



Annual Report
of the
Independent Monitoring Board
at
HMP & YOI Parc, Bridgend

Annual Report March 2016 – February 2017

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Monitoring Fairness and Respect for People in Custody

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1 EXECUTIVE SUMMARY

The Board is concerned about the increasing number of prisoners who have mental health issues which creates a growing demand on a limited resource.

The Board is also concerned about the increasing level of violent incidents at Parc, a disproportionate percentage of which occurs in the Young Persons' Unit.

However the introduction of Basic Intervention Group Mentors and Wing Violence Reduction Representatives is a recent initiative and the Violence Reduction Team is dedicated in its efforts to challenge and reduce violence.

Young Persons are sent to prison as a last resort and as a result those in custody can be very volatile and disruptive creating greater challenges for staff.

In common with boards at other prisons, the Board is concerned about the level of substance abuse within the prison particularly the "spice" compounds.

The Board has again raised the issue of prisoners claiming to be unaware of the identity of their personal officers. Although some measures have been put in place, further efforts are needed to address this perception.

There have been numerous applications about property going missing particularly where prisoners are moved to the segregation unit and there has been delay in clearing their former cell of property. The limited space available for property on vehicles used for prison transfers has also caused issues of property going missing on such transfers.

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

Parc continued to be successful at the annual Koestler Awards. These art awards both encourage talent and provide a tremendous boost in self-esteem for the recipients. The increased success of the Education Department is also commended.

The appointment of a Patient Liaison Officer and wing Health Champions appears to be encouraging prisoners to take responsibility for their own health.

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The innovative activities in the Family Unit continue to be an exemplar for other prisons, both nationally and internationally. Invisible Walls Wales won the Centre for Social Justice charity award and we congratulate the prison on this achievement.

HMIP inspected the prison in January 2016. The formal report has been received. The issues raised in the report have been addressed.

The introduction of the ban on smoking was well managed at Parc. The Board is aware of instances where prisoners have seized the opportunity to stop smoking and they report a greater feeling of well-being. However the Board is also aware that tobacco and other items are still entering the prison and smokers are being exploited by the suppliers of this contraband.

Although no analysis has been carried out, the Board is concerned that the smoking ban might be a factor in the increased level of incidents of self-harm and violence.

The Board is concerned about the use of drones for delivery of contraband to the prison, sometimes direct to prisoner cell windows.

The Board has noted an increased turnover in staff during the year and in particular the loss of a number of experienced officers. This and sickness levels has resulted in changes to regimes, with rotating increased in-cell hours on wings.

Whilst recognising the difficulty of organising transport in a climate of financial restraint, the Board is still concerned that young people, held on remand at Parc, have to wait a long time after their court appearance before being returned to prison.

The Board's overall impression is that Parc is well managed, the safety of the prisoners is of paramount importance and the purposeful activity provision is generally very good.

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2 STATUTORY ROLE

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.

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3 DESCRIPTION OF THE PRISON/YOI

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

- i) baseline Certified Normal Accommodation of 1559 adults and young adults from 1st March 2016 (1557 up to that date).
- ii) current operational capacity of 1753 (1723 last year) including 64 (64) young people.

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

The prison is located on the outskirts of Bridgend but is easily accessed by road and rail.

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

The new Coed Block, which was opened in January 2015 to accommodate vulnerable prisoners, has been fully operational for two years. The block can accommodate 387 prisoners but the operational capacity is 370.

Healthcare is provided by Justice Health, G4S Policing Support and Health Services. Education is provided by HMP/YOI Parc, G4S

Library Services are provided by Greenwich Leisure Limited

Resettlement Services regarding accommodation, employment and support are contracted to Working Links. Because of the complex population make-up, the National Probation Service and Careers Wales are also involved in providing resettlement services.

The Visitors' Reception Area is now staffed by Barnardo's.

The Prison has established links with numerous organisations and companies which provide training courses and employment opportunities.

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

The young persons' unit in HMP and YOI Parc is the only Young Offender Institution (YOI) for children and young people in Wales. The Young Persons' unit can accommodate up to 64 remanded and sentenced young people and consists of two wings. The Board regularly visits the unit, and monitors separations.

During recent years it has been a last resort to send young people into custody. As a consequence those in the Young Persons' Unit tend to be more violent and volatile and staff are experiencing greater challenges. The disproportionate number of incidents in the unit tends to distort the overall statistics for Parc.

The Board is concerned about the increase in recorded assaults over the last year, in particular the assaults on staff.

Despite these difficulties, staff appear to have a good relationship with the young people and the Board is aware of the efforts made to help even the most intransigent of the youngsters.

The external corridors and activity areas, and the unit walls display some of the art work done by the Young People. Cleanliness of the units is generally quite good but there have been issues about the areas around the shower units. The Board is aware that efforts have been made to improve hygiene in these areas and there have been no issues raised by the Young People about this.

Education is on the whole satisfactory. The prison has supported staff to help them identify how they can embed the development of literary skills into lesson planning. Parc has created useful links with Bridgend College through which teachers are supported for the inclusion of literacy and numeracy across the curriculum.

Young Persons transferring to the adult sector receive good advice from teachers about progression opportunities. Recently introduced employment skills classes help learners plan for resettlement on leaving prison.

The Board has been monitoring class lessons and although student numbers are small, given the age and ability ranges, and behavioural challenges, it is not surprising that, on occasions, not all students engage in the lessons. Whilst our presence might have some influence on this, we noted that students' bad behaviour was not always

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addressed by the teachers. Some of the lessons were very good and enjoyed by the students.

The Healthcare provision on the units includes Child and Adolescent Mental Health nurses specifically trained to deal with young people.

The Youth Custody Improvement Board visited Parc in December 2016 and it has recently published a report of that visit.

Estyn also visited the prison as part of the HMIP inspection of the young people's provision at Parc.

Whilst we recognise the difficulty of organising transport in a climate of financial restraint, the Board is still concerned about the continuing problem of young people, held on remand at Parc, having to wait a long time after their court appearance before being returned to prison.

4B EQUALITY & INCLUSION

Equalities meetings are held on a monthly basis and they are chaired by the Director. A designated Board member attends and the meetings are well attended by staff from the various departments across the prison. There is a detailed agenda with updates on DIRF's, FNP's, Welsh language, Race, Faith, Sexual Orientation and Gender Reassignment, Gender, Marriage and Civil Partnership and Older Prisoners

There is an Equalities team with a Manager, Equalities Officer and a Foreign National Co-ordinator which is overseen by a Senior Manager for Safer Custody. The team makes contact with all new prisoners as part of the induction process. The Board is aware that more Equalities Representatives have been recruited and is pleased that further recruitment is on-going.

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All new staff are trained in Equality during their induction and on-going training programmes are held monthly to ensure that staff are kept up to date in this area. The “Introduction to Welsh” courses for staff has been well received and more staff members have indicated interest in taking part in the course.

The Chaplaincy Team has been growing and the appointment of Buddhist, CLDS, Quaker and Spiritualist Chaplains are currently being processed. A third Muslim Chaplain together with a Hindu and a Rastafarian Chaplain, are also being sought.

Activities and events continue to include various religious events throughout the year, and also Black History Month, Gypsy Roma Traveller History Month, LGBT History Month and Interfaith Week. The Film Club is continuing and this is being extended to the Young Persons’ Unit. 36 players participated in the football BME knock-out competition and the number of players training with the Parc Tigers Football Team has now doubled. BME groups have been established with some of these groups having over 30 prisoners in attendance.

Monthly focus groups are held with minority groups including LGBT and Traveller community and community inclusion groups. The Board is pleased to note that Equalities representatives and members of staff have also been trained in the impact of Dementia, reflecting the growth in the elderly population, greater occurrence of this condition and the need for more understanding by staff and prisoners. Further initiatives, which the Board can report, are the plans to introduce adult peer partners in the YPU especially for the traveller community. A BME writing group is going well and it is intended that Drama based workshops can be introduced in the near future.

4C EDUCATION, LEARNING & SKILLS

Education services within Parc are provided by G4S.

The Board is satisfied that the Learning and Skills department is very keen to ensure that it caters for all its learners regardless of ability or skill.

Over 400 learners succeeded in achieving a wide range of qualifications from ABC awards to Open University modules, an increase of 40% from last year.

The Further Education department invited local colleges and training providers to attend a Parc Open Day to encourage, motivate and inspire offenders to make the most of their educational opportunities in prison and to help them gain qualifications which could assist them in achieving employment when they are released from prison.

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Parc has a modern, well stocked library with a range of books including, fact, fiction, information books and instruction manuals to help offenders achieve their educational goals. It is well used and the staff ensure an effective library service to Coed block.

The Board is pleased to observe that the Education department has been developing more opportunities for gaining practical skills such as in domestic activities and these are proving popular.

The Art department remains a very active department and again the Koestler Competition has proved successful and Parc has again received a number of awards.

Estyn inspected the Education provision at Parc in December 2016 and the draft report has been received.

Board members have observed that the classes provided at Ty Dysgu, the education centre serving Coed block, have proved very popular and there appears to be a general interest among prisoners in improving their education.

4D HEALTHCARE & MENTAL HEALTH

Primary healthcare within Parc is provided by Justice Health, G4S Policing Support and Health Services with secondary care being provided by the local acute hospital: this includes Mental Health In-Reach services.

Requests for appointments are currently made mainly through the CMS consoles on the wings. There is an ongoing problem with high rates of 'did not attend' (DNAs) across all services; medical, dental, optician etc. One of the main reasons cited is the inadequate number of prison staff available to escort prisoners to and from the medical centre resulting in DNAs and long waits for those prisoners who do attend. Currently, escorting staff come from the prisoners' residential wings but the Board is aware that the Prison is planning to locate escorting staff in a wing near Healthcare which will allow a more efficient and flexible system The Board is also aware that appointment cancellations initiated by prisoners often occur too close to the appointment time for the allocated slot to be re-used, but the use of wing Healthcare Champions is seeking to address this.

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In common with other prisons, new psychoactive substances (NPS) particularly “spice” are having a significant impact both on the health of the prisoners and the demands on healthcare provision. The Board is concerned to learn that although the healthcare department was able to achieve high standards in chronic disease management in 2015-2016, the current high demand for acute care has meant that targets have been missed this year.

The prison is working on opiate use. Following dialogue with the local acute hospital the prescribing of high value drugs including opiates (eg tramadol) has to be on Consultant advice. The Board is aware that the A&E consultant is co-operating with minimizing opiate prescription with a consequent reduction in emergency prisoner visits to the acute hospital.

It was highlighted in last year’s report that prisoners’ expectations of medication on admission are not consistent with the NICE guidelines being operated in Parc. Prisons in South Wales are currently working on a common safe prescribing policy to aid smooth transfers between prisons.

The Social Services and Well-being (Wales) Act came into force in April 2016 and provides a new legal framework for care in Wales. The Board can report that Parc has responded to this by having dedicated staff based in healthcare who arrange an initial assessment of activities of daily living for prisoners with an emphasis on accident prevention.

New initiatives and increased demand on services as a result of spice use all contribute to demands on healthcare staff. Staffing levels have improved recently but recruitment remains difficult.

4E PURPOSEFUL ACTIVITY

In 2016/17 the Board has seen a consolidation of existing industries and vocational workshops with all planned activities fully operational and employing up to 500 prisoners in a mix of full and part-time positions. All areas still provide a range of accredited qualifications from entry level up to level 2.

In addition to the activities provided in “The Hub” which serves the main prison, “Ty Dysgu” in the Coed Unit has been offering an increased range of activities for Vulnerable Prisoners

The Animal Centre has moved from the main prison to Coed Block and this has enhanced VP access to different employment options. Another development is that VPs now work in the external stores and kitchen stores in level 4 trusted positions.

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The BICS instructor working in Coed Block won a national award for excellence during 2016 in recognition of the alternative way the course is delivered on that Block. Due to limited activity space the units and landings are utilised as training areas instead of the more traditional workshop setting.

The "Food Shed", which has a contract to prepare meals for delivery to the housebound in Bridgend and other areas, continues to develop. This is very popular with the prisoners and there is no shortage of willing applicants to work in this area.

Vocational Training has employed a new instructor to work with some of the prisoners with learning difficulties and disabilities to assist them into accessing employment in both vocational training and the industrial workshops. Whilst this is very much a development role and in its infancy, the Board is aware that prisoners have reacted well to this initiative and that there have been some encouraging results so far.

The horticultural team maintains the grounds well to provide a pleasant environment and have won an award for creating wildlife friendly areas.

The prisoners employed as cleaners generally maintain a good standard of cleanliness throughout the prison. The painters also maintain the décor to a good standard.

Litter can be a problem in some areas but clearance work is normally carried out promptly.

Appointment of Health Champions on the wings is aimed at encouraging prisoners to take greater responsibility for their health and well-being and to create a link with the Patient Liaison Officer.

Basic Intervention Group Mentors and the Violence Reduction Representatives have been recruited and trained by the Violence Reduction Team to assist them with their work.

Prisoner Activities were awarded a level 4 in the HMIP Inspection in January 2016.

The Board has noted the improvement in provision of purposeful activity this year with on average some 77% of the prisoners being engaged in education, training or employment.

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4F RESETTLEMENT

Each prisoner has an individual sentence plan which includes courses aimed at reducing the risk of his re-offending. Parc provides some of these courses such as

TSP – Thinking Skills

BSR – Building Skills for Recovery

BBR -- Building Better Relationships

RESOLVE – Addressing Violent Behaviour

However the design of resettlement programmes has been contracted to Community Rehabilitation Companies under the umbrella of Working Links. These companies work with prisoners to provide resettlement support and deliver sessions on accommodation, finance, benefits and debt, employability skills, domestic violence and support for sex workers. The companies are rewarded on their success in reducing re-offending. The new arrangements have integrated well at Parc and close liaison has been established with external Offender Managers as a means of trying to ensure that appropriate support is in place for prisoners after release.

Careers Wales is involved in the resettlement programme, giving advice and assistance to prisoners regarding employment opportunities.

Parc, in common with other prisons holding sex offenders who have Indeterminate sentences for Public Protection (IPP), has encountered problems where such prisoners are held “in limbo” after they have completed their tariff term but will not engage in treatment programmes.

Parc has established good links with employment advice agencies and companies, and with companies offering employment opportunities. Sporting organisations such as Badminton Wales, Basketball Wales, WRU, Cricket Wales, have provided courses for prisoners giving the opportunity for various qualifications in coaching.

Parc’s work with Children and Families and the Invisible Walls Wales project continues to be seen as a model of excellence and receives recognition in the justice world nationally and internationally. **The Board commends Parc for its innovative work in this area.**

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4G SAFER CUSTODY

Statements displayed prominently throughout the establishment and on a range of documentation all confirm the intention that *'In Parc, everyone has the right to be safe'*.

The Board is aware that this statement is supported by a variety of management and monitoring structures, as well as dedicated teams, roles and programmes, all aimed at achieving this aim. The Board is satisfied that safety is regarded as a high priority by the Management team.

Comparative information is provided monthly to the Board meeting by the Director on violent and self-harm incidents and use of force, enabling the Board to discuss and explore these issues with the Director or another Senior Manager. Additionally a Board member attends the regular Safer Custody meetings where these issues are discussed and analysed in much more detail by relevant managers, in order to review and revise policies and consider new interventions and initiatives.

Parc has a dedicated Safer Custody Unit consisting of 16 beds. This is a generally calmer and more relaxed environment for caring for the needs of some of the most vulnerable prisoners. It is supported by Healthcare including the mental health team.

The Board commends the staff in this unit for their calmness, caring and commitment.

The Violence Reduction Team made up of four staff whose role is to work with prisoners, both individually and in groups, who are identified as needing effective intervention regarding violence awareness and anger management. The team has recruited and trained prisoners on all the main residential wings to act as Violence Reduction Representatives in order to assist the team with its work. Another initiative is the appointment of Basic Intervention Group Mentors. The mentors' role is to work with fellow prisoners, whose behaviour is such that they risk losing their incentive earned privileges, to try to prevent them being put on Basic regime. The team reports to the weekly Violence Reduction Meeting and provides detailed information on all violent incidents, NPS Incidents, and weapons, mobile phones and hooch finds. These meetings are attended by the Director and senior managers including security, who plan strategies for trying to deal with these issues. **The Board believes that this demonstrates the care and attention given to these matters by the prison management in endeavouring to maintain safety in Parc.**

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The Safer Custody Team regularly monitors the numbers of ACCT's in place and incidents of self-harm. A sample of completed ACCTs is reviewed by members of the team, with individual feedback provided. Further training requirements are identified and developed, in order to ensure improving understanding and quality in record keeping. Analysis of events of self-harm have identified that a significant proportion of these every month are involving the same, fairly small, group of prolific self-harmers. The Complex Case Co-ordinator is tasked with focussing specifically on this group in order to ensure that all effective actions are undertaken to try to reduce this behaviour.

In partnership with Samaritans, there is a very able team of Listeners at Parc, who have told Board members of the value they see in their role. There is regular new recruitment to this team and they meet monthly with their Samaritan co-ordinator.

The Board is satisfied that prisoners entering Parc are dealt with appropriately by Admission staff and that the Induction Wings provide the opportunity for prisoners to accustom themselves to prison regimes.

During this reporting year there have been a total of nine deaths in custody. Of these seven were due to a variety of natural causes, reflecting the significant elderly population in the prison, and two were self-inflicted. The Board was promptly informed of all these events and consulted by the PPO investigator in some of them. The Board is aware that there is a support programme for both staff and prisoners following a death, that family contact is ensured involving the chaplaincy and that learning from PPO reports is considered and taken seriously.

The Board is becoming concerned, along with the Director, at the increasing delays in the setting up and holding of Inquests, some still not having taken place many months after the death.

The Board remains satisfied that Safer Custody is seen as a priority and is taken seriously by the Director, Managers and staff.

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4H SEGREGATION, CARE & SEPARATION, CLOSE SUPERVISION

This provision is named the Phoenix Unit and its mission statement is prominently displayed on the wing:

'to challenge negative behaviour and encourage positive engagement with the aim of successfully reintegrating prisoners back into the general population'

In common with the rest of the prison it is a light and modern wing. It is kept clean and ordered and the walls display a range of illustrations, quotations and information. There are 24 cells of which two are unfurnished.

Board members prioritise attendance at the reviews of prisoners held in Phoenix and there has not been any reason not to sign the form indicating satisfaction with the proceedings.

The Board can confirm that reviews are almost invariably attended by the prisoner, and that a representative from Healthcare is normally in attendance. At reviews active consideration is given to forward planning, often involving other departments such as education or violence reduction, to ensure that a prisoner can, where appropriate, be returned to normal location as promptly as possible.

Where cellular confinement is awarded at an Adjudication, this always takes place in the Phoenix Unit and never on the residential wings. Most detentions in the Phoenix Unit do not exceed two weeks. Some prisoners can be there for longer periods but these cases are monitored by senior managers. When necessary, individual case conferences ensure that appropriate interventions, including educational provision, continues to be delivered to the prisoner whilst on Phoenix

In this large prison the Phoenix Unit is a busy wing and during the year the staff have had to face frequent and prolonged periods of difficult and challenging behaviour. **The view of the Board is that the staff on the wing deal with these events very professionally.**

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4I RESIDENTIAL SERVICES

The prison is generally well maintained, and the standard of cleanliness is good. The wings are re-painted on a regular basis. There is some excellent artwork on the wing corridor walls and on the wings providing a bright and pleasant environment.

The new Coed Unit has been occupied for over two years and provides en-suite accommodation for 387 Vulnerable Prisoners, with current operational capacity of 370. The unit is well appointed and enjoys separate provision for exercise, visits, work, education, worship and healthcare. The new catering provision in the Coed visits area has been well received.

Board members, by visiting the kitchens, monitoring the serving and tasting the food with prisoners at mealtime, are satisfied that the standards in the main kitchen are good. There is a choice of menu, the meals are well balanced and portions are reasonable. Meals are chosen by prisoners from the menu using the wing CMS console. Only eight applications concerning food were received by the Board this year and some of these were about the wrong meal being served.

Prisoners are able to order items from the prison shop with prices very competitive compared to outside. Items from approved catalogues can also be ordered.

Provision of specially adapted cells, for prisoners with disabilities, is made in certain areas of the prison. The Board has noted that, where necessary, aids for prisoners with physical disability are provided in cells in other areas.

Each wing has a laundry facility with prisoners employed in organising and supervising the washing and drying of clothing. These arrangements work well.

5 OTHER AREAS

The Smoking Ban

The prison prepared well for the introduction of the smoking ban within the prison. Full information about the ban and the help and support available was given to prisoners. Focus groups were set up on each accommodation block so that prisoners' concerns could be discussed, in particular the impact of the ban on the many prisoners not wishing to give up smoking. Despite initial resistance and instances of non-compliance, the inclusive nature of the focus groups has helped in resolving issues. Some prisoners have told Board members that giving up smoking has benefitted them in that they are now exercising more and feeling fitter.

However the Board is aware that tobacco is still available in the prison as there have been several finds of contraband. Other substances are also being used by smokers which sometimes cause problems for the smokers and staff, and the long term effects of these substances are at present unknown.

Officers

The Board is aware that a number of experienced officers have left Parc and that there has been an increase in staff sickness. Tranches of new recruits have been appointed throughout the year. The new staff, located on the wings, have had to deal with some instances of prolonged disruptive behaviour and, from our observations, they have displayed patience and good common sense in dealing with potentially chaotic scenarios.

Visitors

The Visitors' Centre, where visitors check in, is now staffed by employees of Barnardo's. There are children's play facilities and activities both inside and outside the centre.

There are three visits areas in Parc. A main visits hall, a Young Persons' visits hall and the visits hall in Coed block. In the main hall there is a family room and a special area for enhanced prisoners. There are children's play areas in the main hall and in the Coed hall.

Again this year the Board can report that the staff in the Visitors' Reception area and Visits areas provide a pleasant, helpful and welcoming experience for visitors. The

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provision of special areas for enhanced prisoners and their families is seen to be succeeding as an incentive to improve behaviour in the prison.

6 THE WORK OF THE BOARD

2016/17 has been a challenging year for the Board due to the loss of four members and some long term absences through health issues. Three new members have joined the Board and further recruitment efforts are continuing.

Nevertheless, the Board has continued to operate as a result of the strong team spirit which has developed. The Board remains fully committed to its role and it strives to be professional in its approach and inclusive in its ethos. The Board maintains its training commitment and regularly reviews its practices to ensure effectiveness in carrying out its work.

The Board at Parc is committed to an inclusive approach to diversity. Our members come from a wide range of backgrounds both social and ethnic. The Board development practices seek to increase awareness of the diverse needs and perspectives of the population within HMP Parc.

All members of the Board at Parc undertake their duties in a manner that is accessible to everyone within the establishment. The Board monitors to establish that the experiences and interaction between staff, prisoners and visitors is fair and without prejudice

The Board is fortunate that its members have easy access to the Director and Senior Managers, and also to the Controller and his Deputy.

This year, the number of applications received by the Board has fallen to 500 compared with 600 last year.

Although the number of applications about property relating to another prison fell from 41 last year to 28 this year, there have been a number of occasions when prisoners, transferred to Parc from another prison, arrive with little or no property. Generally this is because there is no space on the transfer vehicle and sometimes there is significant delay in transferring the property.

There have been 72 applications relating to property within Parc, this is six more than last year. A significant number of these were about property being lost or stolen when a prisoner is transferred to Phoenix, the segregation unit, and thus being unable to take property with them. Cell clearance is sometimes delayed because resources are

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not available to carry out what can be a lengthy exercise, particularly in checking a shared cell. These complaints can result in claims for compensation with further drains on resources in dealing with these claims.

Although new management practices to deal with property issues have been introduced, the issues are on-going and require further attention.

The Board has strictly applied the requirement for prisoners to follow the internal complaints procedure, before making an application to the Board.

In discussing applications with prisoners, the Board has again encountered numerous cases where the prisoner claims not to know the identity of their personal officer. Staff changes and staff sickness can create this confusion. There have also been instances where personal officers have tried to pursue issues on behalf of prisoners but have not been able to get responses. Understandably some prisoners have, as a result, lost confidence in the personal officer system.

Members of the Board visited HMP Birmingham in 2016 and found the visit very interesting.

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BOARD STATISTICS	
Recommended Complement of Board Members	22
Number of Board members at the start of the reporting period	15
Number of Board members at the end of the reporting period	14
Number of new members joining within the reporting period	3
Number of members leaving within reporting period	4
Total number of Board meetings during reporting period	12
Total number of visits to the Establishment	522
Total number of segregation reviews held	122
Total number of segregation reviews attended	122
Date of Annual Team Performance Review	15/11/2016

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APPLICATIONS

Code	Subject	2014 -15	2015-16	2016-17
A	Accommodation	18	24	11
B	Adjudications	7	7	12
C	Equality & Diversity (inc religion)	11	16	14
D	Education/Employment/Training including IEP	55	43	36
E 1	Family/visits inc mail & phone	68	78	61
E 2	Finance/Pay	1	21	13
F	Food/Kitchen related	6	6	8
G	Health related	84	99	98
H 1	Property (during transfer/in another establishment)	49	41	28
H 2	Property (within current establishment)	72	66	72
H 3	Canteen, Facilities, Catalogue shopping, Argos	9	8	4
I	Sentence Related (inc. HDC, ROTL, parole, release dates, re-cat etc)	90	53	38
J	Staff/Prisoner concerns including bullying	61	65	66
K	Transfers	26	48	22
L	Miscellaneous	32	25	17
	Total number of IMB applications	589	600	500

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