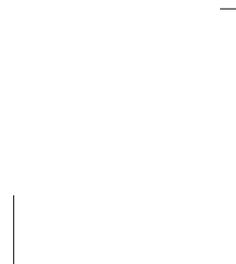




Annual Report of the Independent Monitoring Board at HMP/YOI Hindley

**For reporting year
1 January 2020 to 31 December 2020**

Published April 2021



Contents

Introductory sections 1 – 3	Page
1. Statutory role of the IMB	3
2. Description of the establishment	4
3. Executive summary	6
Evidence sections 4 – 7	
4. Safety	10
5. Fair and humane treatment	14
6. Health and wellbeing	19
7. Progression and resettlement	23
The work of the IMB	28
Applications to the IMB	29

Introductory sections 1 - 3

1. Statutory role of the IMB

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 is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- 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
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- 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.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that States designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The Independent Monitoring Board (IMB) is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

2.1. The secure site at HMP/YOI Hindley was originally opened in 1961 as a borstal and was re-rolled in 2015 as a resettlement prison for category C prisoners and young adults aged 18 to 21 years.

2.2. The prison used eight residential wings in 2020, including the pre-psychologically informed planned environment (pre-PIPE) 10-bed unit and a separate care and segregation unit (CSU). During the pandemic, from March until October, the pre-PIPE unit was closed and used as the prison shielding unit.

2.3. The prisoners and young adults mix throughout the day in all areas, with one residential wing dedicated to those under 21 years. This interaction was reduced during the constraints of the COVID-19 regime. The operational capacity is 590 and the certified normal capacity is 526.

2.4. The establishment houses category C adult men who have less than four years of their sentence to serve, and young adults (18 to 21 years of age) who are serving sentences of over 12 months and up to four years.

2.5. There is a large sports hall, marked out for football, badminton and volleyball; two fully equipped weightlifting areas; a cardiovascular area; a remedial room; good showering and changing facilities; two 'Astroturf' football pitches; and a grass sports field. COVID-19 restrictions limited the use of sports facilities from March 2020.

2.6. Healthcare services were provided by Greater Manchester Mental Health NHS Foundation Trust (GMMH), which took over the management of all healthcare provision in the prison from April 2020. All appropriate healthcare staff have been transferred across from the previous primary healthcare provider, Bridgewater Community Healthcare NHS Trust. The healthcare team operates 24 hours per day, seven days a week, with qualified nurses available throughout. The healthcare centre is purpose built and houses daily GP and twice-weekly dental surgeries, immunisation sessions and a variety of nurse-led specialist healthcare and wellbeing clinics. During 2020, because of COVID-19, some services were suspended, and healthcare staff visited prisoners on the wing or used in-cell telephony for consultations.

2.7. The education services are provided by Novus. COVID-19 restrictions on prisoners and Novus staff meant that, for most of the year, education was restricted to in-cell activities, packs and, of necessity, non-accredited qualifications.

2.8. Maintenance of the estate is provided by Amey. There are positive relationships between the prison and on-site managers but there are continuing concerns about some delays in completing work, which has been further hindered by the social distancing requirements and the understandable wariness of the maintenance staff.

2.9. The prison has two multi-faith centres, which provide a full programme of services, groups and support for all faiths and none. These have been substantially curtailed by the COVID-19 restrictions.

2.10. While retaining its independence, the Board has had an open and honest relationship with all three Governors and the management team during the year, with excellent communications.

3. Executive summary

3.1 Background to the report

3.1.1. The COVID-19 outbreak has had a significant impact on the Board's ability to gather information and discuss the contents of this annual report. The Board has therefore tried to cover as much ground as it can in these difficult circumstances, but inevitably there is less detail and supporting evidence than usual. Ministers are aware of these constraints. Regular information is being collected specifically on the prison's response to the pandemic, and that is being collated nationally.

3.1.2. 2020 was an unprecedented and unique reporting year on which to provide comment and judgements. The initial three months were the continuation of prison life as we knew it, but since March, and so for most of the year, the prison, and indeed the country, was subject to varying degrees of restriction and changes to regime.

3.1.3. These changes have undoubtedly kept the prisoners of HMP/YOI Hindley safe, and the vast majority accepted the need for them and were appreciative of the efforts taken on their behalf. Staff and managers worked tirelessly on behalf of the prisoners to minimise the risk of the virus and to provide a safe environment. This is reflected in the fact that, during the year, there was only one positive COVID-19 case, in a prisoner who contracted the virus during a hospital visit and has now fully recovered.

3.1.4. The emerging frustrations among prisoners, as in the wider community, result from there being no end in sight to the restrictions.

3.1.5. The national restrictions impacted on the work of the Board and necessitated changes in procedure, remote monitoring and a reduction in direct prisoner contact. Members were concerned about servicing Board applications during the lockdown and encouraged prisoners to use the national 0800 application line.

3.1.6. A significant change in the year saw the Governor transfer to HMP Liverpool in February, with an Acting Governor appointed until September, when the new permanent postholder took up her post. The Board is pleased to note that excellent relationships and respect were maintained throughout this process, and the new Governor is keen for these to continue.

3.1.7. Her Majesty's Inspectorate of Prisons (HMIP) carried out a scrutiny visit to Hindley in December 2020; the Board has used some of the resulting survey data and triangulated the findings of HMIP in the production of this annual report.

3.1.8. Hindley, as a resettlement prison, serves the wider North West community, incorporating both Greater Manchester and the Liverpool City Region. This produces its own challenges, with prisoner home allegiances creating tensions and the necessity of liaising with a wide range of community partners, with varying degrees of coverage and inconsistency of provision.

3.2 Main judgements

How safe is the prison?

The Board considers HMP/YOI Hindley to be a safe environment for prisoners (see paragraphs 4, 4.2.3, 4.2.6, 4.3.1 and 5.1.5).

How fairly and humanely are prisoners treated?

The Board considers that prisoners are treated with a high level of fairness and humanity. Positive and constructive staff/prisoner relationships are evident across the prison and there is a strong emphasis on fairness and decency (paragraphs 5.1.11, 5.2.4, 5.2.6, 5.2.9, 5.3.2, 5.4.5 and 5.5.2).

However, the original living accommodation (wings A to D) and kitchens are cramped and no longer fit for purpose (paragraphs 5.1.3, 5.1.6, 5.1.7 and 5.1.10).

How well are prisoners' health and wellbeing needs met?

The Board believes that the prisoners' health and wellbeing needs are met satisfactorily (see sections 6.1 and 6.2, and paragraphs 6.4.3 and 6.5.2).

The mental health team especially had additional calls on their expertise due to the long periods of lockdown and its wider consequences. (paragraphs 6.2.2 and 6.2.3)

How well are prisoners progressed towards successful resettlement?

Resettlement services have adapted working practice in response to the pandemic restrictions imposed and have generally maintained service provision. However, the Board has some concerns regarding the robustness of systems, exacerbated during the lockdown, to support transition on release of prisoners, and the consistency and availability of advice and guidance (paragraphs 7.3.2, 7.3.5, 7.3.7, 7.5.1, 7.5.5, 7.5.7 and 7.5.8)

3.3 Main areas for development

TO THE MINISTER

HMP/YOI Hindley was originally established as a borstal and the cells are sized accordingly for twin occupancy. For an adult prison, they are now too cramped, do not allow for any privacy and are hard to maintain.

Can the minister expedite the necessary funding to support improvements to bring living conditions at Hindley to an acceptable standard?

TO THE PRISON SERVICE

The Board is concerned about some of the current windows installed at HMP/YOI Hindley. Prisoners discard litter and food waste via their windows, causing unacceptable levels of litter, and health and safety risks. Newer designs or modifications would lessen litter, reduce opportunities for acquiring drugs from external sources and lower the risk of self-harm or potentially committing suicide by tying a ligature to the structure.

Would the Prison Service support prioritising further improvements for the safety of prisoners at Hindley?

TO THE GOVERNOR

The Board understands the challenges which the COVID-19 pandemic has caused but is concerned about the consistency and availability of the information, advice and guidance provided for prisoners released from HMP/YOI Hindley.

The Board continues to be concerned about the implementation of an updated, understandable incentives and earned privileges (IEP) scheme, as highlighted in last year's report.

The Board is concerned about the apparently increased availability of illicit substances within the prison.

Could the Governor provide a report on the progress of the plans in respect of all three of these issues and their detailed implementation plans, including timescales?

3.4 Progress since the last report

3.4.1. The Board is conscious of the impact of the COVID-19 restrictions, in place for 9.5 months of the reporting year, and the consequential diversion for managers, but believes that progress since the last report has been limited in the areas highlighted at that time.

Areas for development	Progress made (Board's view)
A better, coordinated approach to the release of prisoners	This remains a concern of the Board, and the COVID-19 restrictions imposed have worsened rather than improved the situation
Lack of adequate security around the prison perimeter, resulting in throwovers and fence breaches	Further investment has been made, particularly into closed-circuit television, which has contributed to the increased detection rate of security breaches. However, the funding of repairs to the external fence has been withdrawn, which is a frustration to prison managers and the Board
Development of an effective IEP scheme	No new scheme has been introduced, although further effort has been made to ensure that the current scheme is implemented consistently across the prison
Improvements to the fabric and condition of the estate	Prison staff have worked hard to maintain and refurbish the residential areas, within budget constraints, but four wings remain cramped, unsatisfactory and no longer fit for purpose
Food delivered to the wing cold	New heated trolleys have increased the temperature of the meals on delivery to the wing, and the number of complaints has reduced as a direct result

3.4.2. The management of COVID-19, the partnership working with healthcare staff and Public Health England, and the timely introduction of clear guidelines to staff and prisoners has resulted in just one case of the virus in the reporting period, which is to be commended.

3.4.3. The work of the decency team in engaging with prisoners, instilling positivity and embedding an awareness of the life beyond the prison walls has done much to improve morale among prisoners.

Evidence sections 4 – 7

4. Safety

The safer custody group, which oversees the safety of prisoners, has met irregularly during the year, and this, combined with late changes to the timings of meetings and reduced attendance at the prison, has meant that the Board has not been in attendance. The data has been well analysed throughout, but not apparently used to produce a clear strategy to reduce violence and self-harm or aid decision-making. A change of Governor and other managers at the end of the year, and some feedback from HMIP, should refocus the team.

The HMIP survey of prisoners shows that 13% of prisoners felt unsafe, with 15% reporting bullying from other prisoners.

4.1 Reception and induction

4.1.1. Hindley received, on average, 13 new arrivals each week.

4.1.2. The original reception area was not used as such from March, but by the end of the year was used to scan the prisoners arriving and check property before transfer to the reverse cohort unit (RCU). This unit was initially just on E wing but by the year-end had split between E (adults) and F (young adults) wings.

4.1.3. The move to the RCU was central to the precautions against COVID-19, minimising opportunities for cross-contamination, although it meant that prisoners spent longer on the cellular transport after arriving at the site than previously. However, as the transport was direct, not collecting from other prisons en route, less time was spent getting to Hindley.

4.1.4. All cells had in-cell telephones with access 24 hours a day from March, enabling prisoners to contact their families from their first night at the prison.

4.1.5. On arrival, prisoners underwent thorough searches (using an updated body scanning chair, by an officer, and on occasion using drug detection dogs) and a healthcare screening, and were given the opportunity to shower. Towards the end of the year, an X-ray body scanner was also introduced.

4.1.6. The formal induction process was replaced with a booklet, which staff used, where possible, in an individualised introduction to life at Hindley.

4.1.7. Education assessments could no longer be undertaken face to face in the RCU, and instead were carried out remotely using in-cell packs. Induction packs and initial assessments for mathematics and English, and the learning support screenings were undertaken by the information, advice and guidance staff and, where necessary, supported by the use of internal mail and in-cell telephones.

4.1.8. There were only three recognised Listeners in December, as opposed to 10 earlier in the year. As a resettlement prison, the population is transient and COVID-19 has meant that, as yet, no replacement Listeners have been trained. The introduction of in-cell telephones, with free access to the Samaritans helpline, partially mitigated the shortfall but did not replace the face-to-face approach.

4.1.9. Prisoners spent 14 days on the RCU, where there were up to 12 cohorts residing at any one time. Each cohort was released from their cells for showers and

exercise as a distinct group, for as little as 45 minutes per day, dependent on the number of cohorts in residence. The communal areas were then cleaned before the next group was unlocked. This presented logistical challenges for staff, with frequent locking and unlocking, which impacted on the prisoners, with reduced time out of cell, but was necessary to protect against the COVID-19 virus.

4.2 Suicide and self-harm, deaths in custody

4.2.1. For the second consecutive year, there were no deaths in custody. The inquest on the prisoner who died in May 2018 is still awaited, and this extended delay is distressing for the family and staff involved.

4.2.2. There was a comprehensive analysis of the relevant data, which was reviewed at each safer custody meeting, with advice to staff as appropriate.

4.2.3. The incidence of self-harm reduced by 36% from last year, with the biggest falls in February (pre-COVID-19), May, June and September, which compared favourably to comparator prisons. The main reasons for self-harm continued to be the threat of violence from other prisoners, bullying, debt and mental health issues. Prisoners also resorted to self-harm when they did not wish to move cells when being relocated to another wing or the segregation unit.

4.2.4. Thirty per cent of all incidents of self-harm were carried out by just four individuals with complex needs. The two still resident at Hindley at the end of the year were accommodated on the pre-PIPE unit. Towards the end of the year, there was an increasing trend in self-harm among the young adults, who, although representing only 31% of the population, accounted for over 60% of the incidents.

4.2.5. The prison adapted good mechanisms for supporting the most vulnerable prisoners. The number of assessment, care in custody and teamwork (ACCT) documents open at any one time varied, but their overall quality, active management and monitoring were consistently high, with the support of the safety custody team. ACCTs were implemented by well-trained and -supported managers and multidisciplinary teams. There was limited use made of prisoners' families as part of the review process, which could have enhanced the benefit for most vulnerable individuals.

4.2.6. The initial lockdown in March saw a significant reduction in the number of ACCTs opened; however, with some easing of the regime the number increased, usually remaining in single figures at any one time. In the final quarter, 82 ACCTs were opened, of which 44% were closed within 24 hours and 74% within seven days. The Board believed that this illustrated the concern of staff, highlighting potentially vulnerable prisoners, which is more an indication of good practice than incorrect following of procedure.

4.2.7. There was a larger proportion of ACCTs raised among younger prisoners, as expected, with the larger proportion of incidents identified in that age group.

Analysis by age	18-21 years	21-25 years	26-35 years	36+ years
% of population	31%	11%	35%	23%
% of self-harm incidents	42%	9%	30%	19%
Number of ACCTs	116	22	100	62
% of ACCTs	39%	7%	33%	21%

4.3 Violence and violence reduction, self-isolation

4.3.1. Overall levels of violence fell by 29% in 2020, dipping to the lowest point in April, May and June, during the first lockdown. However, there was an upward trend over the final half of the year, to nearer pre-COVID-19 levels.

4.3.2. The Board was pleased to see that the number of incidents of violence against staff fell by 28% (2019: 87; 2020: 63).

4.3.3. A greater proportion of the incidents were carried out by prisoners aged 18–21 years, and work is ongoing on a strategy to support young adults further.

Analysis by age	18-21 years	21-25 years	26-35 years	36+ years
% of population	31%	11%	35%	23%
% of violence	61%	9%	22%	8%
Number of individuals	248	38	90	32

4.3.4. At the beginning of the year, the Board was concerned about the increasing number of prisoners choosing to self-isolate, citing threats from other prisoners as the main reason. The restricted regime reduced this number, although some chose to continue as a further precaution against COVID-19.

4.3.5. Challenge, support and intervention plans were not used during the first lockdown but were reactivated in the autumn. They are well targeted and provided more integrated interventions for the most challenging prisoners.

4.4 Vulnerable prisoners, safeguarding

4.4.1. There is no dedicated vulnerable prisoner unit at HMP Hindley.

4.4.2. The pre-PIPE unit, for 10 prisoners, with a resident psychologist, houses vulnerable prisoners meeting specific externally set criteria. Between April and October, the unit was used as a shielding unit for prisoners vulnerable to COVID-19, and ceased its specialist, targeted activity.

4.4.3. Prior to lockdown and the reclassification to the shielding wing, the unit had established itself, was at capacity and was having a positive impact. The extended break meant that the unit had to restart programmes and establish relationships with the prisoners afresh. The Board was pleased to see the unit return to its intended use.

4.4.4. Although there is now an enthusiasm from the prisoners to transfer to the unit, places are limited to 10, with a maximum of three young adults. As an independently funded unit serving the wider region, strict criteria must be met before a place is allocated and these are from the wider region, not just HMP/YOI Hindley.

4.5 Use of force

4.5.1. The use of force committee, chaired by the Deputy Governor, monitors and reviews all incidents involving force, including the use of PAVA spray or batons. A number of these, randomly selected, are given more detailed scrutiny. The meeting is regularly attended by the Board, even during the COVID-19 pandemic, when restrictions have limited the number of attendees. The review is rigorous, well attended, and with data and evidence to support decision-making. Accurate, detailed minutes are produced, with a clear set of actions.

4.5.2. The number of incidents where the use of force was deemed necessary to control the situation was similar to that in 2019.

	2020	2019	Variance	% Variance
Number of incidents	372	378	-6	-1.6%
Number of staff involved	987	1109	-122	-11%

4.5.3. PAVA was used on three occasions during the year to diffuse a threatening situation; none of these were planned.

4.5.4. Although 42% of the population is under 25 years of age, 63.4% of the incidents involving the use of force concerned this age group.

4.5.5. It was not noted that BME prisoners were involved disproportionately in these incidents.

4.5.6. The Board was notified promptly of most serious incidents, and attended the majority. There have been fewer such incidents during the year, compared with last year, with eight in 2020 and 11 in 2019, and all were because of prisoners at height, normally on the netting. The Board believed that they were handled professionally throughout, calling for external support when required.

4.6 Substance misuse

4.6.1. In the HMIP survey, 26% of prisoners said that it was easy to get illicit substances within the prison, and this was having a notable impact on prison life. Mandatory drug testing was suspended during the first lockdown, but was reintroduced when restrictions were partially lifted in October. In November, the MDT positive rate was 59%, which decreased to 26.7% in December.

4.6.2. The security team was experienced, and good use was made of intelligence to inform planning and action plans.

4.6.3. In recognition of the priority given to reducing substance abuse, a governor has been allocated as the lead on a new drug misuse strategy.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

5.1.1. Accommodation was located over eight wings, including the CSU and pre-PIPE unit for 10 prisoners. This specialist unit was used as the shielding unit during the first six months of the COVID-19 outbreak, and it was only in the last few weeks of the reporting year that it returned to its original purpose. At the end of the year, there were RCUs on E and F wings, one each for category C prisoners and young adults.

5.1.2. The prison had limited access facilities for people with a physical disability, which has the potential to impact prisoners, staff, visitors and volunteers.

5.1.3. The improvements in cleanliness and hygiene standards have been maintained, and further work undertaken. However, the age of the estate and the cramped conditions in the original four wings make this an ongoing issue. No amount of redecoration, cleaning or maintenance work will bring the cramped cells to an acceptable standard. This was particularly highlighted during the extended COVID-19 lockdowns (up to 23 hours per day), when, in each cell, two prisoners were enclosed in a very small space.

5.1.4. A team of prisoners provided weekly deep cleaning of showers and all communal areas throughout the prison, while undertaking a qualification in biosecurity. This supplemented frequent routine cleaning.

5.1.5. Accommodation hotspots have been regularly cleaned throughout the period, and 75% of prisoners in the HMIP survey said that they had been kept safe during the pandemic.

5.1.6. Although showers are satisfactorily clean, the age of the system and the plumbing means that the water temperature can be inconsistent.

5.1.7. Litter was evident on the ground around some blocks, and window grilles were used to accumulate rubbish and for storage, providing a health and safety issue, and security risk.

5.1.8. There were no reported cases of vermin within the prison.

5.1.9. In-cell telephones and the additional weekly telephone credit during the restrictions enabled the prisoners to maintain contact with families and friends, which they much appreciated.

5.1.10. The kitchen, although old and cramped, was maintained to a high standard, with professional routines and a positive atmosphere. A replacement facility has been discussed for many years but, to date, none has been forthcoming.

5.1.11. In the recent HMIP survey, 69% said that the food was reasonable or good. This is confirmed by Board members' sampling of the meals provided. Imaginative theme days have provided variety to menus, and a change to routine.

5.1.12. The additional food packs during lockdown were well received and the Board is concerned about the reaction from prisoners when they are withdrawn after such an extended period.

5.1.13. Heated trolleys to transport food to the wings increased the temperature of the food served, rectifying an issue raised in last year's report.

5.1.14. Food surveys showed a consistently positive response to the efforts made and food provided, with one significant consistent issue: the moving of the main hot meal to lunchtime during the restrictions, for operational reasons. This decision was reversed towards the end of the year, and this was positively received by the prisoners.

5.1.15. The bulk of the laundry, including prison-issue kit, was sent to HMP Wymott. Personal laundry was carried out on the wings in an efficient manner, except when equipment failed.

5.2 Segregation

5.2.1. There were 13 cells available on the unit, including one sterile and one gated cell. The average number of occupants over the year was 6.5, across the age spectrum, with prisoners normally staying between three and 14 days. On average, 16.9% of the prisoners detained on the CSU were from the black, Asian and minority ethnic communities. This is in line with the overall prison population

5.2.2. The cells were judged by the Board to be in a satisfactory state of repair and decoration. There was an overall improvement in the cleanliness and appearance of the wing, with updated notices.

5.2.3. There have been several staff changes during the year, including the custodial manager.

5.2.4. The Board continues to be impressed by the professionalism and care of the CSU staff. They manage prisoners who can be complex, demanding and violent, but retain a sense of calm, humour and humanity.

5.2.5. During the year, 29 ACCTs (8.6% of the total opened across the prison) were opened for prisoners located on the unit, and all were reviewed in accordance with the procedure. The information was used to support the segregation review process.

5.2.6. Attendance at segregation reviews before the first national lockdown was good, with healthcare staff in attendance on virtually all occasions, and Board and chaplaincy representatives as regular attenders. As a result of lockdown, the Board did not attend between April and July, replacing attendance with telephone calls to the unit and triangulating with the mental health team when required. All governors put a priority on prisoner attendance, and focus is placed appropriately on prisoners' mental health and timely return to a residential wing.

5.2.7. Special restraints have not been used, and there have been no 'dirty protests' during the year.

5.2.8. During the year, two prisoners stayed on the unit for over 42 days, one while awaiting transfer to a secure hospital and the second, who was under threat both at Hindley and at other regional prisons. Both transfers were delayed by the onset of the pandemic. All procedures were correctly followed, and the correct authorisation was sought.

5.2.9. An additional prisoner was housed on the unit for an extended period, owing to being COVID-19 positive and undergoing chemotherapy. He was not subject to the

CSU regime but appreciated the additional space, freedom and support provided by CSU, healthcare and chaplaincy staff.

5.2.10. The total number of adjudications during 2020 was 3,553, of which 40% were proven, 18% dismissed and 42% adjourned. The large number of adjournments caused concern to the Board, as 'justice delayed is justice denied'. Although 21% of these were passed to the independent adjudicator as more serious, the balance required further investigation or the completion of paperwork.

5.2.11. The independent adjudicator dealt with 322 cases during the year, with 48% proven. This low rate was disappointing for the prison managers, but in some cases reflected incomplete paperwork, staff not following procedure or time expired. This was frustrating and undermined the whole adjudication system. There was a drive to ensure that all paperwork is in place, and the correct process followed.

5.3 Staff/prisoner relationships, key workers

5.3.1. The culture throughout the prison is to establish and maintain good communication between wing staff and prisoners. During the restricted regime, key workers were only allocated to the most vulnerable or those who demonstrated a willingness to engage and benefit from the support offered.

5.3.2. Relationships between staff and prisoners are good. In the HMIP survey, 87% responded positively and inspectors and the Board confirmed this from their observations.

5.3.3. This positive atmosphere was strengthened by the consistency of staff, visibility of managers, including the governors, and the work of the decency team, which continued to offer rewards for positive behaviour. In addition, the decency team instigated a considerable amount of fundraising for local charities, including local food banks and families in need at Christmas.

5.3.4. The broad-based system of prisoner consultation was stopped due to COVID-19, but a network of prisoner decency representatives replaced them. They met regularly and were effective in raising issues with managers, who were seen to react positively where possible.

5.3.5. The Board was impressed by staff knowledge of the needs of individual prisoners, and the rapport, respect and good humour normally evident.

5.4 Equality and diversity

5.4.1. The Board monitored any disadvantages resulting from the protected characteristics primarily through the prison's equalities forums, applications, checks on discrimination incident report forms (DIRFs) and analysis of data provided to the equality action team which indicated no specific trend.

5.4.2. The significant progress in the collection, analysis and use of equality and diversity data was halted during the year as resources were utilised in the more pressing needs of COVID-19.

5.4.3. In addition to the identified protected characteristics, other vulnerable prisoner groups, including care leavers and veterans, are routinely monitored, and analysis assisted in some decision-making.

5.4.4. National data continues to be received late and consequently is of limited use in assisting decision-making.

5.4.5. There has been a 13% reduction (from 55 to 48) in the number of DIRFs received in the year. The table below provides a breakdown of the forms received.

DIRF reported incidents	No	%	Prisoner on prisoner	Prisoner on staff	Staff on prisoner	Other
Race	38	79%	14	14	5	5
Disability	2	4%		1		1
Sexual orientation	7	15%	4	2	1	
Religion or belief	1	2%				1
TOTAL	48		18 (38%)	17(35%)	6 (12%)	7 (15%)
Variance from 2019	-7		+12	-21	+2	

5.5 Faith and pastoral support

5.5.1. The Board observed that the chaplaincy team provided an excellent service to prisoners of all faiths and of none, in a difficult and challenging year.

5.5.2. The work of the chaplaincy team during the COVID-19 pandemic was critical in supporting prisoners. Volunteer chaplaincy team members were unable to attend the site, and group work was suspended early in the year and was replaced with increased individualised support. This took the form of facilitating family contacts, sourcing and sharing books, CDs, prayers, craft activities, preparation for release, and video-links to family funerals, all tailored to individual need. Group work was reintroduced briefly from the autumn. HMIP identified the good service in its report.

5.5.3. The area around the chaplaincy centre has been transformed by prisoners, with gardens, a poly-tunnel, large rabbit hutch and a pond. This was maintained by a group of vulnerable prisoners.

5.5.4. Multi-faith services were held for significant events and the team worked hard to enable these to happen during restrictions, including an outdoor remembrance service and carol concert.

5.6 Incentives and earned privileges

5.6.1. In our last report, the Board identified that the IEP procedure was over-complex and not understood by prisoners. Despite this being highlighted in the report, no replacement has been issued. The lack of clarity means that prisoners do not have a clear understanding of the actions necessary to raise their status or the impact of poor behaviour.

5.6.2. The basic level of the IEP scheme was suspended from March, to allow all prisoners (except in the CSU) an in-cell television.

5.6.3. Prisoners were grateful that 'wages' have been maintained at pre-lockdown levels throughout the period.

5.7 Complaints

5.7.1. The Board believed that the complaints and applications system was working well, despite the administrative staff being stretched. This was also noted in the HMIP report.

5.7.2. The COVID-19 outbreak and resultant reduced availability of staff (working from home, shielding, quarantined and so forth) meant that a greater proportion (14.7%) exceeded the five-working-day limit for a response.

5.7.3. The table below illustrates the main areas for complaints and the comparative analysis for Board applications.

	Complaints system		Board applications	
Residential	297	17.2%	11	9.4%
Offender management unit	264	15.3%	23	19.7%
Property	263	15.2%	22	18.8%
Total received in all areas	1,731		117	

This would seem to illustrate that residential complaints are more readily dealt with through the prison's complaints process. Those that concern sentence management and property are more contentious and less likely to be handled to the prisoner's satisfaction. However, it is positive to note that the Board receives less than 7% of the complaints received by the prison.

5.7.4. There was a lack of consistency in the quality of responses to complaints, and the Board is pleased to note that an improved quality-control system and systematic checking were introduced in September.

5.8 Property

5.8.1. The control and tracking of prisoner property continued to be the cause of a significant number of complaints and Board applications. Around 10% of the applications to the Board concerned the timeliness of transfer of property from other establishments. Personal property is a high priority for prisoners, and the Board hopes that a better system can be introduced nationally to rectify the ongoing challenges in this area.

5.8.2. The recent publication of national data highlights the financial cost of compensation for prisoner lost property, £220,000 in 2017/18 – an increasing trend.

6. Health and wellbeing

6.1 Physical healthcare

6.1.1. The primary healthcare nursing team is responsible for all the initial health assessments of prisoners on arrival at the prison, as well as the other nursing services people expect from a GP's surgery. This team began 2020 fully staffed, which was an excellent position.

6.1.2. Staff changes continued throughout the year, partly due to nurses deciding that working in the team was not for them, as well as the retirement of a long-serving member of staff. Permanent adverts for primary healthcare staff continued, with new starters arriving during the periods of restricted regimes. At the end of December, there were two band 5 nurse vacancies out of a team of eight, and one of the two pharmacy technician posts. All three vacancies were out to advert.

6.1.3. In April 2020, all the primary healthcare posts were transferred to GMMH. Previously strong working relationships between the NHS trusts involved helped this transfer to take place without any disruption to the service.

6.1.4. Healthcare managers worked hard to ensure that a 24-hour, seven day a week nursing presence in the establishment was maintained throughout the year, as well as helping to ensure that public health guidance was followed in response to the COVID-19 pandemic. No prisoners were found to be COVID-19 positive by the end of the year because of being in the prison, although one contracted the infection while receiving treatment in a specialist hospital.

6.1.5. In doing this, the team relied heavily on a consistent number of agency/bank nurses. Inevitably, this led to some 'hiccups' but, overall, positive working arrangements continued between prison and healthcare staff, and the prisoners viewed the healthcare services available to them positively.

6.1.6. All newly arrived prisoners received their initial health assessment as an integral part of their reception onto the RCUs.

6.1.7. GP clinics continued throughout the year, with the doctors seeing prisoners on the residential wings during the initial period of the restricted regime. On average, the waiting period to see a doctor was nine days but prisoners could always have an urgent appointment if required.

6.1.8. There were similar waiting times for dental appointments, but prisoners complained of longer waits when they needed treatment, reflecting the situation in the wider community. The Board was told that this was partly due to prison staff not having access to the necessary personal protective equipment to enable them to support dentists in the treatment room. This was resolved before the end of the year.

6.1.9. Blood tests and immunisations have continued throughout the year, with no waiting lists.

6.1.10. During 2019, the rate of non-attendance for medical appointments had been a concern, but during 2020 this improved considerably to only 6%, from 13% non-attendance at the end of 2019.

6.1.11. Detoxification arrangements continued and there were no significant medication issues. However, the Board continued to receive some complaints from prisoners when they did not agree with changes in their prescriptions.

6.1.12. There were no delays with prisoners requiring specialist medical treatment outside of the prison and there were no referrals to social care required during the year.

6.1.13. Care Quality Commission monitoring of arrangements was consistently positive.

6.1.14. Healthcare forums, as with most prisoner consultation groups, were suspended during the year but a group created from the 'decency' representatives was used for the NHS commissioners' health needs assessment undertaken in November 2020.

6.2 Mental healthcare

6.2.1. Hindley has a well-established and highly skilled mental health service, with an experienced team of 13 staff based on site. The team has also had to manage some staff vacancies, but new staff arrived during the year.

6.2.2. On average, each member of staff carried around 20 prisoners on their caseload, and this did not increase as a result of the more restricted regime. The total number of prisoners seen during the year did increase, however, in response to requests for additional support for prisoners who were having emotional difficulties.

6.2.3. Prisoners valued the mental health team and appreciated being able to see the psychiatric team on the residential wings during the periods of tightest restrictions. Staff have also kept in touch with individuals through use of the in-cell telephones.

6.2.4. Psychiatric nurses work hard to ensure that they attend all ACCT reviews and the majority of CSU reviews.

6.2.5. There were three prisoners who needed to transfer to a psychiatric hospital during the year. The average waiting time for transfer was around two weeks.

6.3 Social care

6.3.1. There have been no prisoners requiring referral to social care prior to release. However, communication channels continued with the local authority, and a representative was invited to the meetings of the multi-agency local health forum.

6.4 Exercise, time out of cell, gym

6.4.1 Prisoners' access to exercise has been restricted during much of the pandemic period, and the Board was concerned about the additional restrictions in place on the young adult wing (F wing) during the early months of the restricted regime.

6.4.2. The restrictions have meant that time out of cell for prisoners to exercise has been extremely limited; at times, early in the pandemic, they had only 30 minutes a day to shower as well as exercise. This was increased to 45 minutes twice a day from May.

6.4.3. Wing officers and the PE officers worked extremely hard to ensure that opportunities were available for prisoners to exercise as much as possible to enhance their morale, as well as their physical wellbeing, and this has been appreciated by the prisoners.

6.4.4. Up until the start of the restrictions in March 2020, exercise and sessions in the gym were available to every prisoner, except those in the CSU. Exercise worksheets were issued to prisoners to encourage in-cell exercise.

6.4.5. From mid-March, PE staff delivered circuits on every wing each day. All new arrivals received a COVID-19-specific one-to-one induction to the PE facilities available.

6.4.6. From the end of September, outdoor PE ('bodypump') was introduced to each wing, and circuit training continued on all wing exercise yards in the afternoons.

6.4.7. PE staff did much to ensure that all prisoners could have access to individual training sessions inside the main sports hall safely from the end of October.

6.4.8. From 23 November 2020, both the gym in the older part of the prison and the sports hall were fully reopened, with individual training areas providing more sessions for more people.

6.5 Drug rehabilitation

6.5.1. Phoenix Futures provides the psychosocial interventions for substance misuse, with a team of five full-time posts to deliver, primarily, group interventions.

6.5.2. Information about the services that the team provides was available to all new arrivals, and from July, as induction practice changed due to the partial lifting of restrictions, a substance misuse team member saw all new arrivals individually, numbering 480 from July to December 2020.

6.5.3. Prior to the pandemic restrictions, a 'recovery' wing for up to 24 prisoners had been located in part of E wing, but this had been beset with difficulties, partly because no locked gate had ever been fitted to seal the unit from the rest of the wing.

6.5.4. With the introduction of the restricted regime towards the end of March, this area reverted to being part of the general accommodation available in the prison.

6.5.5. Group work interventions ceased in March due to the COVID-19 pandemic, so the substance misuse team adapted their service in response to changing advice concerning safety and infection control.

6.5.6. The team focused on offering individual interventions by providing extensive in-cell work and keeping in touch with prisoners via the in-cell telephones. When this was not possible, for confidentiality reasons or because the telephone was not working, prisoners were visited by a member of the team in person.

6.5.7. Programmes included work to address cannabis use; cocaine use; opiates; alcohol and 'party drugs'. All included relapse prevention and motivational work within each workbook.

6.5.8. From July, one member of the team came to the prison daily from Monday to Friday.

6.5.9. Three hundred in-cell workbooks were distributed during the year.

6.5.10. In total, 1,082 one-to-one interventions were completed during the year, with an additional 343 psychoactive substance or 'spice' specific interventions completed.

6.5.11. Prisoners appreciated the one-to-one approaches and there was some apprehension among staff about the reintroduction of group work towards the end of November as restrictions began to ease.

6.5.12. During the year, 52 group sessions were completed, with a total of 308 attendees.

6.6 Soft skills

6.6.1. With the suspension of group work in March 2020, the 'formal' soft skills interventions ceased. This caused some frustration among prisoners as they were unable to complete courses to progress their sentence plan. This was addressed through in-cell work.

6.6.2. However, both the chaplaincy and decency teams encouraged prisoners' continuing development in these areas. The chaplaincy team provided extensive support to individual vulnerable prisoners, and the decency team encouraged some group responsibility by rewarding wings for 'non-violent' behaviour.

7. Progression and resettlement

7.1 Education, library

7.1.1. Education courses and library services were provided by Novus.

7.1.2. When the government introduced a national lockdown in the middle of March 2020, the prison went into a restricted regime: all education courses were stopped and library services were suspended, and Novus staff remained at home. In-house learning and skills staff were proactive and produced in-cell learning packs which were progressive, well tracked and marked on a weekly basis.

7.1.3. Novus staff returned to the prison in July, and although face-to-face teaching and practical activities could not restart, work continued with the implementation of an in-cell structured learning programme.

7.1.4. By December 2020, 31 prisoners had successfully completed a programme and around 150 learners were undertaking up to three programmes each. Although this means that around 400 prisoners were not engaged, this was similar to pre-COVID-19, when only around 150 educational places were available.

7.1.5. Good use was made of external partners, and prisoners had the opportunity to enter art competitions, writing workshops (co-authoring two published books), online art exhibitions, and building self-esteem and motivation through the creative media.

7.1.6. A small cohort of prisoners have undertaken Open University (OU) programmes but were frustrated by the lack of flexibility from the OU and the untimely supply of course materials, receiving them after the assignment submission date. Managers and OU course tutors have used their best endeavours but it was slow and frustrating. One prisoner completing a mathematics degree was employed as a cleaner on the CSU, and after his shift was allowed time in a quiet room on the unit to study. The Board was told that he was making good progress and remained enthusiastic.

7.1.7. The Novus team reviewed the vocational course delivery, to enable health and safety, and theory modules to be delivered first where the work could be done in-cell while the practical workshop facilities were closed.

7.1.8. It was disappointing, but maybe not surprising, that nearly all learning had to be non-accredited, as no satisfactory way was created to enable prisoners to take examinations.

7.1.9. The library was initially closed at the start of the pandemic, as Novus staff could not attend the prison; the chaplaincy team therefore revitalised the wing libraries with books from the community. These then supplemented the main library when it reopened in August as an order and delivery service.

7.1.10. A wide range of 'diversion packs' was provided by the decency team, including not only puzzles, but also drawing and writing materials and playing cards, which were greatly appreciated by prisoners.

7.1.11. The Board hopes that some of the innovative approaches during lockdown will be incorporated in the longer term, with opportunities for independent learning within an in-cell structured learning programme.

7.2 Vocational training, work

7.2.1. There were workshops linked to future employment, in partnership with external employers, OSCO Homes and Heyrods. Others in recycling, biosecurity, catering and restaurant, barbering and construction skills provided opportunities for prisoners to gain qualifications while at work. The television repair workshop provided paid employment and a cost-effective in-house service but did not lead to any qualification, which would appear to be a missed opportunity.

7.2.2. All workshops, except biosecurity, recycling and television repairs, were closed in March, and are yet to reopen. Prison staff prepared the necessary risk assessments and local operating procedures to allow the reopening of the restaurant, site maintenance, painting and decorating, and industrial cleaning once national guidance permitted.

7.2.3. The biosecurity team continued throughout the lockdown period, providing essential cleaning across the site – a diversion for the prisoners involved and a potential qualification. WAMITAB, the awarding organisation, has complemented prisoners for the quality of their assignments and impact of their work on the prison.

7.2.4. The Board was disappointed that the successful Tenstar project, linked to construction certificates of competence, was terminated during the year but understands that this was not cost-effective. Work continued in enabling prisoners to gain their construction skills certification scheme card, to allow them to work on construction sites in the future.

7.2.5. The reduction in the number of ongoing work placements caused frustration to prisoners and staff alike, and the places available were highly sought after. Some of the available positions were reclassified as part time, to enable more prisoners to undertake work outside of their cell, despite the restrictions.

7.3 Offender management, progression

7.3.1. Staffing of the offender management unit (OMU) was maintained throughout the pandemic restrictions, with some initial disruption to, but with no long-term direct significant impact on, the service. The current service includes: one head of offender management services, one head of offender management delivery (a senior probation officer), one OMU hub manager, one OMU custodial manager, eight full-time-equivalent prison offender managers (POMs), 4.5 probation POMs, 6.5 case administrators and one band 2.

7.3.2. Prisoners were supported by their POM and progression to open conditions continued where appropriate. However, there was increased frustration for prisoners in their inability to meet requirements for recategorising, delays in transfer and challenges of moving out of the region.

7.3.3. Offending behaviour programmes were suspended during the restrictions. The programmes team has produced individual workbooks to be completed in-cell, partly to compensate for this. This has impacted on prisoners who could not meet the requirements for reclassification to category D.

7.3.4. The 'integrated through-the-gate' (ITTG) team has remained fully staffed but with a limited number of personnel attending the prison daily. The team informed the Board that all resettlement services were operating throughout the restrictions, with the exception of the benefit services provided by the Department of Work and

Pensions. Prisoners received packs of information on arrival, updated to cover the changes made in response to COVID-19.

7.3.5. As a resettlement prison, Hindley had a very transient population, and there continued to be a problem with prisoners arriving without a complete offender assessment system (OASys) record, which covers sentence planning. This increased the workload in the OMU and meant that support for the individual needs of a prisoner were delayed and, in some cases, a failure to prepare a detailed release plan.

7.3.6. The restrictions necessitated the introduction of video-link for parole hearings, a facility not previously available at Hindley.

7.3.7. There was an increase in the proportion of applications to the Board concerning offender management, from 18.4% to 19.7%. The main cause for concern among prisoners was the lack of response to their queries and inability to meet their POM in person, including not being given reasons for parole board delays. However, in the last quarter of the year, the prison introduced OMU surgeries to facilitate weekly meetings on each wing, enabling face-to-face discussions to take place.

7.3.8. Resettlement services, including probation services, have suffered during the pandemic restrictions, with staff working remotely and few attending the prison and meeting prisoners. To allow access to probation services, the mobile phone number of an on-call probation officer has been added to the telephone PIN system, to allow direct access if required.

7.4 Family contact

7.4.1. The Board identified that maintaining family contact is an important part of the resettlement planning for prisoners. The pandemic restrictions impacted significantly on the usual services.

7.4.2. All visits ceased during lockdown, except for two weeks in August. No family days were held. The chaplaincy service continued to play a major role in promoting and supporting the prisoners to maintain family contact throughout.

7.4.3. Alternative contact and communication arrangements were put in place to facilitate family contact: extended use of the in-cell telephone – accessible 24 hours per day; an extended email-a-prisoner scheme; additional mail allocation; scheduled family video calls ('Purple Visits') and, in exceptional circumstances, scheduled video calls facilitated by the chaplaincy team. During lockdown, each prisoner received an additional £5 per week telephone credit, and the ability to top up telephone credit was available twice per week. Both the Board and prison staff found the low take-up of Purple Visits by prisoners disappointing; anecdotally, this was due to the early technical issues and lack of privacy for the call.

7.4.4. The alternative contact options and the additional telephone credits are welcomed by most prisoners; however, feedback to the Board from users, as in the wider community, indicated that the measures do not compensate for the inability to meet face to face with family and friends, or hug and play with their children.

7.4.5. The prison made plans to reintroduce family visits over the Christmas period but these had to be cancelled at short notice because of changes to government guidance, restricting contact. This was a major disappointment to prisoners and their

families. To offset the impact of the necessary suspension of social visits, the prison introduced an immediate increase in the availability of Purple Visits to eight sessions a day (four in the morning and four in the afternoon).

7.4.6. Partners of Prisoners (POPS) provides information and support for prisoners' families, from their earliest contact with the criminal justice system through to release and beyond. From the start of lockdown, the service was considerably reduced, with some staff being furloughed. A restricted service was maintained, but not restored until October, when the designated POPS staff members returned to the site but on shorter hours, working only Monday to Thursday.

7.5 Resettlement planning

7.5.1. Resettlement planning was expected to be completed for all prisoners during their last 12 weeks of sentence. OMU staff reported that each prisoner was allocated an ITTG worker, who took responsibility for managing their resettlement pathways. Face-to-face contact only took place with the ITTG team for a critical case cohort of particularly vulnerable prisoners, such as care leavers.

7.5.2. The usual face-to-face process for other prisoners was adapted to a mainly remote exercise, to ensure that all prisoners had a resettlement plan that addressed individual pathways and needs. Information gathered involved a self-assessment sent out via internal mail. This identified any immediate needs regarding accommodation and healthcare. ITTG staff used this information and previous desktop assessments to inform planning. They liaised with the OMU, key workers, operational staff and designated officers in the community in order to inform a resettlement plan. ITTG staff scheduled a telephone appointment with the prisoner, during which they completed the resettlement plan. Unfortunately, not all the prisoners returned their information in enough time for plans to be put in place, which may have adversely impacted upon the individual's plan fully meeting their up-to-date resettlement needs.

7.5.3. The prisoners could request referral into a mentor scheme; this could be progressed by ITTG staff, who worked with a variety of agencies that provided support and guidance to users on return to the community.

7.5.4. At the time of release, each prisoner was reported to be provided with a resettlement pack outlining the services available to them in their area of release, and guidance on how to make a benefits claim. Some examples included: Manchester Survivors, Back on Track Manchester and veterans organisations.

7.5.5. Multi-agency release panels resumed in September, focusing on all prisoners approaching release in the coming weeks. They were attended by wider prison partners and demonstrated good sharing of information and increased joined-up resettlement planning. Unfortunately, the prisoners were not able to attend the meetings because of the restrictions, which could have been to their detriment.

7.5.6. Following the introduction, in 2019, of the Offender Management in Custody model, with each prisoner being allocated a key worker, attempts have been made to target this model more effectively during 2020. The key worker role aimed to coordinate services for the individual prisoner during custody and preparing for release. Feedback to the Board in the first three months of the year (before the restricted regime) generally indicated that, while the key worker service had

improved from its initial introduction, there were anecdotal reports from individual prisoners that not every prisoner knew who their key worker was.

7.5.7. The Board continues to be concerned about the number of prisoners released to no fixed abode (7%) or into short-term, transient accommodation (2%). Releasing prisoners to appropriate accommodation is vital for successful rehabilitation and to reduce reoffending. The prison releases around 45 prisoners per month, which equates to around 500 prisoners per year, without safe, secure accommodation.

7.5.8. The significant impact of the pandemic on community services has meant substantially reduced opportunities for prisoners to secure community support on release. As a prison serving a wider community, the support available can be inconsistent, varying between local authorities and not always easily accessible.

8. The work of the IMB

8.1. From the start of the prison lockdown in March to the beginning of August 2020, Board members undertook remote monitoring via telephone, triangulating information wherever possible. The second lockdown, in the autumn, reduced attendance again, as some members were required to shield and others reduced visits to limit risk. This impacted on both the number of visits to the establishment (203, against 459 last year) and the number of segregation reviews attended (75, against 266 last year, with none attended between April and July and below-average numbers in the final three months of the year). Members spoke to staff during this extended period, to ensure that procedures were followed, but this is not the same as attending in person. High levels of attendance in the past and triangulation with healthcare staff provided reassurance that the interests of the prisoners remained the priority.

8.2. Applications to the Board have reduced by 32.8% since last year (117, against 174 last year). The Board was conscious that members not attending prison were limited in their ability to respond to applications in the normal timely manner. The Board joined the national pilot 0800 application line in July, enabling prisoners to use in-cell telephony to ring through the details of an application to a national call centre, manned by IMB members, who took details and forwarded to the local Board to investigate, in accordance with local procedure. Hindley received 17 such applications during the year.

8.3 The 117 applications were received from 58 different prisoners; the most from one individual was eight, concerning a variety of issues.

8.4. The Governor (or the Deputy Governor) has continued to attend monthly Board meetings and liaise with the Board Chair, to ensure the free movement of information throughout the year. Meetings were held in a timely manner with the new Governor.

8.5. The Board appreciates the support of managers and staff to provide information and allow regular contact via telephone, to ensure that remote monitoring and prisoners' concerns can be handled in a professional and timely manner.

Board statistics

Recommended complement of Board members	13
Number of Board members at the start of the reporting period	9
Number of Board members at the end of the reporting period	13
Total number of visits to the establishment	203
Total number of segregation reviews attended	75

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	10	11
B	Discipline, including adjudications, IEP, sanctions	15	8
C	Equality	2	4
D	Purposeful activity, including education, work, training, library, regime, time out of cell	12	1
E1	Letters, visits, telephones, public protection restrictions	8	1
E2	Finance, including pay, private monies, spends	8	3
F	Food and kitchens	5	9
G	Health, including physical, mental, social care	28	15
H1	Property within this establishment	14	11
H2	Property during transfer or in another establishment or location	17	11
H3	Canteen, facility list, catalogue(s)	2	6
I	Sentence management, including home detention curfew, release on temporary licence, parole, release dates, recategorisation	32	23
J	Staff/prisoner concerns, including bullying	12	13
K	Transfers	9	1
L	Miscellaneous, including complaints system	0	0
	Total number of applications	174	117



This publication is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit nationalarchives.gov.uk/doc/open-government-licence/version/3

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

This publication is available at <https://www.gov.uk/government/publications>

Any enquiries regarding this publication should be sent to us at imb@justice.gov.uk.

IMB annual reports are published and available for all to access at www.imb.org.