



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

**For reporting year
1 April 2022 – 31 March 2023**

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Contents

Introductory sections 1 - 3	Page
1. Statutory role of the IMB	3
2. Description of establishment	4
3. Key points	5
Evidence sections 4 – 7	
4. Safety	8
5. Fair and humane treatment	10
6. Health and wellbeing	14
7. Progression and resettlement	16
The work of the IMB	
Board statistics	18
Applications to the IMB	18

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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 IMB is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

HMP/YOI Parc opened on 17 November 1997 and is the only privately run prison in Wales. The prison is located on the outskirts of Bridgend but is easily accessed by road and rail.

It is managed by G4S Justice Services on behalf of His Majesty's Prison and Probation Service (HMPPS). Many of the prison staff are recruited from the local area.

HMP/YOI Parc is a category B local establishment and young offenders' institution with a young persons' unit holding a capacity of 64 under 18-year olds. This report covers the adult and young adult (18 to 25 years) population; there is a separate report on the unit for young people.¹

Parc has an agreed baseline certified normal accommodation (the number of prisoners a prison can hold without being crowded) of 1,699 adults and young adults, and a current operational capacity (the maximum number of prisoners that can held without serious risk to safety, security, good order and the proper running of the planned regime) of 1,599 (including 64 young people).

In common with all contracted establishments, HMP/YOI Parc has an HMPPS controller. The controller and his team manage the 25-year contract between the Prison Service and G4S and are directly responsible to the director of offender management (Wales). The Director of the prison is employed by G4S and is the equivalent of a Governor in a publicly operated establishment. In December 2022 G4S won a competition and were awarded a ten year contract for the operation of HMP/YOI Parc.

The vulnerable prisoner unit block can accommodate 387 prisoners but the operational capacity is 325.

Healthcare services were provided by Justice Health, G4S Policing Support and Health Services however at the commencement of the new contract Healthcare provision was transferred to the Cwm Taff Morgannwg University Health Board.

Education was provided by G4S, however on commencement of the new contract in December 2022 Novus Gower became the education provider. Novus are well known for providing a wide range of professional education, training, employment and support services for adults in custody through to the community, with the Gower element of the partnership being Gower College in Swansea, which is a further education college in Swansea that provides the teaching personnel for this contract.

Library services were provided by Greenwich Leisure Limited.

The visitors centre was staffed by Barnardo's. The prison has established links with numerous organisations and companies that provided training courses and employment opportunities.

¹ Figures included in this report are local management information. They reflect the prison's position at the time of reporting, but may be subject to change following further validation and therefore may not always tally with Official Statistics later published by the Ministry of Justice.

3. Key points

3.1 Main findings

Safety

- In the Board's view, the induction unit was run effectively with Listeners (prisoners trained by the Samaritans to provide support) involved in the process, which was particularly supportive for first time prisoners.²
- There were eleven deaths in custody during the period of this report.
- The quantity of illicit item finds showed a substantial increase from the previous reporting period; although there was a reduction in finds of hooch, figures for mobile phones, weapons and other items increased.
- Incidents at height were slightly lower than those recorded in the previous report but of note is a substantial decrease in the number that lasted for more than 30 minutes.
- There was a substantial reduction in incidents of self-harm.
- Rates of violence were significantly reduced from the previous reporting period.
- There was an increase in the number of failed mandatory drug tests.

Fair and humane treatment

- Complaints about accommodation were infrequent whereas complaints about food were constant and comment of both quality and quantity.
- The number of keyworkers employed was still lower than required resulting in prisoners complaining about the lack of contact.
- There were issues with inter prison transfers where for example prisoners were put on transport without their property, or were not given time to prepare their property. There were many occasions when other prisons failed to respond to prisoner complaints.

Health and wellbeing

- There were issues with mental health provision at Parc particularly surrounding ADHD assessments.
- Waiting lists for appointments were excessive.
- There was not enough nursing staff.
- Waiting times following a request for an emergency ambulance were frequently excessive.

Progression and resettlement

- Industries at Parc provided various opportunities for work in areas such as carpentry, bricklaying, mechanical and assembly functions, together with cleaning which provided an industry recognised qualification. There was a bicycle repair shop that provided bikes for schoolchildren (through school projects), people who struggle with transport to work, and refugees.
- There were frequent periods during the year when education was limited due to regime restrictions. Further challenges limiting education followed the

² The period of this report pre-dates the current configuration of the IMB at Parc.

contract renewal due to a lack of preparedness from Novus Gower regarding teaching requirements.

3.2 Main areas for development

TO THE MINISTER

- Despite efforts by management and staff at Parc to support those prisoners serving an Imprisonment for Public Protection (IPP) sentence, not knowing when they will be released is a cause of anxiety impacting on the mental health of those affected. We urge the Government to put in place a process where IPP prisoners' sentences are reviewed, and a single sentence put in place that would provide clarity for prisoners to know when they would be released.

TO THE PRISON SERVICE

- There is a need to monitor and ensure that the Prisoners' Property Policy Framework is followed and monitored to ensure that prisoners' property is always transferred with them.
- Set a minimum spend per prisoner to ensure food supplied offers both quantity and quality along with nutritional value to satisfy prisoners' calorific needs, as it is unreasonable that prisoners have to supplement their food intake by purchasing from the prison canteen.

TO THE GOVERNOR

- Ensure the complaints system functions and monitor that responses are received within the required time scales.
- Put in place a process whereby prisoners' food is regularly assessed for nutritional value, calorific content, quality and quantity.

3.3 Response to last report

Issue raised	Response given	Progress
To the Minister		
Can you work with G4S encouraging them to increase the pay for prison staff in order to increase recruitment and retention rates?	I can confirm that the operating contractor, G4S, has undertaken a review of its pay and reward system and has provided two salary increases this year to G4S staff. This has improved both the attraction of recruitment to HMP/YOI Parc and the retention of existing staff. G4S has also offered flexible contracts ranging from 24 hours to 40 hours per week to further improve recruitment and retention.	There were two pay awards made to staff.
To the Prison Service		
Will the Prison Service work with the contractor to increase the capacity of offending behaviour programmes and interventions at Parc,	In December 2022 HMP/YOI Parc received a new contract for the delivery of Offender Behaviour Programmes (OBPs). Based on data, it was agreed	During the reporting year there has been no progress with Kaizen.

including those for prisoners convicted of sexual offences, as recommended by HM Inspectorate of Prisons, so that prisoners can benefit from these without needing to transfer to another prison.	HMP/YOI Parc would introduce the High Intensity Kaizen programme to meet general violence offending needs. (Full reply available in letter dated 19 Oct 2023, published on imb.org.uk)	
To the Director		
There continued to be a high level of failed appointments for healthcare, again indicating a need to examine the appointments system to establish where the process is failing.	No response.	Appointments waiting times improving.
Complaints continued regarding food, raising questions over quality, quantity and choice. This raises several questions such as when the provision of food was last reviewed and whether a nutritionist is involved in the process. There is a need to review the catering provision at Parc.	No response.	Quality and quantity issues continue as commented on in this report.
The effectiveness of the library service as it currently operates should be examined to work towards restoring previous levels of uptake across the prison.	No response.	

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

On arrival all prisoners were asked if they were carrying any illicit items and were scanned and searched. Dependant on the find, prisoners with concealed items were segregated.

The IMB observed prisoners being treated in a welcoming and civil way, being given a basic induction, meeting a member of the Healthcare team and a Listener, and having their property records dealt with.

Prisoners were then transferred to the induction wing where they were introduced to peer supporters and were allowed to settle before the induction process commenced.

4.2 Suicide and self-harm, deaths in custody

During the period of the report there were eleven deaths in custody recorded, of these one was apparently self-inflicted, four were apparently due to natural causes and in six cases the cause of death is still uncertain. In three of the eleven cases the deaths took place post release. A death in custody is always a sad and unwelcome event; it is recognised by a memorial service organised by the chaplaincy and attended by prisoners, staff and other agencies, such as Barnardo's. Fellow prisoners on the relevant wing were also offered support by trained staff and chaplaincy following a death in custody.

There were 1,001 assessment, care in custody and teamwork (ACCT) documents in place during the reporting period.

These were in place not only because of cases of self-harm but for safeguarding reasons where potential risks have been identified.

There were 1,101 incidents of self-harm recorded during the period, some from prolific self-harmers.

Year	Incidents of self-harm
2018-19	1419
2019-20	1235
2020-21	1184
2021-22	1199
2022-23	1101

4.3 Violence and violence reduction, self-isolation

Incidents of violence remained at similar levels over the years 2020-21 to 2022-23. Given that 20-21 and 21-22 were Covid years where men were confined to their cells for significant periods, which may have had an impact on levels of violence, it is hard to determine whether the figure of 453 indicates an upward trend.

Year	Incidents of violence
2018-19	743
2019-20	630
2020-21	435
2021-22	443
2022-23	453

Individuals with a propensity for violence were discussed at the weekly Safety Intervention Meeting and those displaying an increased risk of being violent were managed through the challenge, support and intervention plan (CSIP) process. Staff were observed to use the CSIP process as a supportive measure rather than a punitive one.

4.4 Use of force

Use of force incidents whilst high, indicate a downward trend which may be a reflection of continued officer training.

Incidents were recorded on body worn cameras and reviewed at the monthly use of force meeting. At the meeting there was analysis to identify not only the individual prisoner involved, but the location and time of the incident to identify any possible wing issues. Reasons for the use of force were generally attributable to assaults/fighting and non-compliance, but they were also used to prevent self-harm.

Year	Incidents of use of force
2018-19	1334
2019-20	1186
2020-21	1175
2021-22	961
2022-23	823

4.5 Preventing illicit items

The prison used scanning devices for incoming property and mail, and scanning at admissions together with random staff searches; however, illicit items still entered the prison.

Parc also used a drone detector that is known to avert or interrupt the supply of drugs, mobile phones and other items.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

Whilst there were needs for rectification work in prisoner cells and on the wings the maintenance team continued with their rolling programme and needs within individual cells were prioritised.

The IMB at Parc continued to raise questions about food quality and quantity and shortages on delivery to wings.

The custodial management system (CMS) kiosks, which is the internal prisoner facing IT system, were frequently inoperative causing frustration amongst prisoners trying to book healthcare appointments, order food and book visits.

5.2 Segregation

The care and separation unit (known as Phoenix) consisted of 24 cells, five of which have cameras.

Generally, prisoners were segregated as a result of breaching the good order of the establishment, on cellular confinement as a result of adjudication, or for failing body scans on admission.

In the Board's view, there were prisoners who engineered time in Phoenix as they considered it a possible route to a transfer to another prison.

The Board observed an excellent culture amongst staff in the unit with prisoners treated with civility and decency. Adjudications and segregation reviews were regularly monitored by Board members and were considered to be fair, allowing the prisoner to have his say.

The safer custody unit (SCU) consisted of 16 cells, all with cameras, and was used for complex cases, for example prisoners with severe mental health issues or those who were prolific self-harmers and a danger to themselves.

5.3 Staff and prisoner relationships, key workers

Despite staffing shortages, just over 19,000 key worker sessions were completed during the reporting year with every prisoner receiving at least one session every month and many prisoners more than one session.

The first month the prison met its 65% effectiveness target was the last month of the reporting period, March 2023, when it scored 71.3%. This target is based on the number of sessions completed in the week against the overall prisoner population.

In order to ensure key working was targeted to those most in need of support, it was delivered to priority groups on a weekly basis and non-priority groups on a monthly basis.

The priority group was made up prisoners in high-risk areas, prisoners on a CSIP or ACCT, and prisoners engaging with the weapon's strategy.

However, the system allowed key workers to move individuals who were struggling or in crisis, or those presenting with concerning behaviours, into the priority group to ensure an additional level of support was provided and on offer.

There were approximately 550 prisoners in the priority group and the OMU routinely delivered a performance level of over 95% to this group.

Staffing levels presented challenges in delivering weekly sessions to the wider population, but overtime was utilised to increase delivery as much as possible, and this included trained staff from specialist areas who brought additional skills and expertise (for example prison offender managers and interventions facilitators). This was often delivered during evenings and weekends, ensuring greater delivery of purposeful and meaningful engagement outside of the core day.

Keywork continued to be used as a supportive measure for prisoners following incidents, and this helped to support the drive to improve stability and safety across the prison.

There were a number of prisoner-led initiatives that were part of the communication strategy within the prison that enhanced ongoing staff-prisoner relationships, including the continued use of the Director's daily Vlog on key messages about the prison regime shared to all prisoners in-cell.

The permanent media hub opened during this reporting year, with a significant amount of the set up completed by prisoners enabling even more communication options.

In the Board's view, however, allocation of prisoners to key workers could be streamlined, for example by making it workplace related, to avoid time being lost when key workers are unable to locate prisoners. The performance metrics for this area of work could also be improved; at the moment the focus seems to be solely on the number of sessions held, not on the value the prisoners receive from sessions.

5.4 Equality and diversity

HMP/YOI Parc held a series of focus and support groups including a monthly LGBTQ+ meeting, a quarterly disability support group, and a monthly black, Asian and minority ethnic council meeting.

If required a transgender case Board was opened when a transgender prisoner was at risk of self-harm, violence, etc. The prisoner was reviewed by a multi-disciplinary team to ascertain what support they need.

Prisoners who felt they had been discriminated against could complete a discrimination incident reporting form (DIRF) for investigation by the prison. DIRF reviews were distributed by the Director.

A series of training, celebrations and awareness sessions were held throughout the year and a sample is included below.

Month	Description
April 2022	Workplace banter training for staff and prisoners.
June 2022	A pride in Parc festival was held.
July 2022	The Irish Chaplaincy Partnership (which supports the Gypsy, Romany and Traveller community) joined forces with Parc to appoint reps and form a monthly council meeting.
August and November 2022	Transgender workshops were held for staff.
September 2022 and February 2023	The G(end)er swap charity held workshops for prisoners, which included make-up tutorials and discussions on clothing.
October 2022	Parc celebrated Black history month.
October 2022	Staff attended the racial disparity in prisons forum, which was a recommendation of the Lammy review.
December 2022	LGBTQ+ events were held in the vulnerable persons unit, including a guest speaker, quizzes and prizes, Christmas food and karaoke.
February 2023	Staff training on cultural awareness.
March 2023	The equalities framework from HMPPS was launched in HMP/YOI Parc.
March 2023	Staff undertook online DIRF training sessions.
March 2023	HMP/YOI celebrated international transgender day of visibility.

5.5 Faith and pastoral support

Religious services recommenced at the start of this reporting period.

There was a multi-denominational chaplaincy team at Parc who were active in the prison providing support for prisoners who might have family related issues in the community, prisoners who might be affected by deaths in custody, and those who do not speak English or have limited language skills.

They provided support for prisoners during religious festivals such as Ramadan and Eid, ensuring effective plans were in place.

5.6 Incentives scheme

A light touch was applied to the incentives scheme during the Covid-19 period, however they were used more frequently in this reporting period. In the Board's opinion the scheme needs to be used more appropriately to mitigate the need for adjudications and to reward positive behaviour.

5.7 Complaints

There were 3,814 complaints received during the reporting period, an overall increase of 17% compared to the previous reporting period.

As in the previous year, the two largest areas were healthcare and property.

As a result of prisoners complaining about a lack of response to their complaints, the IMB carried out a review in October 2022 and established that there were 700 prisoner complaints that had not been responded to, of which 165 were prisoners who had left the prison without a response.

A new system was put in place which will be monitored by the Board moving forward.

5.8 Property

There were 506 complaints received about property during the reporting period, an increase of 390 from the previous period. By far the majority related to inter prison transfers. Other prisons were either slow to reply or did not reply at all.

Despite there being a revised Prisoners' Property Policy Framework issued in August 2022, there was little or no evidence of improvement in property being transferred along with prisoners.

Internally, cases where property was not immediately transferred when a prisoner moved location could cause issues when cells were not cleared promptly.

6. Health and wellbeing

6.1 Healthcare general

There was a high turnover of nursing and a shortage of staff within the mental health team compounding existing stretched staff resources.

A patient advice and liaison lead supported wing based healthcare champions who undertook patient surveys on each wing, worked to ensure prisoners' attendance for appointments and gave feedback to health providers.

Staff shortages stretched appointment waiting times necessitating a focus on medication administration and emergency or acute need.

There were long waiting lists for patients with long-term conditions, including asthma. Waiting times for other services varied. There were long waits for the podiatrist and optician, but additional clinics were held to address the backlog.

A routine GP appointment was available within seven days. Urgent, same day appointments were available if required. The GP team also undertook the out-of-hours service and visited patients to assess them.

6.2 Physical healthcare

New arrivals received a health assessment at admissions and were screened for urgent medical needs and, where appropriate, referred to clinical substance misuse or mental health services. A secondary health screen started with a self-assessment questionnaire followed by a face to-face appointment reviewing results.

The dental service operated from Monday to Friday. The longest waiting list was for routine assessment, with patients waiting up to 18 months for their first appointment. A dental nurse undertook telephone triage for patients experiencing pain as part of an initiative to address the waiting list.

Patients from the vulnerable prisoner wings had separate appointments to those in the main prison.

6.3 Mental health

Mental health provision at Parc was inadequate and lacked the resources to address the high numbers of prisoners entering the prison with pre-existing mental health problems; this impacted on prisoners receiving a timely assessment of need and subsequent treatment was delayed or not provided.

6.4 Social care

The delivery of social care was provided by a dedicated group of health care support workers. Care plans and patients' needs were reviewed regularly. Prisoner buddies received training and ongoing supervision for their role.

Social care provision was a partnership arrangement between the prison and Bridgend County Borough Council to deliver good social care to those who met the threshold. The Council commissioned G4S Health Care to deliver social care and the service was developed during the pandemic.

6.5 Time out of cell, regime

Post Covid-19 time out of cell was mixed and inconsistent due to leavers and sickness impacting staffing numbers which caused changes to regimes. However, there were periods where prisoners were getting out up to 10.5 hours per day with evening association.

Unemployed prisoners, or those who did not attend education, may only have been out of their cell for one hour a day, again due to low staffing levels. There were frequent mixed regimes across wings and blocks as a consequence of staffing levels.

6.6 Drug and alcohol rehabilitation

Dyfodol (which translates from Welsh to 'future'), the substance misuse service, was embedded in the prison and the team manager worked closely with the drug strategy manager and head of function to provide a consistent substance misuse strategy..

The demands on the Dyfodol team were high and handled by a well-led and adequately resourced team of well-trained and supervised caseworkers.

Support and advice were available via an advertised phone number, with a high level of support available.

New arrivals were screened at reception for drug and alcohol issues and saw clinical prescribers as necessary. There were twice weekly clinical substance misuse assessment clinics.

Dyfodol developed a group of prisoner peer mentors who worked across the prison. These individuals were enthusiastic and proud of their role in helping others by co-facilitating recovery groups and were observed to give good support to newly arrived prisoners.

Prisoners suspected of using psychoactive substances continued to be seen by Dyfodol, as were prisoners using 'hooch', to receive support and advice.

7. Progression and resettlement

7.1 Education, library

At the outset of this period education was provided by G4S, however Novus Gower, a partnership between Novus prison education services and Gower College Swansea, won a bid to take over the education contract from G4S in 2022 and mobilisation began in December 2022. The incumbent Head of Learning and Skills retired suddenly in early 2023, and interim managers were put in place by Novus Gower to maintain provision. There was some considerable difficulty with staffing over the transition period, which led to a lack of consistency for the learners. This included the long-term sickness absence of both the head of YPU education and the YPU Curriculum Manager.

During this period there were staff shortages with teachers being frequently moved between the YPU and the adult estate.

There were two libraries in the adult estate one of which was in the vulnerable persons unit.

During the reporting period there were 662 visits to the library resulting in 11,019 books being issued. It was disappointing to note that 400 books went missing which obviously impacted on other users, particularly when they were technical or factual books where specific information might be required.

All prisoners are provided with a library welcome pack on arrival.

7.2 Vocational training, work

All industry workshops reopened during March 2022 and through the reporting period unemployment sat at around the 7% level. However, there were variations when the regime was affected by staffing difficulties.

7.3 Offender management, progression

Prisoner release planning started on a prisoner's arrival at the prison, with prisoners being allocated a case manager and provided with a custody plan which was designed to address their specific needs, manage risk of harm and reduce the risk of reoffending.

Parc provided a comprehensive reoffending strategy reflecting prisoner needs, however significant and continuous staff shortages restricted its effectiveness with prisoners frequently informing Board members that meetings with their caseworkers were irregular and that they did not find key work sessions meaningful or helpful.

The offender management unit (OMU) was understaffed with lower than required numbers of probation offender managers and prison offender managers.

Caseloads for each prison offender manager were higher than might be expected with more experienced staff members carrying the burden of work. Prisoners frequently complained about lack of support to achieve their sentence plan targets.

7.4 Family contact

For over fifteen years the prison has had a dedicated family support team, composed of directly employed staff and local volunteers. The purpose of the Invisible Walls

Family Support team is to provide a gateway of appropriate communication between the prison and the community for all prisoners.

The early days in custody (EDiC) team conducted a family and significant other induction assessment on every person who came into custody within the first week, to explain the range of services on offer, including the visits booking process, how the phones work, receiving and sending money, receiving clothing and property, letter writing, communicating with family, and the various family interventions.

HMP & YOI Parc was the first prison in Europe to design and open a Family Interventions Unit in 2010. All the men on the unit signed a compact committing to complete the interventions that they are assigned, and to abide by the strict rules of the unit, where being a 'family man' is the model to aspire to.

A range of family events were conducted during the reporting year including:

- School zone – where teachers come into the prison's visits hall with a selection of the child's homework to share with the parent, child and significant other.
- You and Me (Homework) Club – this involved a specialised visit for fathers to spend time supporting their children with schoolwork.

7.5 Resettlement planning

The work in this area was restricted due to the department being without a manager during part of the year. However, the resettlement team included resettlement caseworkers, a Prison Employment Lead, a Neurodiversity Support Manager, and ID and Banking Administrator. This team oversaw resettlement needs in terms of employment on release or further training, ensuring a bank account was opened and ID ordered. On average up to 70 birth certificates, 20 bank accounts and 15 driving licences were ordered each month. These all went towards positive resettlement outcomes such as employment opportunities and housing.

The caseworkers worked with anyone within the estate that need resettlement support, for example signposting to external stakeholders who sit within the department (Careers Wales, DWP, Forward Trust, Citizens Advice and many more). All of the services could be accessed through the estate but especially on the dedicated resettlement wing, where men could identify when they were within their twelve month resettlement window. There was a daily timetable of resettlement-based drop-in sessions hosted by the external stakeholders.

Jobs fairs were held, albeit limited, and mainly focused on the construction industry which fitted well with areas of industry such as carpentry and bricklaying; additionally, CV building sessions were held and these all contributed to positive employment outcomes. The rail track courses continued.

HMP/YOI Parc released approximately one hundred prisoners per month and frequently faced challenges in sourcing accommodation, as finding approved premises (APs) could be problematic; there were occasions when prisoners did not have an AP confirmed until very late in the day. On occasion provision was sourced post release which was a concern, especially for those who have committed sexual offences.

8. The work of the IMB

Board statistics

Recommended complement of Board members	17
Number of Board members at the start of the reporting period	5
Number of Board members at the end of the reporting period	5
Total number of visits to the establishment	217

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	3	5
B	Discipline, including adjudications, incentives scheme, sanctions	6	13
C	Equality	7	8
D	Purposeful activity, including education, work, training, time out of cell	18	35
E1	Letters, visits, telephones, public protection, restrictions	18	27
E2	Finance, including pay, private monies, spends	7	11
F	Food and kitchens	7	22
G	Health, including physical, mental, social care	12	19
H1	Property within the establishment	10	15
H2	Property during transfer or in another facility	11	23
H3	Canteen, facility list, catalogues	2	6
I	Sentence management, including HDC, ROTL, parole, release dates, re-categorisation	3	9
J	Staff/prisoner concerns, including bullying	16	28
K	Transfers	7	17
L	Miscellaneous	15	27
	Total number of applications	130	265



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