



INDEPENDENT MONITORING BOARD

FOR

HMP CANTERBURY

ANNUAL REPORT

JULY 2010/11



Monitoring fairness and respect for people in custody

1. STATUTORY ROLE OF THE IMB

The Prisons Act 1952 requires every prison to be monitored by an Independent Monitoring Board appointed by the appropriate Secretary of State from members of the community in which the prison is situated.

The Board is specifically charged 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 other official to whom he has delegated authority 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 had on those in custody.

HMP Canterbury Independent Monitoring Board is committed to an inclusive approach to diversity:

It will encompass and promote greater interaction and understanding between people of different backgrounds including race, religion, gender, nationality, sexuality, marital status, disability, age etc.

It will respond to differences that cut across social and cultural categories such as mental health, literacy and drug addiction.

It values this approach to diversity within its recruitment and board development practices to increase its repertoire of skills and awareness among its members of the diverse needs and perspectives of the population within HMP Canterbury.

All members of HMP Canterbury IMB will undertake their duties in a manner that is accessible to everyone within the establishment regardless of their background or social situation.

It will not tolerate any discrimination, harassment, victimisation or any unfair treatment of prisoners, detainees, staff or visitors.

It will not accept any racially abusive or insulting language or behaviour on the part of any member of staff, prisoner or visitor.

In the event of any misconduct the Board will alert appropriate authorities and individuals including the Governor, Regional Custodial Manager and the Prisons Minister.

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3. DESCRIPTION OF THE PRISON

Since 2006, the main role of the prison has been to provide for male foreign national prisoners who are scheduled to be deported and have reached Category C status. The current maximum number of prisoners is 314. It has been difficult to keep the prison numbers at full capacity as, unlike fixed end of sentence dates, immigration removal is difficult to forward plan. However, in spite of this, the prison has managed to remain very close to its capacity target.

The prison is a small compact unit just outside Canterbury city walls . It has recently completed a four year building project to improve facilities. There are three wings. Recreational facilities consist of two small gyms and one Astroturf pitch.

Diversity is the essence of HMP Canterbury since its population in the period 1st July 2010 to 30th June 2011 was composed of between 65 to 69 different nationalities. The steady increase in Polish and other Eastern European nationalities makes the “White Other” group the single largest in the prison. The top four nationalities are Polish, Jamaican, Nigerian and Vietnamese.

On the whole, the population can be seen as relatively compliant with minimal positive drug tests. An integrated drug treatment system was introduced in 2010 to meet any needs of prisoners.

Healthcare services have been provided by Eastern and Coastal Kent Primary Care Trust and delivered by HMPS staff but from July 2011 care will be provided by an outside agency and no prison officers will be deployed.

Since 2009 the Education Contract has been provided by Manchester College

Prison staff have worked hard to establish good links with the community, especially the local universities, national organisations such as the International Organisation for Migration and charities such as Migrant Helpline. Over fifty volunteers work within the prison.

4. EXECUTIVE SUMMARY

OVERALL

Canterbury Prison continues to develop itself as a facility for foreign national prisoners. However, the emergence of new statistics from UKBA suggest that many more prisoners than originally thought are not deported but either released at a late stage into the community or on reaching an IRC are released either permanently or on temporary bail. There are very limited facilities within Canterbury to address the specific needs of these cases.

Great effort has been made to keep numbers of sentence expired detainees to a minimum with a structured procedure for transfer to the IRE in place. However, notification to deport still regularly happens, very late on in sentence, making sentence planning and population management difficult.

The prison has repeatedly met the demands for cost cutting with diligence. As yet there are very few indications that this is having a direct affect on prisoners. As cuts continue and increase it is hard to see how they will not have an impact in the future.

Notification to the IMB of movements to the Care and Containment Unit have been greatly improved. It is, however, still difficult for the Board to attend all reviews as although notification does happen specific timings for reviews are often made at the last minute

There have been minimal uses of force and the Command Suite has only had to be opened twice in the reporting year. The Board was informed on both occasions and also when a practice situation was to take place.

A recent survey has indicated the Foreign Nationals within the prison continue to feel safe, reflected by the fact that if no space is immediately available within the Immigration Estate, the individuals are more often than not content to stay at Canterbury, rather than be returned to remand conditions until a place is found.

Between November 1st and 4th 2010 the Prison received a short follow-up inspection to the full inspection which had taken place in August 2007. It was found that progress had been sustained including a noteworthy expansion in the quality and quantity of activities. Nick Hardwicke, HM Chief Inspector of Prisons wrote that "The prison is an essentially, safe, respectful and purposeful place but it could develop further still if there was better national support and guidance particularly on how best to support the resettlement of those being removed from the country."

The Board would again like to commend the work in particular of the Chaplaincy Team who have exhibited phenomenal energy in their provision of a multi-faith service for the foreign nationals held at HMP Canterbury .

ISSUES FOR THE MINISTER

The Board would like to express its appreciation to the Minister for a much speedier response to the Annual Report than in the previous year.

The Board has concerns that resettlement provision is still lacking for those prisoners who are released into the community at the end of their sentences . This is despite the fact that on January 4th 2011 The Resettlement Centre referred to in last year's report was introduced to co-ordinate resettlement activity. In the year 2010 to March 2011 out of 786 total disposals 189 were released back into the U.K. The larger issue concerns offenders going into the Detention Estate, then not being deported and , as a result, being returned into the UK community without the support normally associated with ex-offenders.

The working relationship between the Prison Staff and the in house Immigration Team should be commended and highlighted across the Estate as good practice. However, there is still frustration among prisoners about the lack of clarity about their immigration status. Cases should be looked at 6 to 7 months in advance of the end of the sentence but, due to lack of resources, it is often only 3 months. It appears that there is still no national policy for the management, support and offender management of foreign national prisoners.

ISSUES FOR THE NOMS AND THE PRISON SERVICE

As the Board states every year, HMP Canterbury is overcrowded and operating substantially above the Prison Service certified normal occupancy of 195. An operational capacity of 314 is not acceptable.

After previous concerns the Board is pleased to note the increase in prisoners moving to open conditions in the last year.

The Board is pleased to note the increased P.E. facilities but the close proximity of the changing area and urinals plus inadequate shower provision for the larger numbers gives cause for concern as does the lack of showers in the new gym.

5. REQUIRED AREAS

5.1 DIVERSITY

The Diversity Team in Canterbury Prison has been in existence for approximately 15 years. The team, DREAT, meets bi-monthly, organised by the Diversity Manager and chaired by the Governor or Deputy Governor. Departmental representatives and a prisoner representative attend the meetings. The meetings are minuted and members are pro-active outside meetings.

Diversity training "Challenge it, change it"(CICI) is still over target at 95 %.

Cultural awareness has stayed at 43%. Dates for training to improve this figure have been arranged.

The SMART(Systematic Monitoring and Analysing of Racial Equality) system is in place. Data on religion, languages and nationality groupings is provided at any time. The last data was collected in June 2011 and an Excel spreadsheet for nationality monitoring to cover the same aspects as SMART is being developed and disparities are being investigated.

RIRFs(Racial Incident Reporting Forms) are available in different languages and a safeguard of confidentiality for all parties is in place. The complaints are properly logged, timescales are fulfilled and there is a commitment to monitor and support the victim if, for any reason, issues are unresolved. Investigations and outcomes are properly discussed. Very few RIRFs were completed during the year(5 was the highest number in one month). All were thoroughly investigated and satisfactorily concluded. Offenders express their confidence in the system. There are no identifiable trends highlighted by RIRFs.

The use of Big Word (on call language interpreter) is mainly used in CCU for adjudications or sometimes at Reception. Peer translations have also been used, in agreement with the person in question, and often works well on the wings. Mandarin, Vietnamese and Romanian have been the languages most translated this year.

HMP Canterbury continues to involve the community and maintains good links with Kent University and Canterbury Christchurch University. The Visitors Centre has contact with a number of voluntary and community organisations.

The Prison Population:

The only significant change in the population of the prison is an increase of Romanians by 6. The steady increase in Polish and other Eastern European nationalities, when combined, makes the 'Other White' group the single largest for the first time at 113. Polish nationalities remain the highest single nationality. The British population stands at 4.2% of the total prison population of 308 and there are 65 nationalities.

The top four nationalities are: Polish 9.1%; Jamaican 8.7%; Nigerian 7.1% and Vietnamese 6.8%.

Religion Overview:

The largest faith groups in the Prison, at the moment, are Muslim 27.3%; Roman Catholic 24%; Church of England 8.1%; Russian Orthodox 5.5% and Buddhist 5.5%.

Age of Prisoners:

There are currently 7 prisoners over 55 but none over 65.

Disability:

A structured system for disabled offenders has been set up. The disability Liaison Officer has set up a plan to identify problems at the earliest opportunity and to help with solutions. A handbook on the subject for staff is available and leaflets for offenders are also available.

Focus Groups:

Focus groups of different ethnic groups meet regularly, are well attended and highlight positive and negative points to follow up. A focus group for offenders over 55 has also taken place.

Sexual Identity:

There are currently two prisoners who have asked for confidential support. The prison has been able to obtain useful information from Stonewall which explains aspects of asylum connected to persecution in other countries on account of sexual orientation.

5.2 LEARNING AND SKILLS

Following an unannounced short follow-up inspection of the prison in 2010 by HM Chief Inspector of Prisons it was reported that a noteworthy expansion in the quality and quantity of activities had been sustained.

Induction of new inmates now takes place during one week instead of two as previously. This results in employment or education being available within two weeks or less. This is a great improvement on the previous timescale which had been one of the issues regularly raised in applications.

There has been a 97% delivery of educational hours with almost 100% of the population engaged in prison activities. A number of 'Skills for Life' qualifications have been obtained along with literacy, numeracy and Esol up to Level 3. Esol qualifications, in particular, have been very high. As a Foreign National prison Business International Skills, Financial Literacy, Employability Skills and Health Living are all offered on a generic basis so that they translate for the inmates home needs. NVQ Skills are not offered because of the nature of the prison.

Inmates enrolling onto and completing courses is 96% in the current year to date and 71% to date have achieved qualifications.

In a recent Internal Audit by Manchester College the Education Department was awarded 'Satisfactory' across the board.

There was a problem last summer with the lack of air-conditioning in the Education Department and the consequent high temperatures on very hot days. This has now been rectified with air conditioning being installed and this is working well. However, the flooring within the department is proving problematical and has become a Health and Safety issue. Work to improve this will be done in sections with the possibility of about seven days of education lost.

With the addition of a new gym PE provision has increased and courses such as Heartstart, Manual handling and First Aid continue to be offered with good qualification results. A new AQA (Assessment and Qualifications Alliance) award is also offered with twenty certificates having already been given. The gym staff are also currently researching other awards for foreign nationals. One of the difficulties which has arisen, with the increased numbers participating, is that time allocated for awards is limited. The close proximity of the changing area and urinals plus inadequate shower provision for the increased numbers gives cause for concern as does the lack of showers in the new gym.

There are now two workshops in operation. The Board had been concerned with the discrepancy between the higher wages in the workshops and the educational allowances but this has now been rectified. The system of part-time work plus education is now in operation and working well.

There was criticism within the Inspection report that reinforcement of language skills was neither planned nor systematic. Since the inspection three tutors now go into the workshops and onto the wings and support language and literacy.

Offenders continue to be employed within the kitchens and prison qualifications can be obtained; certificates are given by the prison but accredited by Health Care Safety Services. Certificates are awarded for Health and Safety, Food Hygiene, Infection Control and Manhandling, with 174 certificates awarded over this reporting period. 50 BICS Cleaning | Certificates have been externally awarded. The kitchen continues to offer good quality food for all the ethnic and religious groups and the feedback from inmates is very favourable.

5.3 HEALTHCARE AND MENTAL HEALTH

All inmates have contact with Healthcare at reception when they arrive at the prison. They are also made aware of Healthcare during their induction. All inmates are interviewed by Healthcare when they leave the prison for whatever reason. The triage system is working well and good primary healthcare by the staff keep the prison population in good order.

From April 2012 healthcare will be provided by an outside agency and, in line with many other Cat C establishments, no prison officers will be deployed in Healthcare. The officers who have worked for some time in Healthcare are disappointed by this change. One result of this change will be a reduction of security in Healthcare with resort only to the 'green button, should a difficulty arise.

The prison population are invited to attend various clinics, run by the Healthcare Team or healthcare assistants from outside agencies. Clinics currently include: Hep B, Sexual health, Mouth-care, Foot-care, Smoking cessation, Under 25's (including vaccinations) and Well-persons (blood pressure, diabetes screening etc.)

The GP appointed last year is still in post and holds 3 surgeries a week which are running well. He is in favour of an independent healthcare provider believing it will promote confidentiality and the maintenance of a high standard of practice, comparable with that in the wider community.

It was noted that there is difficulty in organising 'cold' surgical operations for offenders as their stay at Canterbury is often shorter than the usual hospital waiting list time. Also, if an offender moves to another establishment the whole referral procedure has to start again.

An Integrated Drug Treatment regime was established in November 2010. Offenders who are transferred on maintenance therapy are encouraged to de-tox before discharge if there is time, especially if deportation is likely. Currently 10 offenders are being seen regularly of whom approximately 5 are receiving medication dispensed daily. The scheme employs a dedicated doctor and nurse-practitioner (funded by the DOH). However by and large the current population of the prison do not have drug related issues so the value of such a regime (budgeted through the Primary Care Trust) is questioned. There is the additional worry that if FNs are put on the treatment scheme they can be transferred to the IDE or deported with very little notice – no ongoing treatment would then be available for them.

The Optician's and Dentist's surgeries are working well.

The Consultant Community Psychiatrist usually attends monthly and sees an average of 1-2 patients. These are followed up approximately weekly by specialist mental health nurses from the community.

The Healthcare suite has been decorated during the last year, a new floor laid and the lighting modernized all of which have contributed to a more pleasant environment.

During the year there have been 5 newly diagnosed cases of tuberculosis, all unrelated, reflecting the rise of infection in the general population.

5.4 SAFER CUSTODY

Robust Safer Custody Meetings happen with regularity and are very productive. Prisoners attend and contribute to the meeting. Unfortunately, however, they often fall on the day of the Board's monthly meeting which limits attendance. The clashing of dates has been examined but unfortunately there does not seem to be an easy solution. Issues raised by prisoners at these meetings are taken seriously and dealt with in a timely and effective manner.

Over the last twelve months there have been 41 ACCT (Assessment Care in Custody Teamwork) cases opened. This figure is rather less than as last year. Cutting continues to be the most common method of self-harm but overdosing on prescribed drugs has also occurred. Cases opened are fairly evenly distributed across the

Wings with 10 opened in the CCU. The reasons given for self-harming seem to vary with no clear pattern. However, it would seem that within the Polish prison population self-harming is regarded as a way of getting what they want and, at times, this is reflected in the proportion of ACCT documents opened.

ACCT procedures continued to be handled in a professional manner and ACCT training is regularly undertaken by staff. A list of people with open ACCT documents is clearly visible at the inner gate and is circulated in the “Daily Operational Briefings” so that all staff and therefore IMB members are aware of them. As ACCT documents are always available wherever the prisoner is the Board is able to undertake regular monitoring. ACCT reviews are undertaken with a care and compassion that puts the prisoner at ease and makes it possible for them to feel that they can move forward. As so many ACCT cases involve Immigration issues it is a great benefit that there are Immigration Staff on site who are willing to attend and participate in Reviews. This input is always well received by the individual and allows more effective responses to be offered to the prisoner in question.

Again, the Board states, many offenders fear retribution when they return to their home countries and will also leave behind family in the UK. The slow response from central UK Borders Agency (UKBA) departments to questions about their future exacerbates fears. This is mitigated to some extent with fortnightly surgeries being held by local Immigration Staff and have been welcomed by the prisoners. The Board hopes that these surgeries will continue in the future but ultimately greater speed is needed by the central caseworkers.

Bullying is not tolerated within the prison and a effective system has been established to monitor prisoner’s interaction. Over the reporting period 43 cases of unacceptable behaviour (ranging from minor incidences to “bullying”) were investigated by the prison. This is a slight reduction from last year. Trust of the staff by the prisoners has improved.

5.5 SEGREGATION / CARE AND CONTAINMENT UNIT

CCU has seen a reduction of occupancy days when compared with last year and proven adjudications have also seen a slight reduction.

The fluctuating occupancy rate in the CCU continues at a similar level to last year. The staff have been able to ensure that exercise and showers have been available throughout. Availability of reading matter has not been an issue in the current year.

The Board has monitored adjudications throughout the year and finds that, whenever possible, alternative punishments to cellular confinement are applied. The impartial translation service s(Big Word) is often used to good effect.

Assault, unlawful possession and disobeying orders continue to be the most common reasons for adjudication.

The use of force is minimal, being almost identical to the previous year. Compared to the occupancy of the CCU the use of force is lower this year than last with only one peak in October as opposed to two in the previous year.

There has been a noticeable increase in offenders held on GOOD over the last year. The reasons for this are not clear but seem to follow the same pattern as previous years.

The Board has received ample notice of transfers to the CCU and a rota member attends reviews and adjudications as often as possible.

6. OTHER AREAS

6.1 RESETTLEMENT

Every prison needs to address the needs of individual prisoners with regards to re-offending and rehabilitation. As the Board has often stated there are little resources or facilities given to addressing rehabilitation needs of individuals released into the British community. Resttlement planning is made difficult by the uncertainty and late notice often given of UKBA decisions. However, on January 4th 2011 a Resettlement Centre was opened which draws together and co-ordinates resettlement activities such as Jobcentre Plus, Migrant Help and OMU.

The most effective approach to foreign national issues at HMP Canterbury has been the utilisation of the Facilitated Return Scheme, co-ordinated by the International Organisation for Migration. This does address resettlement needs of individuals returning to their home country by offering grants and business start up loans etc. Individuals cannot be forced to partake in the project but those who do benefit greatly and the process of returning the individual to another country is much quicker and more structured than simple deportation. There is a parallel scheme for EU members but, currently, there are particular problems with this section due to the team's heavy workload.

Addressing resettlement needs is still hampered by the late official notification of the intention to deport an individual. Although UKBA stress that they verbally tell the individual the likelihood that they will be deported, more often than not the individual will hold out hope to the very end, until official notification is given. To treat individuals in this way is not acceptable and the Board feels UKBA have to re-examine their procedures so this does not happen.

6.2 VISITS

The visits centre has been moved to the front of the prison with a new Visitors Entrance and a friendly atmosphere pervades it. A crèche, lockers, toilets and baby changing facilities are available. The visitor search area is accessed via the front gate. Searches are professional, thorough and dignified providing a smooth passage with little delay into the Visit Hall.

There is a good atmosphere in the Visit Hall and staff are approachable while retaining the necessary element of authority. In addition to weekly visits(maximum visitors 20) there is a Family Visiting Day monthly when there is a maximum of 12 families.This extra longer visiting time is very successful and makes a huge contribution towards enhancing continuing family relationships.

The front garden continues to be a much needed uplift to the prison entrance.

6.3 GYM AND PHYSICAL EDUCATION

Gym facilities have nearly doubled this year through the initiative of staff, which should be commended. An unused workshop was refurbished with excess equipment donated by other establishments. Staff offered their own time to help set the gym up and the prisoners have appreciated the greater access to physical education as a result.

6.4 CHAPLAINCY

The Chaplaincy Team continues to provide excellent services to the prison as a whole and deserve specific mention.

Multi-faith chaplains continue to work as a close-knit team to the benefit of the whole prison.

Worship continues to be well ascribed to by all the World Faiths and the team has a special united bond that reflects their vision for harmony and peace. There will be major changes to the team during the year with the retirement of three chaplains. Canon Michael Bunce(R.C.) has already left and has been succeeded by Father Philip Smith. Later in the year the Rev. Judy Griffiths(C of E) and Gordon Hughes(Salvation Army) will also be leaving.

Members of the team have continued to help out at other prisons within Kent sharing good practice and, during the year, there have been a number of placements shadowing various of the chaplains.

All formal religious days are celebrated, while during the year several discussion groups are held and led by the Chaplaincy Team and volunteers. It is hoped to develop a cross religion discussion group as the year progresses.

The Rabbi has begun a resettlement group called 'Shaping your own future' encouraging those about to be discharged to explore life beyond the prison. The Imam is to run the new 'Youth tarbiyah' course which encourages Muslims in their faith and daily lives.

In summary the Chaplaincy represents best and innovative practice as a Team. They reflect in their daily work, the ethos and vision they speak about and function closely with other disciplines. Consequently, Chaplaincy functions at the heart of prison life where it is most effective with the support of the Governor, SMT and staff.

6.5 RECEPTION

This is a purpose built area ,dating from 2006, where prisoners are admitted into the prison in an efficient and sensitive manner. Space is quite restricted when a large

number of offenders are being admitted and it can become rather hot but there are two mobile air conditioning units on order which should alleviate the situation. Receptions for the year were 995 and discharges 992.

Not all of the prisoners's property can be housed at Reception and some boxes have to be housed in the Chaplaincy area.

7. THE WORK OF THE IMB

Once again the Board has witnessed a significant change in membership during this reporting year. Amy Bushell left to join the Intensive Development Scheme for potential prison governors; Alan Ewart-James who had served two terms as Chair retired and is currently fulfilling his ambition to sail across the Pacific Ocean while Janet Wincott and Michelle Moir (who had been a Board member for 21 years) retired for personal reasons. Their work for the Board has been greatly appreciated over the years and their advice, expertise and professionalism will be missed. This has left us with a very inexperienced Board; the Chair and Vice-Chair, who both joined in August 2008, being the longest serving members. We appointed four new members last autumn and they are now coming to the end of their probationary year. We hope to recruit some new members in the coming months.

The Board has visited Dover IRC and found the comparisons with our own establishment very interesting.

Two members have attended the New Chairs' course; one has been to the Board Development Officers' course and two have attended the New Members' course.

Informal pre-meeting sessions take place each month sometimes with a speaker from one of the prison departments and sometimes a discussion among ourselves. Topics covered have included the role of UKBA, 'Toe by toe' language learning, dealing with serious incidents and our Annual Performance Review.

The Board are once again indebted to our Clerk for the continued high level of service she provides always accompanied with a smile. More widely we find the Senior Management Team, staff of the prison and the in-house immigration team have always been informative, helpful and open with our enquiries. The Governor continues to provide an open door policy to the IMB and regularly attends our meetings to address our concerns.

The Board still struggles to attend all the Reviews held within the establishment. Although they are now notified of all movements to the Care and Containment Unit, actual review timings are often set at the last moment to allow maximum attendance. As rota members do not visit the establishment every day it is hard to plan for such meetings. The Board would welcome any move to fix specific times of the week for reviews to be held.

Applications to the Board have fallen from 151 in 2009/2110 to 122 in the current year. The distribution of type of application remained the same with the most common applications being about missing property, immigration issues and failure to be re-categorised. There was a sharp increase in the number of applications regarding transfers, predominately to Cat D prisons.

8. BOARD STATISTICS

BOARD STATISTICS	2009/10	2010/11
Number of Board members at the start of the reporting period	10	8
Number of Board members at the end of the reporting period	8	8
Number of new members joining within the reporting period	3	4
Number of members leaving within the reporting period	5	4
Total number of Board meeting during reporting period	12	11
Average number of attendances at Board meetings during reporting period	7.5	7.7
Number of attendances at meetings other than board meetings		25
Total number of visits to the prison (including all meetings)		218
Total number of number of applications received	159	126
Total number of segregation reviews held	c.23	c.24
Total number of segregation reviews attended	19	18

7.7 APPLICATIONS BY SUBJECT

CODE	TOTAL 2009/10 in brackets
A. ACCOMMODATION	2 (1)
B. ADJUDICATION & SEGREGATION	11 (3)
C. DIVERSITY	5 (8)
D. E/T/E & REGIMES	3 (9)
E. FAMILY/VISITS	5 (2)
F. FOOD/KITCHEN RELATED	2 (1)
G. HEALTH RELATED	7 (8)
H. PROPERTY	13 (46)
I. SENTENCE RELATED	53 (45)
J. STAFF/PRISONER/DETAINEE RELATED	4 (6)
K. TRANSFERS	4 (9)
L. MISCELLANEOUS	13 (14)
Total	122 (151)