



**Annual Report**  
of the  
**Independent Monitoring Board**  
at  
**HMP & YOI Doncaster**

for reporting year  
October 2015 to September 2016

Published  
26<sup>th</sup> July 2017



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## Section 1

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### 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.

### CURRENT BOARD MEMBERS:

Sarah Crossland. Coordinator/Acting Chair.	Dual Boarder, HMP YOI New Hall
Geoffrey Parkinson.	Dual Boarder, HMP Lowdham Grange
Suzanne Wilson.	Dual Boarder, HMP Wakefield
Barrie Meakin.	Dual Boarder, HMP YOI Leeds
David Boutell.	New member at HMP YOI Doncaster
Stephen Clark.	New member at HMP YOI Doncaster
Sabreen Nawaz.	New member at HMP YOI Doncaster

## Section 2

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## Section 3

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HMP & YOI Doncaster is operated by private sector contractor Serco Limited. The establishment opened as a core local prison (Category A) in June 1994 and underwent extensive security upgrading as per the Woodcock recommendations in March 1999. The prison downgraded to a local Category B establishment in May 2003 following operational changes within the Prison Service's High Security Estate.

The prison's operation is defined by a contract agreed between the Contractor (Serco) and the Ministry of Justice. In March 2011 Serco was awarded a 15 year contract to operate the prison, with a contract start date of 1 October 2011.

### **The Prison's Role**

The prison has custodial responsibility to detain people remanded into custody by the local courts and also to detain convicted and sentenced prisoners. Due to the introduction of Through the Gate, Doncaster is now a local Category B resettlement prison working in partnership with Community Rehabilitation Company and National Probation Service providers to deliver resettlement support through the gates into the local communities. As of the 1<sup>st</sup> February 2017 (figures provided by Catch 22): 84.2% of the establishment's prisoners are convicted and sentenced with 15.1% on remand. 0.4% of the population are foreign national detainees held under the Immigration Act and the remainder 0.3% of prisoners fall under 'other'.

### **Management**

The management and control arrangement at the establishment is governed by Prison Service Orders as in the public sector prisons, however there are some services which are unique to a private prison such as the role of the Controller to monitor the contract.

### **The Director**

The Governing Governor of the establishment is referred to as a Director in the private sector and is appointed under the terms of the Criminal Justice Act 1991, subject to certification as a Prisoner Custody Officer under Sections 85 and 89, and Schedule 10 to the Act.

### **The Controller**

Observation of the day-to-day running of the establishment and close monitoring of the operating contract is undertaken by a Crown Servant appointed by the Ministry of Justice known as the Controller. There are currently 4 controllers within the MOJ controller team at HMP YOI Doncaster (1 controller, 2 Deputy Controllers and 1 Assistant Controller).

### **Population**

The prison has a CNA of 738, revised in November 2013 however owing to the pressure on prison places across the prison estate; HMP YOI Doncaster's official operational capacity is 1145. As of the 1<sup>st</sup> of February 2017:

- 26.7% of the population are un-sentenced
- 11.7% are serving less than 12 months,
- 23.6% serving between 12 months and 4 years,
- 33.7% serving longer than 4 years,
- 3% are lifer prisoners (non ISPP).
- 1.3% are ISPP

The age demographics of the prison population are:

- 5.5% are 18-20 year olds,
- 94.5% are aged 21 and over.

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Nationality demographics are:

- 94% are British citizens
- 6% are Foreign Nationals.

The breakdown of prisoners per category is as follows:

- 0% Category A
- 17.8% Category B
- 51.6% Category C
- 1.1% Category D
- 22.8% Un-sentenced
- 1.2% Unclassified
- 5.5% Young Offenders. No young offenders were eligible for open prison conditions.

Due to the high prison population across the country, HMP & YOI Doncaster currently holds a number of prisoners from "out of area" in addition to young adults from West Yorkshire who are routinely held at HMP & YOI Doncaster. As of the 1<sup>st</sup> February 2017; 295 prisoners are from outside South Yorkshire.

### **Performance Improvement Plan and ratification**

From July 2014 the prison has been working to a self-generated Performance Improvement Plan following a poor HMIP inspection in March/April 2014. It is a strategy for restoring Doncaster's reputation as a safe, decent and secure prison establishment for staff, prisoners and the MoJ. Doncaster is officially a level 1 prison on the prison rating system based on the annual ratings published in July 2016.

All identified objectives have both an assigned Senior Management Team functional head and an individual manager (Operations Manager or Unit Manager) responsible. To aid delivery, and to introduce more accountability for actions, agreed actions and their deadline delivery dates will be inserted into relevant staff appraisals. The PIP format states clear responsibility and accountability for actions across all staff grades, right up to and including the Director. The document has been shared with and approved by the customer (MoJ) and will be a staple part of Doncaster's governance management until the next HMIP inspection later on in 2017.

The HMIP inspection of March/April 2014, immediately following a major concerted indiscipline on House block One on 22 March 2014, identified and consolidated a significant number of issues of concern to be addressed. Consequently, these issues and the prison's resultant response to the inspection became the very backbone of its change management plan implemented shortly afterwards.

An Improvement Notice was issued by the customer in March 2015 evidencing that the pace of change needed to be reset and the prison's comprehensive response demonstrated its absolute commitment to delivering change and thus lifting the Improvement Notice. However, a further Outstanding Issues Notice and then a formal Rectification Notice in August 2015 clearly expressed the challenge Doncaster faces. The size and scope of the change required is significant and the Board acknowledge that the prison has delivered a considerable amount of change whilst also acknowledging there is still more to be done. The prison is still in Rectification which is subject to regular review.

The Council of Europe's 'European Committee for the Prevention of Torture and Inhumane or Degrading Treatment or Punishment' conducted an inspection into custodial settings across England in April 2016. HMP YOI Doncaster was chosen to be inspected; alongside two other prisons HMP Pentonville and HMYOI Cookham Wood. Although the committee received almost no complaints in regards to any physical ill-treatment of prisoners; their biggest concerns was the severity of the violence within Doncaster; notably inter-prisoner violence and attacks on staff. The committee also held concerns that under reporting were occurring in regards to violence. This concern was emphasised by violent incidents observed by the committee, but not being reported by the staff. Also, complaints were received to the committee in regards to staff slowly responding to the incidents; thus reinforcing the lack of trust in staff. As a board, we find this report extremely concerning. An

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estimated 30% off all IMB applications received between 2015 to 2016 were directly linked to acts of violence within HMP Doncaster. However, due to being a new board, we are unable to comment on our own experiences on violence in the prison until August 2016.

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## **Executive Summary**

Due to unforeseen circumstances, the previous IMB board and chair resigned with immediate effect in July 2016. An IMB board is a statutory requirement under the Prison Act 1954 (as outlined in section 1); therefore 4 IMB members from other prisons within and around the Yorkshire region have been brought in to help rebuild Doncaster's IMB. This was actioned by both the secretariat and the National Council. These members are known as 'dual boarders'; and still perform other roles in their home establishments as well as HMP YOI Doncaster. With the experience the dual board members hold, they have started training 3 new members who were recruited by the previous IMB board and are starting to gradually build up a new board at IMB. A recruitment campaign is currently underway to further strengthen the current board.

As dual members and probationary members cannot become a Chair, Vice Chair or Board Development Officer; it has been decided by the Secretary of State, Secereriat and National Council to appoint a 'Coordinator'. The coordinator will be performing the same duties as a leading chair, and will remain in position until the 31<sup>st</sup> December 2017. The board nominated Sarah Crossland to take up this role.

Due to the current board only starting on the 19<sup>th</sup> August 2016, we are unable to comment on the majority of this reports reporting period. However, it has been agreed by the National Council and the Secretariat that we can present a basic report and introduce some of the findings we have encountered and HMP YOI Doncaster in the past weeks we have been present at Doncaster.

The new boards original concerns were living conditions and dignity. Therefore, the board agreed that one member would be dedicated per house block. It was agreed that the serveries and health care on these wings would also be monitored. This was so that the board could monitor the house blocks efficiently and also witness any new changes.

There has been a significant drop in IMB applications during 2015-2016, which is evident in section 6. Although we were not present for most of this period, we agree as a board that this is most likely due to business services and complaints handling becoming more efficient and also due to the better quality and standardisation of responses given to prisoners.

## **Previous Year's Concerns**

Due to being a new board, we did not observe or monitor any of 2014-2015 reporting period. However from reading the previous report, it is noted that the Care and Separation Unit housed prisoners who could be dealt with more effectively on the wings under IEP and prisoners being segregated when they have significant mental health issues. The Director has identified this trend and work is underway to reduce this practice.

## **Particular Issues Requiring a Response**

The Board is concerned that the Care and Separation Unit is housing prisoners that are suffering from severe mental health issues. The number of prisoners located on open ACCTS was also high during the reporting period, with a number of prisoners placed in CSU on constant observations; the CSU is not a suitable place for any prisoner on constant observations. The SMT is currently investigating other alternative locations for mentally unwell prisoners who need isolation for either their own protection or for the protection of others. However we want to raise this to the secretary of state.

The board is very concerned about the overall current health care provision currently in HMP YOI Doncaster, and as a board we feel that the service is not equivalent to what is received in the local community. Many issues, from mental health coverage to prisoner waiting for essential prescriptions are of a great concern for our board. We are not qualified medical professionals and we are unable to comment if certain treatments are correct for

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specific symptoms and diagnosis, however we have observed that the quality of the service provided is not to the standard as what is provided in the local community.

Although the board have witnessed improvements regarding this, we are concerned in regards to prisoners who walk about unescorted. As IMB members, we have often encountered prisoners expecting members to let them through numerous gates and we have also been asked to 'escort' prisoners by staff. As IMB members, this is not our role and we always decline to escort or let prisoners through gates.

## Section 5

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### Healthcare & Mental Health

Healthcare services at HMP & YOI Doncaster are provided by Nottinghamshire Healthcare NHS Foundation Trust, now in its fifth and final year of their contract. The healthcare contract is currently due for renewal. The competitive process for the procurement of the healthcare service at Doncaster and the other prisons in South Yorkshire has been ongoing for a number of months in 2016 and following the evaluation of the submitted bids it is anticipated that the successful bidder will be announced in the near future. The new contract is anticipated to be starting on the 1st September 2017

The board find it extremely concerning that there are no mental health staff available in the prison outside office hours and on weekends; there is also no on call system as yet. This is leaving prison staff and physical health care staff to do work that the mental health team should be doing, and this is unacceptable. Especially when other prisons in the local area have some kind of on call system for mental health teams. We do acknowledge that the new SMT at Doncaster has recognised this and are trying to provide a resolution; however due to the contract this is proving difficult for this to be resolved.

General observations made by IMB members in regards to issuing medications is that it is not often closely supervised by either prison or health staff. As a board we find this concerning, as this could lead to the passing of contraband and the dealing of prescribed medications. As a board, we have also come across certain situations that could be easily resolved in regards to medication. As an IMB, we don't often investigated medical and direct medication issues as we are not qualified. However if we witness an issue that impedes the dignity and wellbeing of a prisoner than we may investigate and escalate this. An example of this was a prisoner continually receiving the wrong size of colostomy bags for his stoma, which often led to his stoma leaking bodily fluids and smelling. This led to bullying from other prisoners which distressed the prisoner concerned. The reason why the incorrect bags were being ordered was due to an administrative error in the pharmacy, despite the prisoner raising various official complaints. The IMB intervened with this and spoke directly to the Head of Healthcare; and the issue got immediately resolved.

Another observation in the regards to medication is the prescribing of medication on arrival to reception in the prison. All prisoners are assessed by a nurse on arrival to HMP Doncaster, and this is followed through. When declaring that the prisoner takes medication, they are then referred for a Healthcare appointment to have their need for that medicine assessed and if there is still a need for their medicines to be prescribed. Prisoners have described and complained about the length of time it can take to get these appointments. It can be say and sometimes weeks before a prisoner can receive their medications. As an IMB, we hold deep concerns in regards to the management of chronic conditions that need medications on a daily basis. IMB members have witnessed asthmatic prisoners not having a reliever inhaler when having an asthma attack or if they are wheezing; which often leads to an emergency call to healthcare and being put on emergency oxygen.

Due to the expansion of the local Sex Offender population, House Block 1 is becoming a unit specifically for sex offenders and vulnerable prisoners. In recent years, there has been an increase in the aging population of prisoners across England and Wales and a high amount of aging sex offenders are now coming into HMP Doncaster. We have some concerns that the health care doesn't have any specialist older or palliative care available onsite. The available care is only available in office hours, as referrals for these services are sent to the local primary care provider in Doncaster and the prisoners are seen as outpatients.

We have received a high amount of apps for health in comparison to other areas of the prison. This seems to have been a common theme throughout the past 4 years. The majority of these applications are often complaints in regards to difficulty accessing health for routine appointments and dissatisfaction with care outcomes (eg poorly controlled chronic pain). As an IMB, we are not qualified medical professionals and are unable to routinely access medical records for prisoners and therefore unable to be sure whether these complaints are reasonable and, if so, where errors and omissions sit.

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As a board, we do often interact with nurses and pharmacy technicians when we are present on the wings. We often see good engagement between nurses and prisoners. We would also like to praise the new incentive of having paramedics on site to deal with serious, emergency issues which do occur. When members have been present, the paramedics have given excellent care and communicate efficiently to ambulance paramedics and doctors.

## **Safer Custody**

The Safer Custody Team continues to be busy with challenging times due to increasing acts of violence, self-harm and suicides throughout the prison system. In addition to this, the prevalent use of NPS has created problems for all prisons, including Doncaster.

The number of prisoners located in the CSU on open ACCTS is very high which is of concern to the new Board. This has also been highlighted in previous reports by the previous board. There is a high numbers of prisoners placed in CSU that are on constant watch. CSU is not an appropriate location for any prisoner on constant watch or on an ACCT, and as a board we raise concerns about this. However saying this, the board has witnessed excellent care and attention from the CSU PCO's and Managers towards prisoners on ACCTs or who are mentally ill and would like to emphasise this.

As a board, we have found the overall safer custody team to be passionate about their care to prisoners and provide excellent care to the most vulnerable prisoners. They are present in ACCT reviews, and communicate efficiently between the various different agencies within the prison. We are very pleased to learn that before our arrival, a specific Assistant Director was assigned to the Safer Custody team.

## **Care & Separation**

Officers are now being encouraged to use the IEP scheme for the more minor offences and this is now occurring; however as an IMB we feel that this could be used more efficiently. Referrals to the Independent Adjudicator and the police have continued to increase with all staff assaults now being referred and also serious assaults on prisoners and mobile phone charges. There is a high amount of cases that go before the Independent Adjudicator which are now proving successful. This reporting period saw 310 police referrals and 670 Independent Adjudication referrals. 25 of the police referrals have led to CPS prosecution. Prosecution by the police and CPS in regards to offences such as violence against staff is often taken seriously and has seen recent added time to sentences.

As with last year, the Board is still concerned that the unit is housing prisoners that could be located on a wing and dealt with under IEP. The number of prisoners located on open ACCTS was also high and this period saw the unit housing 15 prisoner on constant observations; these numbers are far too high and must be reduced.

The GOoD reviews are overseen by the Duty Director and is attended by the IMB, Controllers, Safer Custody, CSU staff and a representative from Mental Health. There has been significant progress in CSU paperwork being completed by CSU staff and the number of days that prisoners serve in SCU are monitored on a daily basis. Any prisoner who remains in the CSU longer than 42 days will be reviewed by the Deputy Director of Custody (NOMS).

Although the board have some concerns in regards to regular member of staff not being in CSU: the staff that work in CSU work extremely hard and are dedicated in the caring of prisoners on their unit.

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## **Residential Services (includes accommodation, food, catering and kitchens)**

House blocks 1, 2 and 3 are on 4 floors and comprise of 4 separate, 2 level wings based on a triangular shape design common in prisons in the United States.

### ***House Block 1***

During the 2015-2016 reporting period, House Block 1's population was mainly young adults. During the reporting period, it was observed by this board that the accommodation was poorly maintained and dirty. The showers and toilets were often broken and dirty. There had also been a failure to provide sufficient privacy curtains for the toilet areas in the double cells. These are unacceptable living conditions and as an IMB we were greatly concerned by this.

The working accommodation for the staff was generally poor. Low staff levels mean that Prison Custody Officers often have to complete confidential ACCT files in the main area of the wing. Prisoners are able to read the documents and often know the name of prisoners who are subject to an ACCT and the reasons why. Some of the food serveries are also poorly maintained with broken sinks and dirty food preparation surfaces. There is often a shortage of food utensils, especially for Halal and Vegetarian, and there is often a lack of supervision of some of the serveries at meal times. This results in prisoners giving unfair food portions to some of the prisoners. It has also been witness by board members that some prisoners have been able to leave and enter wings without permission.

### ***House Block 2***

Wings A & C are very well run and well organized with a very clean environment and with very engaging staff. In contrast wings B & D are untidy, with cleaners who are not interested in cleaning. Staff generally look untidy in comparison to staff on Wings A & C. It is not unusual to see litter on B & D with prisoners in various states of dress or undress. IMB members have often visited wings B & D and seen prisoner inappropriately dressed. For example, at 1100 it was witnessed by members that prisoners were still in pyjamas and dressing gowns; alongside one prisoner walking around with a towel around his waist. There is often washing drying over the balcony, which does not occur in wings B & D. It is not unusual for the servery to be unsupervised from the outside when lunch is being served, despite this being mentioned to senior officers and appropriate wing managers. Improvements the board has witnessed is that cells now have privacy curtains, tea towels, regular kit exchanges and also curtains for the windows. Repairs are often carried out quickly, and specially trained prisoners are often painting the wings, cells and corridors in the unit.

### ***House Block 3***

House Block 3 is usually satisfactory in terms of housekeeping; with a number of prisoners taking pride in the cleanliness of the unit; and they are very proactive in keeping the unit clean. We have had some queries in regards to certain deep cleans that are not carried by prisoners, for example a deep clean of carpet on one wing was needed due to a dirty protest overflowing from a cell. Once the IMB raised this with the assistant director, this was promptly dealt with.

There has been variation across wings and across visits in terms of control of food serving. The board holds concerns that there is a risk of unfairness with less assertive prisoners and / or those not well in with servers getting served last and poorer portions. During our time in Doncaster, we have noticed significant improvements in food hygiene, for example prisoners now wear 'whites' and adhere to washing their hands when they have handled food. This is due to the new proactive approach the SMT have implemented throughout the prison. We have also seen the introduction of spit guards on the serveries to help prevent cross contamination. However, we have noticed a lack of attention to use of separate utensils for meat and vegetarian and halal / non halal is

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inconsistent and may reflect both a lack of awareness and attention by servers. We have noted concerns in regards to portion size, choice limits and 'odd' restrictions. For example, bread and fillings are provided so the prisoner can make a sandwich; but no spread or butter is given.

## Section 6

### THE WORK OF THE INDEPENDENT MONITORING BOARD

Board meetings are held on the third Tuesday of every month in the afternoon. The Board welcome the regular attendance at its meetings of the Director and Controller so that problems and achievements in the prison can be fully discussed, and to allow the Board to understand fully the current management constraints within the prison and beyond.

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	<b>15</b>
Number of Board members at the start of the reporting period	<b>4</b>
Number of Board members at the end of the reporting period	<b>7</b>
Number of new members and dual boarders joining within the reporting period	<b>11</b>
Number of members leaving within reporting period	<b>9</b>
Total number of Board meetings during reporting period	<b>11</b>
Total number of visits to the Establishment	<b>Data unavailable</b>
Total number of segregation reviews held	<b>Data unavailable</b>
Total number of segregation reviews attended	<b>Data unavailable</b>
Date of Annual Team Performance Review	<b>N/A</b>

## Section 6 (cont.)

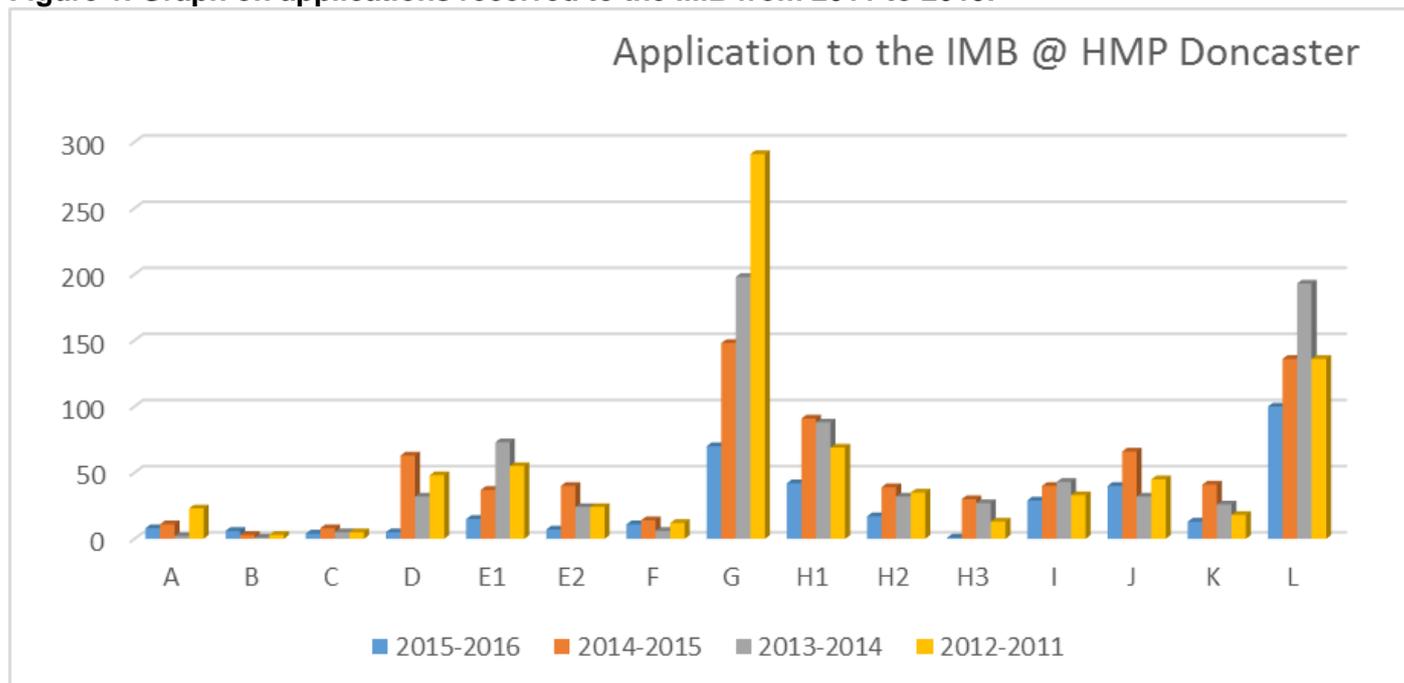
Code	Subject	2015-2016	2014-2015	2013-2014	2012-2013
A	Accommodation	8	11	2	23
B	Adjudications	6	3	1	3
C	Equality & Diversity (including religion)	4	8	5	5
D	Education/employment/training including IEP	5	63	32	48
E 1	Family/visits inc mail & phone	15	37	73	55
E 2	Finance/pay	7	40	24	14
F	Food/kitchen related	11	14	6	12
G	Health related	70	148	198	291
H 1	Property (within current establishment)	42	91	88	69
H 2	Property (during transfer/in another establishment)	17	39	32	35
H 3	Canteen, facilities, Catalogue shopping, Argos	1	30	27	13
I	Sentence related (including HDC, ROTL, parole, release dates, re-categorisation etc.)	29	40	43	33
J	Staff/prisoner concerns including bullying	40	66	32	45
K	Transfers	13	41	26	18
L	Miscellaneous	100	136	193	136
	<b>Total number of IMB applications</b>	<b>368</b>	<b>767</b>	<b>782</b>	<b>800</b>
	Of total: number of IMB Confidential Access was:	12	19	17	10

Prisoners are able to post applications in dedicated IMB locked post boxes on all the wings on all 3 House blocks, the Care and Separation Unit and the Annex/Loft with only the IMB having a key in order to empty them. The boxes are emptied each week and applications are usually dealt with by having a face-to-face interview with the prisoner.

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**Section 6 (cont.)**

**Figure 1. Graph on applications received to the IMB from 2011 to 2015.**



**The IMB at Doncaster currently completes the following duties in HMP YOI Doncaster at this present time:**

- \* Rota duties in designated living areas for that member
- \* Applications
- \* Segregation review's such as ACCT's of prisoners on Segregation and GOoD reviews
- \* Serious Incidents which require Silver Command and the Command suite to be open. This includes events from death in custody to incidents at height. An Independent report is written after the incident and a copy is given to the Director, Controller and other agencies that may be involved.
- \* Adjudications by the duty directors and Independent Adjudicators
- \* Reporting any concerns on wings to the appropriate managers; then escalating it if needed.
- \* Monthly board meetings
- \* Chair's meeting with the main Director and Controller
- \* Attendance at multi-disciplinary ACCT reviews throughout the prison
- \* Senior Management Team Meetings
- \* Attendance at Area Chair meetings
- \* Collating information and observations for the yearly annual report
- \* Attending PIAC and forum meetings with the prisoners and staff
- \* Compulsory, additional and refresher courses/training from both the prison and the MOJ

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## Section 7

### GLOSSARY OF ESTABLISHMENT RELATED TERMS AND ABBREVIATIONS USED

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<b>A&amp;E</b> Accident & Emergency	<b>NCFE</b> Northern Advisory Council for Further Education
<b>ACCT</b> Assessment, Care in Custody & Teamwork	<b>NHS</b> National Health Service
<b>C&amp;R</b> Control and Restraint	<b>NOMS</b> National Offender Management Service
<b>CDI</b> Contract Delivery Indicators	<b>NPS</b> New Psychoactive Substances
<b>CNA</b> Certified Normal Accommodation	<b>OFSTED</b> Office for Standards in Education
<b>CRC</b> Community Rehabilitation Company	<b>OLASS</b> Offenders' Learning and Skills Service
<b>CSU</b> Care & Separation Unit	<b>OMU</b> Offender Management Unit
<b>FMI</b> Five Minute Intervention	<b>OSO</b> Operational Support Officer
<b>GOoD</b> Good Order or Discipline	<b>PAL</b> Prison Advice Line
<b>GP</b> General Practitioner	<b>PCO</b> Prison Custody Officer
<b>HMIP</b> Her Majesty's Inspector of Prisons	<b>PDP</b> Personal Development Plan
<b>HMP</b> Her Majesty's Prison	<b>PIP</b> Performance Improvement Plan
<b>IAPT</b> Improving Access to Psychological Therapies	<b>PRS</b> Prison Rating System
<b>IEP</b> Incentives & Earned Privileges	<b>PSI</b> Prison Service Instruction
<b>IMB</b> Independent Monitoring Board	<b>SCU</b> Social Care Unit
<b>IRC</b> Immigration Removal Centre	<b>SRU</b> Social Responsibility Unit
<b>ISPP</b> Indeterminate Sentence for Public Protection	<b>TTG</b> Through The Gate
<b>iTES</b> Introduction to Education and Employment Services	<b>UKBA</b> United Kingdom Border Agency
<b>MoJ</b> Ministry of Justice	<b>YO</b> Young Offender
	<b>YOI</b> Young Offender's Institution
<b>Gold Commander</b> Headquarters controller for serious incidents	<b>Silver Commander</b> Person in establishment in charge of serious incidents
<b>Bronze Commander</b> Local Sub Commander for serious incidents	<b>Operation Tornado</b> System to provide extra staff and resources for serious incidents

GLOSSARY: CODES FOR IMB APPLICATIONS

<b>Code</b>	<b>Subject</b>
<b>A</b>	Accommodation
<b>B</b>	Adjudications
<b>C</b>	Equality & Diversity (inc religion)
<b>D</b>	Education/employment/training inc IEP
<b>E 1</b>	Family/visits inc mail & phone
<b>E 2</b>	Finance/pay
<b>F</b>	Food/kitchen related
<b>G</b>	Health related
<b>H 1</b>	Property (within current establishment)
<b>H 2</b>	Property (during transfer/in another establishment)
<b>H 3</b>	Canteen, facilities, Catalogue shopping, Argos
<b>I</b>	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)
<b>J</b>	Staff/prisoner/detainee concerns inc bullying
<b>K</b>	Transfers
<b>L</b>	Miscellaneous