7.2.1 The Board visited Bullingdon Prison in 2016 and hosted a group of AIMB members, and IMB members from HMP Long Lartin

7.3 Training/conferences

7.3.1 Members of the Board have attended the following training courses:

- C & R training.
- Personal protection training.
- T-CAT training.

7.3.2 The IMB Conference was attended by 1 member in 2016.

7.4 Internal training

7.4.1 Members of the Board have held training mornings throughout the year, featuring talks from various departments across the prison. The Board is grateful for the time and effort given by those members of staff who delivered these informative talks. A period of in-service updating and training occurs prior to each Board meeting on a monthly basis.

7.5 Appointments

7.5.1 Following the resignation of 2 members and a vacancy due to 1 member leaving for health reasons, the Board is currently recruiting new board members.

7.6 Board Statistics

7.6.1 Membership

BOARD STATISTICS	2015	2016
Recommended complement of Board members	15	15
Number of Board members at the start of the reporting period	11	9
Number of Board members at the end of the reporting period	12	8
Number of new members joining within the reporting period	3	3
Number of members leaving within the reporting period	2	3
Total number of Board meetings during reporting period	12	12
Average number of attendances at Board meetings during reporting period	9	8
Board member on sabbatical until February 2017.	0	1

7.6.2

Applications. Because the methodology of a TC is to encourage residents to address their own problems in the first instance, the number of Applications is low compared to other prisons. The numbers in the table below represent written Applications although members of the Board often have to deal with verbal ones in the course of visits to the prison.

There were 42 Applications in 2016.

SUBJECT	2015	2016
Accommodation	3	3
Health related	0	7
Property/money & Canteen	8	10
Sentence related	6	7
Transfers	4	4
Education	0	0
Confidential	0	4
Discipline	13	2
Therapy	0	3
Miscellaneous	8	2
Total	42	42

We would like to take this opportunity to thank Jean Morgan, board chair during 2016, all members of the Grendon Board and our IMB Clerk for their hard work and support over the last 12 months.

Rob Wondrak
IMB Chair, Grendon and Springhill.

February 2017.

Appendix A

Selected monitored fabric issues:

Area	Issue	Date reported	Dated resolved or outstanding	Months to resolve
F Wing pod	Fly killer not working	Sept 2015	Jan 2016	4
	Steam oven leak	Oct 2016	Outstanding	-
C Wing pod	Trip hazard	Jan 2016	Outstanding	-
	Dining roof leak	Jan 2016	Outstanding	-
G Wing pod	Fryer leak	May 2015	Jan 2016	7
	Damaged fire bucket	Sept 2014	Apr 2016	19
D Wing	Leaking showers	Oct 2014	Apr 2016	19
A Wing	2 nd floor Blocked sinks / urinals	Dec 2015	Outstanding	-
	No gas in pod	Jun 2016	Sep 2016	3
A,G,C Wings	Night san / Intercom	Dec 2015	Dec 2016	12
Kitchen	Water softener in dishwasher leak.	May 2015	Apr 2016	11
	Potato rumbler display	Oct 2015	Outstanding	-
	Heater boiler	Dec 2015	Dec 2016	12
	Walk in fridge	Oct 2015	Jun 2016	9
Canteen	DHL issues	Oct 2015	Apr 2016	6
Dentist	Chair hydraulics	Oct 2016	Outstanding	-

Appendix B

ACCT distribution across wings

Wing	A	B	C	D	F	G	Total
ACCTs opened 2016*	7	13	1	3	11	15	50

* Excludes 2 ACCTs from Springhill Lodgers

ACCT distribution across residents

Number of residents	1	3	6	26
ACCTS opened 2016	5	3	2	1

The constant watch cell was used on 2 ACCTs.