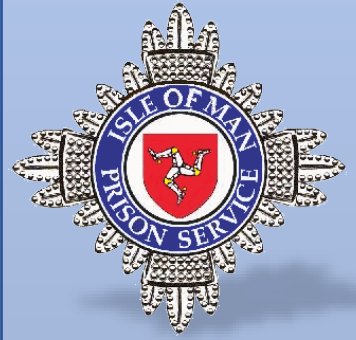


ISLE OF MAN PRISON  
&  
PROBATION SERVICE  
STRATEGIC PLAN  
2022-2025



*Our Vision*

*“On an island full of choices, choose to change”*

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# Introduction

## Statement of Purpose

Staff within our organisation include Probation Officers, Probation Service Officers, Prison Officers, Psychology Staff, Community Service Staff, Administrative Staff, Operational Support Grades, and those in specialist corporate functions. all having one aim – changing lives for a better future.

In the last two(?) years we have undergone a period of modernisation, including refurbishments, IT, and workforce, to ensure our staff are enabled to deliver front line services effectively and efficiently in local communities and the prison. We have a body of skilled practitioners who apply sound, professional judgement to deliver services to all communities. Those services include the supervision of orders and licences, assessing and managing risk, providing interventions, and delivering a service to victims.

We are, however, not complacent and continually review new research, feedback from service users and practitioners in order to ensure we are providing the best possible service. As crime trends change and the nature of offending changes, so too has our practice. Staff are dealing with many individuals who have mental health problems or experienced some form of trauma in their lives. We are, therefore, committed to training all of our staff on trauma awareness and will embed trauma informed practice within the organisation.

Many of those subject to Probation supervision have serious addiction problems. It is estimated 70% of people under Probation supervision in the Isle of Man have an alcohol or drug-related problem. There is a well-established link between drugs, alcohol and crime and one of the most significant factors that influences whether someone will reoffend on release from prison is their use of drugs and alcohol. In the last six months we have developed partnerships with the community and voluntary sector to provide prisoners with the opportunity to link in with addictions services prior to their release from prison.

The rise in reported incidents of domestic abuse is concerning. The Prison & Probation Service will continue to work collaboratively and in partnership with health and justice colleagues in addressing this issue. Critical to this issue will be the development of Public Protection arrangements that are bespoke to the Isle of Man. This will ensure the Prison & Probation Service, and our partner agencies, have robust procedures and policies in place when supervising domestic violence and sexually violent offenders in the community and when in prison.

The financial environment that the Prison & Probation Service and all public services operate in continues to be a challenging one. As Accounting Officers, we and senior colleagues have worked closely with the Department of Home Affairs to ensure that our budget enables us to deliver our priorities. That work with the Department will continue over the next Corporate Planning period.

This plan enables us to focus on our core work and allows us to continue with the development of the service we provide to the Isle of Man. We will maintain a focus on delivering quality services across all our work. Going forward, we will use our research, evidence and data to equip staff to continue their work of changing lives for a better future.



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Mr Leroy J Bonnick

Prison Governor & Head of Probation



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Mr Declan Crawley

Acting Head of Service (Probation)

# Culture Review

In December 2020, the Isle of Man Government Learning and Development team (LEaD) was commissioned to carry out a Culture Review of the Prison & Probation Service (PAPS). The focus of the review was in relation to how the culture impacted on engagement and staff performance. LEaD employed the use of the Organisational Culture Assessment Tool to see what type of culture the Prison & Probation Service was and wanted to be. Over 60 members of staff were interviewed during the process.

Following analysis of the data from interviews, **the PAPS culture was found to be a 'hierarchical culture' also known as 'Control Culture'** typically characterised by the following traits:

- Functioning and running smoothly is crucial
- Successful through stability, reliability, planning and accurate execution of tasks
- Rigid and controlled
- Process-driven
- Multiple management tiers and chains of command
- Things must be done right, eliminate errors, attention to detail
- Management of safety in a high-risk environment
- Can stifle innovation, creativity and adaptability
- Staff may not always feel like they can contribute to improvements

Whilst these were the behaviours identified by staff, **they generally expressed a desire for a 'Clan Culture' also known as a 'Collaborate Culture'** typically characterised by the following traits:

- Leaders seen as mentors
- Friendly, family-style working environment
- Collaborative and flexible management styles
- Consultative decision making
- Heavy leadership interaction with teams
- Emphasis on development and improvement
- Successful through caring for the people (employees, partners and customers)
- Teamwork, contribution and cohesion are prized and promoted
- Loyalty, commitment and tradition are important

There were also significant issues raised around management, communications, and transparency around decision making, staff behaviours and the environment. Following the review, all staff were invited to feedback sessions led by LEaD in which recommendations were shared.

A Senior Manager was appointed from the prison to work on the recommendations and a Culture & Operations Strategic Lead was recruited for the Probation Service. Some of the issues around IT, training and the environment raised by the Probation Team have already been completed as have issues raised by prison staff around decision making, recruitment and staff briefings.

During 2021, all staff were invited to workshops to take **part in the development of new "Values"** for the Department. A new Appraisal document has also been drafted and is due for implementation in July 2022. The work to address the issues raised in the Culture Review continues.

# Prison & Probation Core Values

Our core values are the deeply ingrained principles that guide all our actions; they are inherent and sacrosanct and serve as a cultural cornerstone:



*Respect - We will treat all colleagues as we expect them to treat us with dignity, fairness and equity.*



*Transparency - We will explain why decisions are made and engage with those affected. We will be happy to be held accountable for all that we say and do.*



*Trust - We will be open, authentic and approachable. We will take the time to listen to what you have to say.*



*Integrity - We will be truthful and courageous striving always do the right thing. We will keep our promises.*



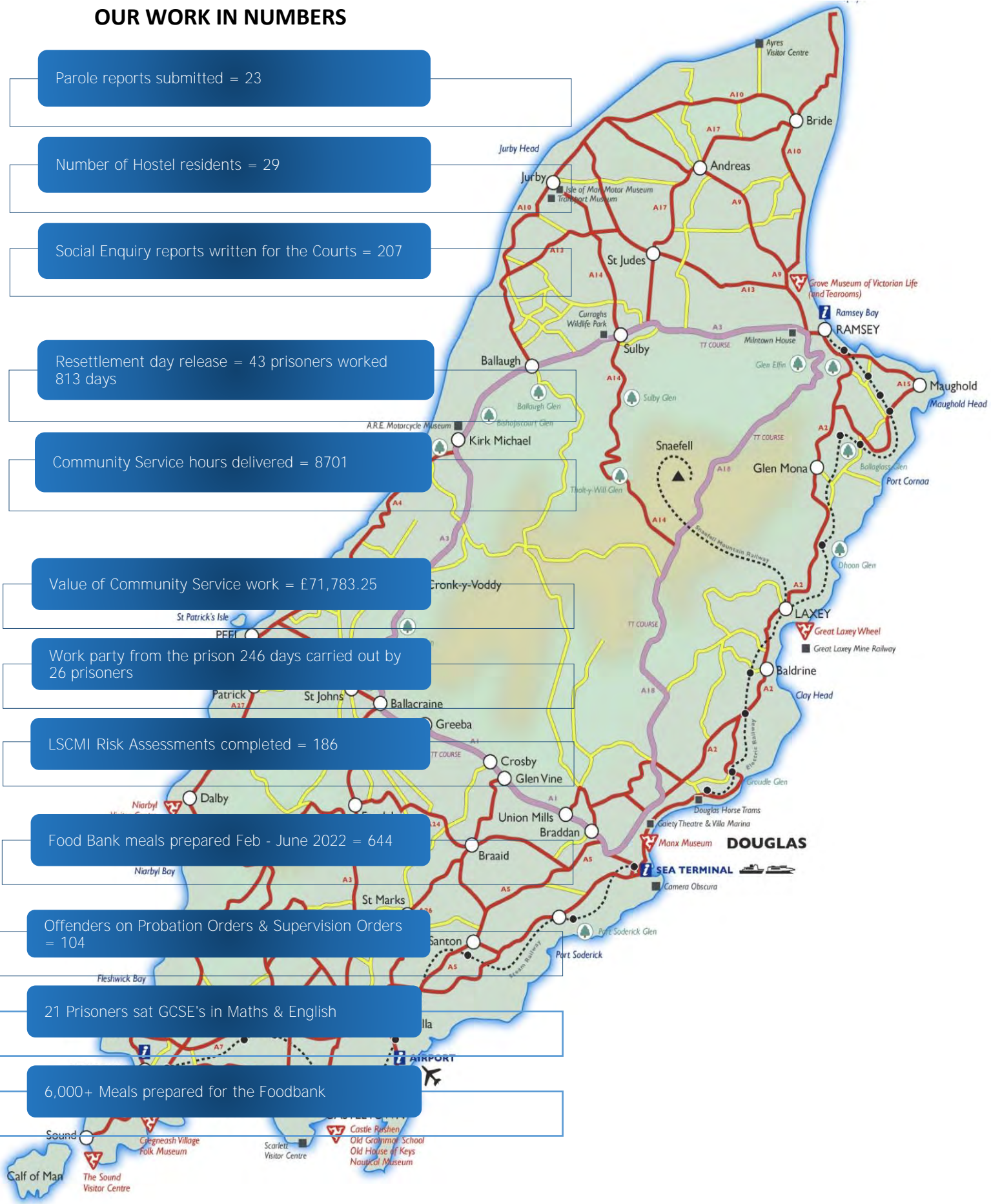
**Resilience** - We will provide you with the appropriate support, development and training to enable you to meet the demands of your role.



*Teamwork - We will be open to ideas from others and encourage positive team interactions through working together.*

# OUR WORK IN NUMBERS

- Parole reports submitted = 23
- Number of Hostel residents = 29
- Social Enquiry reports written for the Courts = 207
- Resettlement day release = 43 prisoners worked 813 days
- Community Service hours delivered = 8701
- Value of Community Service work = £71,783.25
- Work party from the prison 246 days carried out by 26 prisoners
- LSCMI Risk Assessments completed = 186
- Food Bank meals prepared Feb - June 2022 = 644
- Offenders on Probation Orders & Supervision Orders = 104
- 21 Prisoners sat GCSE's in Maths & English
- 6,000+ Meals prepared for the Foodbank

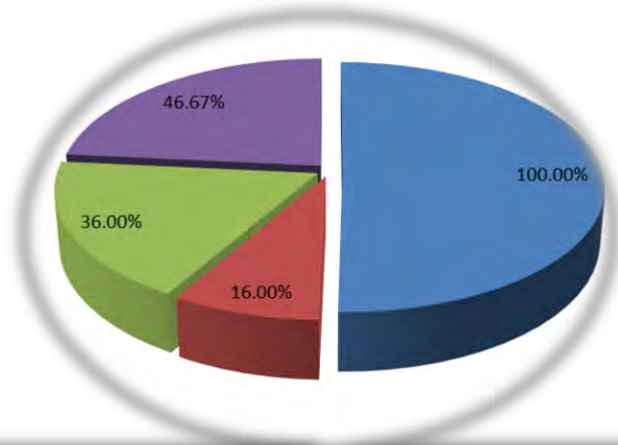


# 2021 Reconviction Rates

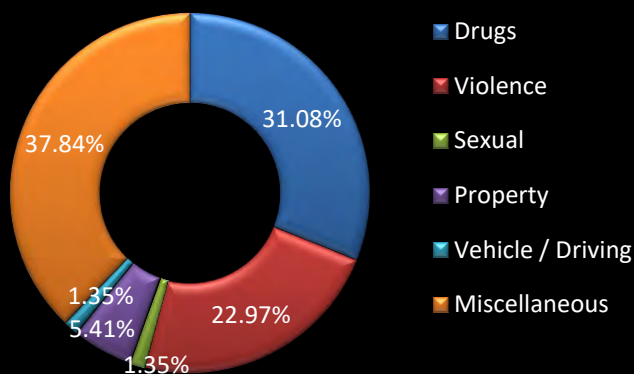
Total Number of Individuals Convicted (Year)	Individuals who have been reconvicted within 12 months of release or end of supervision date (TOTAL)	Individuals who have been reconvicted more than 12 months from release or end of supervision date	Individuals Convicted During Year with No Previous Convictions
75	12	27	35
100.00%	16.00%	36.00%	46.67%
	As above, but only including convictions for Violence, Drugs or Sexual offences		
	2		
	2.67%		

## Individuals Convicted During 2021 (%)

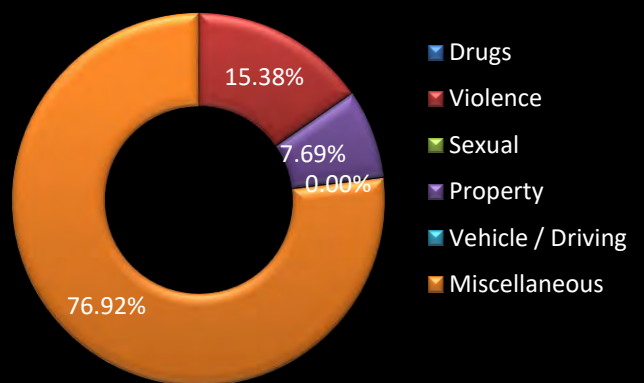
- Total number of individuals convicted (year).
- Individuals who have been reconvicted within 12 months of release or end of supervision date (total).
- Individuals who have been reconvicted more than 12 months from release or end of supervision date.
- Individuals convicted during year with no previous convictions.



## Convicted Offences by Category %, 2021



## Current Re-Convictions by Category %, 2021



## Our Delivery 2021/22

### Keeping the Isle of Man Safe and Secure

Our delivery against our performance targets for the reporting period 2021/22 has been impacted adversely due to the Coronavirus Pandemic. Much of our routine work such as accommodation fabric checks, mandatory drug testing and prisoner interventions were curtailed because of restrictions in place to minimise infections. As a prison community and as a Probation Service working with offenders in the community we are now learning how to better cope with the virus and will refocus our efforts to meet our target delivery during this reporting year.





# Prison & Probation Delivery Plan

## Prison & Probation Objectives

Objective			
1. Introduce targeted interventions for Offenders on Probation Orders to reduce their offending behaviour:			
Theme	How	By When	Status
Staff Support	<p>Staff will be trained in the delivery of interventions including:</p> <ul style="list-style-type: none"> <li>• LSCMI (assessment)</li> <li>• Motivational interviewing</li> <li>• Specific work with sex offenders</li> <li>• Domestic violence</li> <li>• Safeguarding</li> </ul>	<p>By End of Quarter 2/2023 By End of Quarter 2/2023 Ongoing. By End of Quarter 3/2022 By End of Quarter 4/2022</p>	
Prisoner Support	<p>All prisoners will be seen by the Resettlement Board at the latest 3 months prior to their release providing their sentence is of a sufficient length for this purpose.</p>	<p>New Resettlement Team including multi-disciplinary attendance i.e. DAT, Mental Health, Education, Healthcare, Job Centre, Housing, and will be introduced and fully operational by:</p> <p>End of Quarter 2/2023</p>	
Health & Wellbeing	<p>All prisoners will receive health services equivalent to those provided in the outside community.</p> <p>We will focus on the general health and any dependences they may have such as drink or drug additions.</p>	<p>All prisoners will be screened by Healthcare during their induction into prison. This may also involve identification of any addictions.</p> <p>All offenders on Probation Orders will be challenged regarding their drink and drugs use as it pertains to their offending behaviour.</p> <p>For offenders both in custody and in the community, interventions will be targeted to address their health needs as a matter of priority but in any event no later than 6 months post sentence.</p>	
Safety & Security	<p>Our aim is to provide a safe and secure community for the Isle of Man. We will monitor the interaction in prison of those individuals we believe present a continuing risk to the public.</p> <p>We will commit that every prisoner will receive a Risk Assessment.</p> <p>We will ensure that every report provided for the Court identifies the risk the defendant presents to the wider community and recommend to the Court disposals that are balanced against the risk the defendant poses and are commensurate to the seriousness of the offences committed. We will consider the safety and security of the community first.</p> <p>Prison &amp; Probation staff will receive training in LSCMI (Risk Assessment Tool).</p> <p>All prison staff will be trained in dynamic security, anti-corruption and conditioning.</p>	<p>Ongoing.</p>	

Governance	<p>We will introduce Key Performance Targets (KPIs) that measure the number of interventions that are delivered in the prison.</p> <p>We will collate data on the number of prisoners returning to the prison and on Probation Orders.</p>	By End of Quarter 4/2022.	
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### Objective

#### 2. Supervise Offender Orders on Community Service Orders as reparation for the crimes they have committed

Theme	How	By When	Status
Staff Support	A Community Service Team Leader will be recruited.	By End of Quarter 2/2023.	
	Supervisors will be offered training and development opportunities.	Ongoing.	
	Projects will be selected based on their value to the Island's community.	Ongoing.	
Offender Support	Flexible attendance will be offered to all offenders to accommodate their employment status.	Ongoing.	
	Introduction of Basic Skills training.	By End of Quarter 4/2023.	
Health & Wellbeing	All offenders will be provided with appropriate PPE.	Ongoing.	
Safety & Security	Risk Assessments and safe systems of work will be provided in advance of starting any project.	Ongoing.	

### Objective

#### 3. Address Offender Behaviour and ensure effective Resettlement Interventions

Theme	How	By When	Status
Staff Support	Providing staff with up to date training.	In progress and ongoing.	
Prisoner Support	Resettlement provides prisoners with the opportunity to develop their skills in training, employment and preparation for life in the community after a period of incarceration.	Ongoing.	
Health & Wellbeing	Resettlement provide prisoners with support when having to cope with anxieties in their lives.	Ongoing.	
	Forensic Psychologist providing Assessments and Interventions.		
Safety & Security	Resettlement encourage prisoners to engage in the Resettlement Day Release process to provide structure and stability in their lives.	Ongoing.	
Governance	Resettlement hold weekly meetings with individual prisoners to assist with accommodation ('Housing Matters') and also include representatives from the Job Centre, Education, Healthcare, Drugs & Alcohol Services, and Emotional Wellbeing Services.	Ongoing.	

Objective			
4. Deliver Restorative Justice Programmes			
Theme	How	By When	Status
Staff Support	Providing staff with the relevant training to allow the successful facilitation of the Restorative Justice (RJ) process.	As soon as the relevant trainer has been identified.	
Prisoner Support	<p>Any prisoner that wishes to take part in the RJ process will be considered and this will be explored through the Restorative Justice Group to see if the prisoner is suitable for the RJ process.</p> <p>The victim of the crime must be considered and the process is to be driven by the victim and not the prisoner. If the victim does not wish to take part it will not happen.</p> <p>The process can be long and the expectations of the prisoner must be effectively managed at every stage throughout the process.</p>	As and when requested, application to be made to the RJ Group and steps taken to identify if the victims would consider being part of the RJ process.	
Health & Wellbeing	<p>Provide the prisoner with the ongoing support that will be needed whilst going through this process.</p> <p>This is not a short process and the process will bring up some potential traumas/PTSD and will need to be managed effectively and via the appropriate departments/agencies – such as Mental Health and Victim Liaison etc.</p>	Ongoing.	
Safety & Security	<p>Ensure that there is a safe environment for this process to be conducted; it has to be away from the general population due to the confidentiality and sensitive nature.</p> <p>We also need to ensure that we maintain the security of the prisoner and victim if there is to be a face to face meeting.</p>	Ongoing.	
Governance	<p>Ensure that there is a safe environment for this process to be conducted as it has to be away from the general population due to the confidentiality and sensitive nature.</p> <p>We also need to ensure that we maintain the security of the prisoner and victim if there is to be a face to face meeting.</p>	Ongoing.	

Objective			
5. Facilitate effectively working with other agencies			
Theme	How	By When	Status
Staff Support	<p>We endeavour to maintain effective relationships with other agencies as well as providing support to staff as support maintains the staff members as well as keeping them focused and determined over time through difficulties.</p> <p>Victim Support/Crisis Response Team/ Staff Welfare.</p> <p>IMS (independent Medical Services) provide us with medical and mental health practitioners.</p>	<p>All ongoing considering the environment prison staff work within and the risks present.</p> <p>Whenever necessary for our staff.</p>	
Prisoner Support	<p>The prisoners have a healthy and diverse support network to facilitate their needs.</p> <p>Samaritan volunteers work with prisoners offering a Listening Service. This is done face to face or by phone (24/7).</p> <p>Chaplaincy – The role of the Prison Chaplain is not confined to the provision of religious services but extends to a central role in the provision of support services for prisoners, and in some cases staff, especially for those in crisis.</p> <p>Independent Monitoring Board (IMB) – monitor the day to day life in prison and ensure that proper standards of care and decency are maintained for all prisoners.</p> <p>The IMB will deal with complaints if issues have not been dealt with internally.</p> <p>Mothers Union – offering support to help families sustain and develop their relationships whilst separated by imprisonment:</p> <ul style="list-style-type: none"> <li>• Staffing a play area during visits.</li> <li>• Working alongside the Chaplaincy Team.</li> <li>• Assist in Family Days for prisoners.</li> </ul> <p>'Housing Matters' – the charity works with landlords and local authorities to find housing, emergency and otherwise for prisoners close to release.</p> <p>IOM UCM College – providing education, educational training alternatives and numerous learning support possibilities to the prisoners to help better their educational qualifications and achievements to better themselves or their opportunities upon their release.</p>	<p>IMB prisoner support is ongoing, directly or indirectly.</p> <p>This supporting of prisoners is ongoing.</p> <p>Support is provided towards the end of a <b>prisoner's sentence when it is necessary.</b></p> <p>A service that will continually be provided.</p>	
Health & Wellbeing	<p>Drug and Alcohol, MOTIV8, Healthcare - this multi-agency and disciplinary team delivers a wide ranging but also specialist service.</p>	<p>In operation.</p>	

	<p>The prison's Healthy Living Group (Gymnasium, Catering Department, Education, Stores and Healthcare). Objective:- prompting and maintaining a healthy lifestyle.</p> <p>Gymnasium – prisoners are encouraged to use the gym.</p> <p>The health and wellbeing of our prisoners in our care at Jurby is important. We therefore work collaboratively to support them with improving and maintaining this through the following interventions:</p> <ul style="list-style-type: none"> <li>• Physical education and training.</li> <li>• Gym induction.</li> <li>• Sport/fitness events.</li> <li>• Physiotherapy.</li> <li>• Yoga.</li> <li>• Walk &amp; Talk.</li> </ul>		
Safety & Security	<p>We have support from agencies when requiring further safety and security on top of what we offer:</p> <ul style="list-style-type: none"> <li>• IOM Crime Stoppers.</li> <li>• Police.</li> <li>• IOM Courts of Justice.</li> </ul> <p>Working together and sharing information, sentencing and rehabilitating offenders.</p> <p>Government Health &amp; Safety Advisor.</p> <p>External Provider– provide strategically outsourced services for the prison:</p> <ul style="list-style-type: none"> <li>• Prisoner escorts.</li> <li>• Staff of the Courts of Justice.</li> </ul>	A continuous need that will always be necessary.	
Governance	Working within the umbrella of the Isle of Man Government Department of Home Affairs – working in unison with all departments to ensure safety for every area of the prison, staff and prisoners alike.		

Objective			
6. Staff Engagement			
Theme	How	By When	Status
Staff Support	By ensuring staff have the correct training and qualifications to give them the confidence to carry out their duties to the best of their abilities.	Ongoing commitment.	
	Improving staff work and stand down areas by investing and rejuvenation.	By end of 2023.	
	Increasing the Uniform Budget to ensure that we can obtain a better quality of uniform in a style that the staff voted for.	<b>By this year's uniform issue.</b>	
	Introduction of new Staff Appraisal System.	By End of Quarter 3/2022.	
	Autonomy given to Senior Officers.	Immediately.	
	All staff meetings.		
Prisoner Support	Calendared Council meetings.	By End of 2022.	
	Introduction of PICS (Prisoner In-Cell Solutions).		
	In-cell phones for all.	By End of Quarter 2/2022.	
	Purple Visits.	By End of Quarter 2/2022.	
	Accredited Risk Assessments.	By End of Quarter 3/2022.	
	TEAMS for geographically challenged meetings.	By End of 2022.	
	Reformed Healthy Living Group.	By End of Quarter 3/2022.	
	Improved healthy menus and canteen.	By End of Quarter 3/2022.	
Health & Wellbeing	Utilising Activ8 to offer physical exercise to aid mental health.	Ongoing commitment.	
	Utilising Training Days for fun team building exercises as well as core training.	By End of Quarter 2/2022.	
	Reintroducing family evening visits for staff family members.	By August 2022	
	Delivering Mental Health First Aid for staff.	Ongoing commitment By End of Quarter 2/2023.	
Safety & Security	Introduction of Biometric Systems.	Ready to pilot by year end 2022.	
	Upgraded cameras.	By End of Quarter 1/2022.	
	Updated policies and procedures.	By End of Quarter 1/2023.	
Governance	Monitoring the new Staff Appraisal System.	By end of each reporting year.	
	Holding regular all staff meetings.	By end of each month.	
	Regular meetings with the Trade Associations.	Monthly.	

## Objective

7. Safety & Security: To keep the public, staff and prisoners safe by keeping those committed to imprisonment from escaping or carrying on with illicit activities whilst in our establishment.

Theme	How	By When	Status
Staff Support	<p>Staff will be trained in all areas of prison craft work prior to working with prisoners.</p> <p>Security Officers will be trained to monitor the prisoners' phone system.</p> <p>Dedicated Search Team to be trained and utilised.</p> <p>Dedicated staff trained as Hostage Negotiators.</p> <p>Dog Handlers will support the Police as part of our collaborative working at Ports and planned operations to assist with drug detection.</p> <p>Dog Handlers will attend twice yearly training to ensure that they and their dogs are considered competent and capable in drug detection.</p> <p>Dedicated staff will be trained in Mandatory Drug Testing.</p>	<p>All prison staff are fully trained prior to commencing operational duties.</p> <p>All current Security Officers are fully trained to do this.</p> <p>By End of Quarter 3/2022.</p> <p>By End of Quarter 3/2022.</p> <p>This is an ongoing situation that has been a regular occurrence throughout 2021/2022.</p> <p>In place.</p> <p>By End of Quarter 3/2022.</p>	
Prisoner Support	<p>Prisoners risk assessed for release on Temporary Licence to attend work prior to release.</p> <p>Prisoners have access to frequent drug testing on request to show that they are no longer drug dependant.</p>	<p>This is already implemented for those deemed suitable dependant on jobs being available.</p> <p>Already in place.</p>	
Health & Wellbeing	<p>Prisoners attending outside work will be mandatory drug tested on a regular basis.</p>	<p>Drug testing kits have been purchased to allow for this, as well as for frequently testing those prisoners deemed at risk from taking unauthorised medication and placed on the Frequent Testing Programme.</p>	
Safety & Security	<p>All prison staff will receive basic training and regular refresher courses in Conditioning and Manipulation.</p> <p>Prisoners will be randomly scanned by the Body Scanner on returning from outside work.</p> <p>Police Liaison Officer to feed any relevant intelligence to the prison's Security Department that involves known illegitimate activity involving serving prisoners.</p> <p>Bullying Information Reports to be submitted by staff should they have knowledge of any bullying of prisoners by other prisoners. These then action the Bullying Policy.</p> <p><b>Prisoner's mail and telephone calls</b> monitored for signs of illicit activity or bullying.</p>	<p>Ongoing.</p> <p>Ongoing.</p> <p>In operation.</p> <p>Already in operation.</p> <p>In operation.</p>	

Governance	Cell searching and outcome data collated monthly.	In operation.	
	Searches of staff and prisoners data collated monthly.	In operation.	
	Use of Body Scanner Data collated monthly.	In operation.	

## Objective

### 8. Maintenance & Carbon Footprint

Theme	How	By When	Status
Staff Support	<p>We will maintain all the facilities in all areas and upgrade systems when necessary to provide a safe and secure site that is fit for purpose for all staff to work in. So far we have upgraded or intend to upgrade the following:</p> <ul style="list-style-type: none"> <li>• Genesys GUI control.</li> <li>• New cameras installed.</li> <li>• Refresh staff areas with new carpet and painting.</li> <li>• Improve staff stand down areas.</li> <li>• Create a new staff social area outside.</li> <li>•</li> </ul>	<p>Continually ongoing.</p> <p>In operation. In operation. By End of Quarter 2/2022.</p> <p>By End of Quarter 2/2022.</p> <p>In operation.</p>	
Prisoner Support	<p>We will continue to provide a safe and secure environment for all prisoners and continue with new digital upgrades to enhance how prisoners communicate with their families. This includes:</p> <ul style="list-style-type: none"> <li>• In-cell telephony.</li> <li>• Purple Visits.</li> <li>• PICS (Prisoner In-cell Solutions).</li> </ul>	<p>Continually ongoing.</p> <p>In operation. In operation.</p> <p>By End of Quarter 3/2022.</p>	
Health & Wellbeing	<p>We will refresh and upgrade all areas used by prisoners including cell sanitation and shower facilities:</p> <ul style="list-style-type: none"> <li>• Refresh and paint all wings and cells on a regular basis including wing serveries.</li> <li>• Upgrade showers.</li> <li>• Upgrade laundry facilities.</li> </ul>	<p>Continually ongoing.</p> <p>Ongoing.</p> <p>By January 2023. By January 2023.</p>	
Safety & Security	<p>Our aim is to provide a safe and secure environment that is fit for purpose for both staff and prisoners:</p> <ul style="list-style-type: none"> <li>• Upgrade to LED lighting.</li> <li>• New CCTV in all areas.</li> <li>• Carry out a full PPM programme to maintain all essential systems throughout the prison estate.</li> </ul>	<p>Continually ongoing.</p> <p>By 2025. By End of Quarter 3/2022.</p> <p>Continually ongoing.</p>	
Governance	<p>We will strive to reduce the prison carbon footprint in line with the Government Action Plan for achieving net zero emissions by 2050:</p> <ul style="list-style-type: none"> <li>• Reduce our ICE Fleet to be 80% electric.</li> </ul>	<p>Continually ongoing.</p> <p>Rollout of electric vehicles starts in July 2022.</p>	



	<ul style="list-style-type: none"> <li>• Make better use of 'live links' for Courts and legal visits to reduce vehicle use.</li> <li>• Continue with Recycling Programme.</li> <li>• Monitor and reduce gas and electric consumption.</li> <li>• Investigate more efficient electricity generation by using renewable technology.</li> </ul>	Continually ongoing.	
		Continually ongoing.	
		Continually ongoing.	
		By End of Quarter 4/2022.	

Objective			
9. Provision of Healthcare Services			
Theme	How	By When	Status
Staff Support	Healthcare staff will complete all mandatory Manx Care training.	Within two weeks of start date and updates as per Manx Care guidance.	
	Healthcare staff will receive mandatory prison training – key, radio, personal protection, corruption and conditioning.	Within two weeks of start date and updates as per prison guidance.	
	Healthcare staff are encouraged to source and apply for any relevant training which will benefit the service.	Ongoing.	
Prisoner Support	Prisoners will have access to a GP, mental health support, and drug and alcohol support as needed.		
	Prisoners will have access to a confidential Healthcare complaints system.		
Health & Wellbeing	All prisoners will receive health services of the same standard to those provided in the outside community.	All prisoners will be screened by Healthcare within 24 hours of their reception into prison. This will include identification of any substance dependence, medication reconciliation, identification of learning disabilities, and mental health issues.	
	We will use a holistic approach to health and wellbeing, working closely with the prison to provide healthy living strategies for prisoners.		
	We will liaise with outside agencies to ensure continuity of care for prisoners.		
Safety & Security	Introduction of Biometric ID System.		
	Healthcare will have policies and processes intended to reduce the sharing of prescribed medication and will work towards a reduction in prescribing of tradeable medication.		
Governance	We will introduce indicators of performance and quality standards for Healthcare within the prison.	Quarterly.	

Objective			
10. Education & Qualifications			
Theme	How	By When	Status
Staff Support	<p>Staff will attend training to give them the ability to work in a safe and secure environment including:</p> <ul style="list-style-type: none"> <li>● Control &amp; Restraint/Refresher training.</li> <li>● Safeguarding.</li> <li>● Conditioning &amp; Manipulation.</li> <li>● Key training.</li> </ul> <p>Staff will be encouraged to keep up to date with their subject expertise through continuous professional development opportunities.</p> <p>Hold regular staff meetings to communicate effectively.</p>	<p>Ongoing.</p> <p>Ongoing.</p> <p>Ongoing.</p> <p>Ongoing.</p> <p>Ongoing.</p> <p>Bi-monthly.</p>	
Prisoner Support	<p>The Education Team will help prisoners to:</p> <ul style="list-style-type: none"> <li>● Communicate effectively.</li> <li>● Achieve their full potential.</li> <li>● Improve their self-esteem.</li> <li>● Achieve successful rehabilitation and resettlement into the community.</li> </ul> <p>Staff will take an individual interest in educational needs through an initial interview and progress monitoring (Individual Learning Plan).</p> <p>The chance for prisoners to work at their own level, on their own targets, within the group.</p> <p>Small groups, enabling more attention from the teacher.</p> <p>They will have access to UCM's:</p> <ul style="list-style-type: none"> <li>● Student Services for advice and guidance.</li> <li>● Additional Support Centre for additional support for class/exams.</li> </ul>	<p>Ongoing.</p> <p>Ongoing.</p> <p>Ongoing.</p> <p>Ongoing.</p> <p>Ongoing.</p> <p>Ongoing.</p> <p>Annually.</p> <p>Ongoing.</p>	
Health & Wellbeing	Encourage healthy cooking.		
Safety & Security	Prisoners will learn within a safe and secure environment whilst in education.		

## GLOSSARY

**Parole Report:** Report prepared for the Parole Committee to make a recommendation about possible early release of prisoners serving sentences of over four years.

**Hostel:** aka CRCA (Community Rehabilitation Centre Accommodation). Provides semi-supported accommodation for prisoners leaving custody, offenders on Court & Police Bail and offenders on Probation supervision.

**Social Enquiry Reports:** A report prepared by Probation Officers for the Courts highlighting risk and **the offender's background.**

**Resettlement Day Release (RDR):** The process of releasing a prisoner under licence for work, family or education.

**Community Service Order:** Non-custodial sentence disposition where an offender serves a sentence by performing a prescribed number of hours on Community Service.

**Works Party:** A supervised party of prisoners working in the community.

**LSCMI:** A Case Management Tool used for assessment and measuring risk of offenders.

**Resettlement Board:** A group of agencies that meet with prisoners prior to their release to identify their needs and prepare them for release back into the community.

**DAT:** Drug & Alcohol Team.

**Probation Order:** A non-custodial option which requires offenders to meet with Probation Officers on a regular basis to address concerns related to their offending behaviour.

**Dynamic Security:** Active interaction between staff and prisoners to ensure their time in custody is safe.

**PPE:** Personal Protective Equipment.

**IMS:** Independent Medical Services.

**PICS:** Prisoner In-Cell Solutions is an in-cell computer system to allow prisoners to manage their time and wellbeing in prison.

**Purple Visits:** A video conferencing system designed for prisoner use.

# ON AN ISLAND FULL OF CHOICES

# CHOOSE TO CHANGE

**RESPECT**



**TRANSPARENCY**



**TRUST**



**INTEGRITY**



**RESILIENCE**



**TEAMWORK**



Isle of Man Prison and  
Probation Service