



**Annual Report**  
of the  
**Independent Monitoring Board**  
at  
**HMYOI Deerbolt**

**for reporting Year**  
**1 October 2016 to 30 September 2017**

**Published**  
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*Monitoring fairness and respect for people in custody*

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## Sections 1 - 3

### 1. STATUTORY ROLE OF THE IMB

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The Prison Act 1952 requires every prison 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.

## 2. EXECUTIVE SUMMARY

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2.1 This report, summarising the observations and judgements of the Independent Monitoring Board at YOI Deerbolt for the period 01/10/2016 - 30/09/2017, is based on evidence from visits to all areas of the establishment, meetings with staff and prisoners, documentary evidence, investigation into prisoners' applications, and Board discussions.

### 2.2 MAIN JUDGEMENTS

i Are prisoners treated fairly? We are satisfied that every effort is made to treat prisoners fairly and we have encountered no significant evidence of unjust treatment. We are concerned, however, that the data available to the DEM Team from the central Hub is neither timely nor sufficiently detailed to allow close monitoring of equality and inclusivity. [see below, Equality and Fairness]

ii Are prisoners treated humanely? We value the emphasis on humane treatment of prisoners given by the Governor and SMT and we see frequent examples of supportive treatment of prisoners by staff at all levels.

iii Are prisoners prepared effectively for release? Deerbolt is well provided with resources for training and education and there are encouraging signs that these are now being used more effectively. [see below, Education and other activities] We witness concern among some prisoners about the distance of Deerbolt from their home areas, particularly in the run-up to release. The prison does its best to address these concerns by providing resettlement assistance. [See below, Resettlement Preparation] Staff shortages have led to pre-planned restrictions in the prisoner regime, especially during the summer months, with consequent damage to the prisoners' quality of life.

### 2.3 MAIN OBSERVATIONS FOR THE MINISTER

A The Governor and senior management of the prison have given energetic priority to making and keeping Deerbolt safe as an environment for prisoners and staff, taking speedy steps to minimise the in-flow of psychoactive substances, mobile phones and other illegal items. The Board accepts the necessity for these measures, applauds their success and believes that they could offer positive examples to other prisons.

B Consequences of these measures (above), along with staff turnover and (in some areas) staff shortages, have led to impairment of the quality of prisoners' lives [see below, under Accommodation & Communication]. In the longer run, prisoner wellbeing and rehabilitation will suffer permanently if staffing levels are not improved and then maintained.

C The Board has observed that contractual services provided by (e.g.) Amey for maintenance works and Geo Amey for transport have repeatedly failed to deliver prompt and satisfactory outcomes, resulting in the frustration of the prison

management's attempts to ensure fair treatment of prisoners and effective preparation for their release. [See below, Accommodation and Resettlement Preparation]

## 2.4 MAIN OBSERVATIONS TO THE PRISON SERVICE

Given the geographical position of Deerbolt, distant from large centres of population, many prisoners' families and friends have difficulty visiting the prison. The provision of Accumulated Visits should provide some recompense for prisoners in this situation, however the Board has found that hardly any applications for Accumulated Visits come to fruition {see below, Equality and Fairness}. The Board asks the prison service to address the need for co-operation with host prisons and for timely transport for prisoners.

### IMPROVEMENTS

- The Board's major concern in recent years has been the lack of Through The Gate services at Deerbolt since the national decision to concentrate these services in nominated resettlement prisons. There have been no indications that the previous high proportion of prisoners in Deerbolt who are released directly from the prison is reducing. The Governor has addressed this concern by securing funding for CRC services and the evidence available to us shows this to have been effective. So long as funding for these services is maintained, the Board's concern in this area is allayed
- Last year (2015-2016) some prisoners with mental health problems were subject to lengthy delays awaiting assessment and transfer to secure facilities. The statistics for the year now under report indicate that there is no longer cause for immediate concern in this area.
- A new mode of work has been introduced in Education, featuring Academies which aim to integrate the acquisition of practical employment skills with improving literacy and numeracy (see below, section 9). Although it is too soon to evaluate this development fully, it gives early evidence of promise. The number of prisoners leaving the wings for education and work has steadily increased over the year under report.

### **3. DESCRIPTION OF ESTABLISHMENT**

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3.1 A maximum of 513 sentenced male offenders aged 18-21 are accommodated at HMYOI Deerbolt, Barnard Castle in County Durham. In the year under report the operational capacity has been reduced to allow for safety work on wings and numbers have fluctuated and generally been between 50 and 100 less than full capacity. Deerbolt is one of only two remaining stand alone Institutions for this age group in England, though plans are in place to widen the intake. There is no restriction on the length of prisoners' sentences,

3.2 The main providers of services in the prison are NOVUS (education), Amey (Works/maintenance), G4S (Health Care), TEWV NHS Foundation Trust (Mental Health). Visitor care and support is provided by the Voluntary Agency NEPACS which also offers provision for Family Visits and group work with young fathers.

3.3 The purpose-built establishment was opened in 1973. It includes an administration centre, nine residential wings with exercise yards, substantial industrial workshops and education classrooms, a gymnasium and chapel, a Reducing Reoffending Unit (RRU) and Visitor Centre. The buildings have been reasonably maintained but are of an age to require continuing improvement. In addition to new fire safety measures, many cells have been fitted with Mark 8 windows so as to inhibit access of drugs, etc. to the prison. A program of shower refurbishment has continued through the year.

3.4 There are extensive areas of grass, and cultivated plots of flowers and vegetables, which are generally well kept and constitute an attractive environment.

3.5 Prisoners are received from a wide catchment area so that Young Offenders from the local north east region are in a minority. A recent spot check indicated that 15.5% of prisoners at Deerbolt were domiciled in the North-East (i.e. Durham, Cleveland and Northumbria). Consequently many prisoners find themselves far from home. This impacts on prisoners both in terms of continuing contact with their families and home communities and also on their resettlement. As far as budgets allow the prison makes provision for these needs.

#### 4. SAFETY

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Deerbolt has put in place a number of regime changes and adopted several initiatives during the year to improve safety in the establishment.

- Early in the year significant amounts of contraband were getting into the prison. Speedy and flexible action taken by the prison has reduced the amounts. Examples are:
  - photocopying of all paper correspondence in case of PS impregnation,
  - replacement of outer cell windows,
  - searching of prisoners on return from the exercise yard,
  - banning of un-escorted prisoner movement
- Levels of bullying and violence increased and peaked in the spring. Prisoners in CSU regularly admitted being involved in violence as a result of bad debt. The limited supply of contraband in the prison led to higher prices, debts and levels of violence. This problem has ameliorated in more recent months.
- Gang related incidents also increased. Since the national reduction in young offender establishments Deerbolt receives prisoners from across the country. There has been confrontation from groups of prisoners from specific areas, particularly between those from the Manchester and Liverpool areas.
- Many prisoners experience difficulty with prison visits. One of the main reasons indicated for ACCTs is depression caused by separation from family and friends and very limited visits. In the early part of the year the number of ACCTs (Assessment, Care in Custody and Teamwork records) in place was regularly over 5% of the population (though this figure includes a small number of prisoners repeatedly placed on ACCTs, in some cases 3 to 4 ACCTs in a month). Fifteen IMB Applications showed concern with this issue in various ways.
- Board members often receive enquiries and applications from prisoners about Accumulated Visits. However, we have received written notification from the Offender Management Unit that since the middle of 2016 only one prisoner has been able to make an external prison visit. Fifteen out of the eighteen applications agreed at Deerbolt and submitted were rejected by the prisons approached, with a variety of reasons being given.
- Instances of self-harm were recorded at an abnormal peak in December but the overall figures included several individual cases of repeated self-harm, in the case of one prisoner 6 times in one month. Since December there has been a significant reduction in self harm, with a percentage of less than 3% each month since February. The statistics show that a significant majority of self harm has been caused by cuts.
- The ACCT process as observed by Board members works extremely well and is closely monitored by the prison. The introduction earlier in the year of a nominated senior officer for each prisoner on an ACCT is a positive step.
- Statistics show incidences of bullying at levels between 6 and 10%, but prisoner feedback collected from a range of sources including the MQPL survey, is that they feel safe. 'Listeners' also report that this is not an issue that causes them concern. While the

number of trained listeners is subject to change with prisoner transfers, continuous training is maintained to renew the numbers with the aim of keeping up to fifteen in place.

- The prison's Induction programme includes individual assessment and aims to get prisoners speedily onto the Induction wing. Problems have arisen with prisoners arriving with inadequate medical information/medication. In some cases they have been deemed unfit to travel by health care staff at Deerbolt. Similarly, prisoners have been transferred when on an open ACCT without prior warning or even without requisite paperwork. The board has evidence that Deerbolt responds well to these cases and feedback from prisoners on ACCTs is that they are getting good support. During the year 2 prisoners were moved to a secure mental unit after being assessed.
- Statistics show low levels of assaults on staff: for example, in the month of August 2017 27 such assaults were recorded, a substantially lower level and percentage rating than comparator prisons, among which the lowest recorded figure was 71. Board members see these statistics regularly and can vouch that this figure is not atypical, and our own observations are that relationships between prisoners and staff are generally good.
- The Inquest following from the death of a prisoner in custody detailed in last year's annual report took place at the end of February 2017. The coroner commented favourably on the quality of the statements and responses to questions made in court by staff of Deerbolt. He was satisfied that he did not need to report any matter under the prevention of future deaths.
- The trial has taken place at Teeside Crown Court of an officer who assaulted a prisoner at Deerbolt on August 1st 2016. He has received a suspended sentence and community service order. At the time of the incident, a member of the Board noted what she regarded as signs of the use of excessive force in the restraint of this prisoner. This observation was one factor leading to the prompt investigation of the incident by the Governor and the ensuing suspension (now dismissal) of the officer primarily concerned.



## 5. EQUALITY AND FAIRNESS

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- The work of the Diversity & Equality Management Team, DEMENT, has been re-energised during the year and the team now meets monthly chaired by a governor. Strand leads and deputy strand leads for the protected characteristics are clearly identified and attendance at the meeting has improved with actions being followed through. The limiting factor in all their work is lack of staff hours.
- The work of the board is informed through prisoner groups. There are diversity champions and BME reps on each wing which meet to take concerns from the prisoners, these are then fed into the meeting.
- A calendar of events is produced which includes religious festivals and Awareness events such as Black History month.
- Data gathered on prisoner's sexual orientation consistently shows the number of prisoners identifying as other than heterosexual is exceptionally small: typically one or two out of 400. DEMENT has recognised the importance of staff training in this area. LGBT training has been included in staff training days and may be extended to prisoners
- All Discrimination Incident Reporting Forms, DIRFs, are investigated in a timely manner  
The total number received; Jan to Dec 2016 = 56  
The total number received; Jan to Sept 2017 = 25
- As noted in previous reports National Hub data is given historically and with insufficient detail to offers insight into local situations, seriously hampering the work of DEMENT.
- The board has noted the work of the chaplaincy across the prison. This year a managing chaplain has been appointed for Deerbolt. All major religious festivals are recognised. The chaplaincy together with the kitchens supported the Muslim prisoners during Ramadan. The number of Muslim prisoners in Deerbolt at the time of writing of this Report stands at 81, 20 percent of the population.
- Deerbolt benefits from the work of the NEPACS charity in supporting visitors to the prison. Successful Father & Child and Family days have taken place across the year. A Dads class which incorporates basic parenting skills, healthy relationships and the impact of domestic violence took place across four mornings in August. There are plans to run this course again.

## **7. SEGREGATION/CARE AND SEPARATION UNIT**

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- For the last reporting period (2016) the number of daily adjudications varied between 3 and 8 per day. For the current period there has been a significant increase, mostly due to 'spice' and mobile phone finds, and a daily average of 12/13 adjudications are reported, with as many as 17 in one day.
- The regime's aim is that Care and Separation Unit (CSU) only holds prisoners who cannot reasonably be returned to normal location. Some prisoners who would normally be held in the CSU are held on 'I' wing, within close proximity to healthcare, being one step to their return to normal location, but still under CSU rules.
- During the reporting period, a total of 140 Rule 49 reviews were held, almost all attended by the IMB. Board members do not always visit prisoners prior to these reviews: in many cases no staff are available to give access to their cells.
- The Independent Judge now attends Deerbolt every two weeks – instead of every month as previously. He dealt with 230 cases, significantly more than the previous reporting period. IMB members continue to be very impressed with the professional, expeditious and ultimately fair manner in which the Judge deals with the cases presented to him.
- Board members observe continuing problems with the increasing number of 'poor copers' in CSU and the rising proportion of prisoners from far afield. These often cause trouble in hope of a transfer. The CSU can still be seen as a refuge from drug sale debt collection activities. Deerbolt Senior management are aware of the pressure on CSU staff and give them their full support. The Governing Governor continues to visit the Unit on a very regular basis, much to the satisfaction and morale of the staff on the Unit.
- During the reporting period the long awaited refurbishment of the showers was completed, although the staff room promised more than two years ago has yet still to materialise. With the installation of Mark 8 windows in the CSU, the incidence of litter being thrown out of the windows has been totally eliminated.
- The Segregation Monitoring and Review Group (SMARG) meet quarterly. In these meetings individual cases are discussed in detail and plans for each segregated prisoner are developed, with the objective of a return to normal location. The date and time of the meeting continues is still subject to frequent changes leading to attendance problems.

## **7. ACCOMODATION (including communication)**

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- Progress has been made during the year in addressing inadequacies in prisoner accommodation. Mark 8 windows have been installed on outward-facing sides of wings and a complete programme of window replacement is now funded. Upgrading of showers has continued, though B wing showers (as noted in last year's Report) still await refurbishment. Fire prevention enhancement has been undertaken on a wing-by-wing basis. A new staffing policy has been implemented, with a senior officer allocated to each wing: this is a recent development, but Board members have seen signs that it has improved the management of wings. The non-smoking policy has not yet been extended to an entire wing, though it is planned to be extended throughout the prison in January 2018.

- A number of other significant improvements have been planned since the beginning of the year under report planned but have been subject to serious delays.

New curtain material has been acquired a year ago. For fitting this requires a wooden batten and velcro to be installed in each cell. The contractors have been unable to provide joiners to do this work.

A programme of re-painting of wings has been in place for some months, but work is not yet under way. 150 new lockers have been acquired but none have yet been installed.

Simple privacy screens to provide visual cover for cell toilets have been planned for some months, but installation has hardly begun.

- Pending progress on these improvements, accommodation for prisoners at Deerbolt is spartan and offers little encouragement to inmates to care for their environment. While the Governor and Senior Management Team aspire to improve matters, we are not convinced that the contractors or other maintenance staff are able to meet their obligations in a timely way.

- Kitchen staffing has been more stable than in the previous year, and there have also been fewer long-term equipment failures.

- Food Comment Books are not put in an accessible place on the wings and so are little used: this makes it difficult for Board members to monitor the level of satisfaction or dissatisfaction among prisoners. There are very few IMB applications or normal complaints on the subject of food.

- Once again, special provision for Ramadan was well managed and appreciated.

- After an introductory period, the new policy of making a weekly breakfast pack available at the beginning of each week appears to be being managed sensibly by prisoners.

- It remains the case that there is no provision for communal eating at Deerbolt

(see last year's Report). The Board considers that practical obstacles are not such as to rule out planning for targeted trials of shared eating arrangement, as a simple but significant aspect of rehabilitation.

- Communications between prisoners and the outside world have been much disrupted during the year. Two factors have combined to bring this about.
- The use of impregnated paper to bring illegal substances into the prison led to a decision to withhold paper communications for prisoners, letters and photographs being photocopied in the Mail/Censor's Room and the copies made available to the recipients. This brought about delays in mail delivery to prisoners.
- These delays were seriously compounded by the lack of consistent and adequately trained staff in the Censor's Room. At times the backlog observed by Board members both of letters and packages (awaiting testing by sniffer-dogs) has been unacceptable. This has been the subject of many complaints and applications by prisoners. A recent staff appointment has been introduced with the aim of improving efficiency in this department. The board will monitor this closely as failures in this area by the prison have a particularly damaging effect on the humane and fair treatment of young offenders.

## **8. HEALTHCARE (including mental health and social care)**

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- Provision of all aspects of healthcare at Deerbolt is well managed and monitored. Monthly Prison, Operational and Clinical Governance Forum meetings are held, which are chaired by the prison's governor. Attendees of these meetings include an IMB representative, providers of services and commissioners. Monthly reports from the providers include details of waiting times and current issues that may affect service provision.
- A nurse assesses prisoners, during the reception process, prior to them being placed behind a closed door.
- Throughout the year, access to a GP has been available on the same day for urgent cases, with next day for non-urgent. There is quick access to the dentist for urgent appointments, with other appointments available with a four-week wait.
- Mental health nurses are very responsive to urgent requests for assessments. General appointments with a psychiatrist have been within the six-week target during the majority of the reporting period, however at the time of writing, this has recently risen to seven weeks. There has been an increase in demand for mental health services throughout the year, with approximately 25% of prisoners being on the caseload of mental health providers.
- In June, a review of mental health services at Deerbolt was made. 82% of standards were met. Prisoner involvement and partnership working were found to be excellent.
- Board members have found much appreciation among prisoners of the standard of care and treatment they receive at Deerbolt. Very few complaints were received throughout the year, with zero complaints for some months. No complaints were upheld after investigation. Compliments for the nursing staff are readily obtained on talking with the service users. Comments included; "they understand me and talk to me. I trust them", "the Deerbolt nurses are brilliant".
- Health promotion follows a calendar of events throughout the year. These are both for physical and mental health issues and often mirror "outside" events, such as World Suicide Prevention and National No Smoking Day.
- Due to a lack of funding, hand-washing facilities are not available in all areas where medicines are administered. This is a recommendation by HMIP. However, the available funding is being used to upgrade the reception medication room to the required standard. The lack of hand-washing facilities will remain on the Action Plan of the provider.

## 9. EDUCATION

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- Three years ago reporting on 2013-2014, the Board was very concerned about education provision at Deerbolt, identifying a disconnect between the objectives of the Education provider, and the needs of the prisoners and the prison regime. Education was mainly focused on “academic” courses which would lead to national qualifications.
- Reporting on 2014-2015, the Board noted that Education was hampered by high staff turnover and delay in appointing new teachers/instructors. The Board reported that the new Governor was as concerned as the Board was about low prisoner participation in Education. Steps were taken to address these concerns.
- In the Board’s 2015-2016 report, the Board noted that a start had been made on teaching remedial English and Maths as part of craft skills. During the year now under report Deerbolt embarked on a wholesale re-organisation of Education and Activities, setting up “Academies” which aim to integrate learning practical employment skills with improving literacy and numeracy. The new Academies are detailed in the section on Work, Vocational Training and Employment. The statistics in that section show that activity attendance and course utilisation have improved markedly.
- The Board now judges that the prison, together with education provider NOVUS are striving to provide education to meet the needs of prisoners in a format that makes it both effective and palatable for prisoners.
- However, some courses which are required by prisoners’ sentencing plans are not available, such as training for sex offenders.
- A high turnover among Teacher/Instructor staff and delays in recruitment continue to give concern. Currently there are two teacher vacancies. Work is only cancelled for Annual Leave or ‘on the day’ sickness and cancellations have been reduced over the year.
- Prisoners’ learning needs are assessed soon after arrival, but too often it is prisoners’ wishes, rather than needs, that are noted, and notice is not always taken of restrictions arising from a prisoner’s risk assessment.
- A “Gateway” system helps prisoners who lack literacy and numeracy, or who are vulnerable, or too frightened to move around the prison. Education material and one-on-one support is offered in cell on the wings and in the Care and Separation Unit.
- The Gym is well-equipped and very popular, with plans to introduce an academic element of Sports Science into the Gym offer.
- The Library is a first class facility provided by Durham County Council, with a good choice of books and it is evident that many prisoners develop reading skills and interests to new levels. The Library staff also organise Cultural Activities. The First World War theme was continued so that Remembrance Day 2016 included a well-rehearsed Prisoner Choir singing songs from the 1914-1918 period.
- Overall, the Board observes that a positive transformation has taken place over

three years in the Education and Activities offered to prisoners. There has been a step change in prisoner involvement, and the “Academy” principle can be expected to instil life-changing improvements in general attitude and employability during a prisoner’s sentence. It is regrettable that these changes are taking so long to put fully into effect.

## **10. WORK, VOCATIONAL TRAINING and EMPLOYMENT**

- The board has been concerned that prisoner participation in Activities has been hampered by a requirement for them to achieve NVQ level 3 in Maths and English before engaging in work related activity. A further barrier was that the available activities were only open to Low and Medium Risk prisoners. During 2016-2017 this problem has been addressed by the creation of integrative Academies, noted above. Activities within the Facilities Management Academy are being opened to High Risk prisoners.
- To incentivise attendance, pay rates have been standardised across all activities (except for kitchen and laundry which have higher rates). There are currently 2 prisoners on Nil Pay as they make a deliberate choice not to engage in any activities.
- Members of the Board have observed core education subjects being taught to small groups within the Print Shop, Joinery and Laundry and note that the development of the Academy system has been supported by regular feedback from prisoners.
- The Academies are developing as follows:
  - Construction Academy started in September 2016.
  - IT Academy started in 2016.
  - Horticulture Academy started in 2017 as a joint initiative of Novus and the Prison.
  - Facilities Management due to be fully opened later in 2017. This includes Waste Management/Recycling/Industrial Cleaning/Laundry/Packing and Printing.
  - Catering Academy start date to be confirmed. This involves the work of the main kitchen and the training kitchen.
- Prisoner engagement has improved as the Academies develop. Attendance versus maximum capacity was 42.95% in September 2015 and 70.51% in September 2016. 52.83% in March 2016 and 71.03% in March 2017 and 65.05% in July 2016 and 74% in July 2017. On 2nd May 2017 50 prisoners were unemployed out of a roll of 407 i.e. 12.28% but this changes on a daily basis. Out of this 50 there were 11 in cells on ACCTs (Assessment, Care in Custody and Teamwork) or unable to come for other reasons and these prisoners are seen on an outreach basis. The Board has noted that some of these prisoners complain that they do not have sufficient activity to keep them occupied.

## **11. RESETTLEMENT PREPARATION**

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- One of the Board's principal concerns last year, addressed both in the Annual Report for 2015/6 and in correspondence with the Minister for Prisons was the lack of provision for resettlement services at Deerbolt, in spite of the high proportion of our prisoners being released directly from the prison. This concern has been addressed during the year now under report. The Governor secured funding (at first on a temporary basis) for staff from the local CRC (Durham Tees Valley) to work on two days in every week meeting with all prisoners due for release and providing Through The Gate services. This provision goes a long way to meeting the Board's previous concern. However, we remain anxious that, so long as the official policy of the Prison Service designates only a limited number of prisons for Resettlement, the basis for funding of these services in prisons like Deerbolt may be insecure.
- Properly staffed Through The Gate services are clearly beneficial to prisoners released into the community, but there are still difficulties and disadvantages for prisoners who are released far from home. Offender Management staff at Deerbolt, responding to pleas from prisoners, do their best to arrange transfers for those living at farthest distances. These attempts frequently founder because Resettlement prisons decline to accept prisoners for transfer: some do not respond to applications at all, others set their own timetables for accepting transfers, ignoring the national standard of 12 weeks prior to release. Difficulties are also still encountered in securing transport for transfers.
- Deerbolt has no specialist resources for providing for the resettlement needs of Sex Offenders, some of whom spend part (a few, all) of their sentences at Deerbolt and may be released from here.
- The Board welcomes the changes being introduced in the provision of Education and Work (see above, sections 9 and 10) and sees that they have the potential to improve the effectiveness of Deerbolt as a longer-term environment for rehabilitation, resettlement and future employment. The Board also applauds the Governor's aim to re-introduce opportunities for prisoners to engage with the wider community by carefully planned and managed ROTL (Released on Temporary License) placements.

## Work of the Board

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<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	14
Number of Board members at the start of the reporting period	13
Number of Board members at the end of the reporting period	13
Number of new members joining during reporting period	5
Number of members leaving within the year	5
Number of attendances to the prison other than Board Meetings	259
Number of visits to the prison including all meetings	364
Total number of applications	130

## Applications to the Board

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Code	Subject	Year 11/ 12	Year 12/ 13	Year 13/ 14	Year 14/1 5	Year 16/ 17
A	Accommodation	5	0	0	5	0
B	Adjudications	8	4	4	9	5
C	Equality & Diversity (inc religion)	1	1	0	8	1
D	Education/employment/training inc IEP	19	9	7	9	4
E 1	Family/visits inc mail & phone	28	10	10	7	28
E 2	Finance/pay	9	7	6	6	5
F	Food/kitchen related	1	2	3	3	1
G	Health related	2	0	1	0	3
H 1	Property (within current establishment)	4	7	7	8	13
H 2	Property (during transfer/in another establishment)	5	3	7	5	14

H 3	Canteen, facilities, Catalogue shopping, Argos	3	0	0	2	2
I	Sentence related (inc. HDC, ROTL, parole, release dates, re-cat etc)	5	2	9	10	5
J	Staff/prisoner /detainee concerns inc bullying	8	3	10	22	18
K	Transfers	22	5	10	24	18
L	Miscellaneous	30	24	27	12	13
	Total number of IMB Applications	150	77	101	129	130
	Of total: Confidential Access	1	0	1	2	3