



**ISLE OF MAN PRISON
&
CUSTODY SUITES & HOLDING
CELLS

INDEPENDENT
MONITORING BOARD
REPORT**

1 April 2015 – 31 March 2016

The Independent Monitoring Board (IMB) is a statutory body established to monitor the welfare of prisoners in the Isle of Man to ensure that they are properly cared for whilst in custody and detention.

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Section 1: STATUTORY ROLE OF THE BOARD

The Custody Rules 2001 require the Isle of Man Prison to be monitored by an Independent Monitoring Board appointed by the Minister of Home Affairs from members of the community.

The Board is specifically charged to:

- Satisfy itself as to the state of the premises of the institution, the administration of the institution and the treatment of the detainees.
- Inquire into and report upon any matter into which the Department asks them to enquire.
- Direct the attention of the Governor to any matter which calls for the Governor's attention, and report to the Department any matter which they consider expedient to report.
- Inform the Department immediately of any abuse which comes to their knowledge.
- Consult the Governor in relation to any matter which may affect discipline before exercising any power under these rules.
- Report annually to the Minister of Home Affairs on the state of the institution and its administration and also give advice and such recommendations as it considers appropriate.

To enable the Board to carry out these duties effectively its members have right of access to every detainee and every part of the prison and also to the prison's records.

The Criminal Justice, Police Courts Act 2007, requires the Independent Monitoring Board to:

- Inspect any cell or any part of a Custody Suite in any Police Station or institution and see every prisoner in Police detention.

The Prisoners Escort Act 2008 2(1) (a) (b), (2) (a) (b), directs the Independent Monitoring Board to:

- Keep prisoner escort arrangements under review and report them to the Department.

- Inspect conditions in which prisoners are transported and make recommendations to the Department.
- Investigate and report to the Department any allegations made against Prison Custody Officers by prisoners under escort.
- Investigate any alleged breaches of discipline on the parts of prisoners being escorted.

Section 2: DESCRIPTION OF THE PRISON

The Isle of Man Prison is a secure, enclosed building taking up some 11.5 acres within the perimeter walls. It was built to Category 'B' specifications. The prison was opened in April 2008, and the first detainee was received on 14 August 2008. It is a non-smoking establishment.

There are 5 residential wings and one segregation unit. Altogether, there is certified normal accommodation for 138 detainees. Each wing provides single cell accommodation with integral sanitation, wash basin, and cell power. There is no separate wing for detainees on remand or for young detainees.

- A & B Wings house adult and young male detainees; each wing can hold 42 detainees.
- C Wing houses vulnerable detainees; it has a capacity of 26.
- D Wing is able to house 16 adult and young female detainees and has its own Segregation Cell.
- E Wing, the male Segregation Unit, can hold 9 detainees.
- F Wing can house 16 reception and pre-release detainees.

A, B, C, D & F Wings each have a laundry for personal items, and a servery. Detainees can eat either communally at tables or in cell. The wings have shower units and telephone facilities. In addition, there is a 'buddy' cell which also provides suitable access for detainees who are disabled. E Wing also contains a dedicated Mandatory Drug Testing Suite and Adjudication Room. This area does not form part of the certified normal accommodation.

Healthcare can be found adjacent to E Wing. The unit contains offices, treatment rooms, a drug store, dental surgery, consulting room, and other facilities including toilet and

shower areas. There is no in-patient facility or 24 hour health cover. The unit is managed by Primary Healthcare through the Department of Health & Social Care Primary Care Directorate.

The education area has 6 classrooms and each is capable of accommodating up to 6 detainees per class. There are 3 offices and a library. One of these offices is now allocated to the Resettlement Board. Education is delivered by a dedicated group of Isle of Man College staff under the leadership of an Education Manager. This level also provides for areas associated with staff training, legal visits and the 'live link' to the Isle of Man Courts of Justice, and a Visits Hall for domestic or family visits. The hall can seat 70 visitors and 24 detainees at any one time.

Standing apart from the main building is a Visits Centre where visitors are processed before being escorted to the main Visits Hall. In the Gatehouse, entrance security checks are undertaken.

Within the perimeter of the prison there are the Dog Unit, Works Department, Training Workshops, Sports Pitches, and a Horticultural area.

Section 3: EXECUTIVE SUMMARY – ISSUES FOR THE MINISTER & THE GOVERNOR

The Isle of Man Prison, and those incarcerated within it, is not a politically popular cause at the best of times and especially now when financial pressures are growing on many areas of Manx society. There are sections of the community who are instinctively and unthinkingly negative towards anything that they feel represents a softening of attitudes towards those who commit criminal acts. Such views tend to ignore the fact that it is the loss of liberty which is the punishment for committing crime, not what happens once incarcerated, and that detainees must return to society at the end of their sentence. Prison custody should be the solution of last resort. In too many cases, it offers only a temporary fix that fails to address the underlying issues that have led to offences being committed.

The forthcoming Sentencing Bill is presently being drafted, and hopefully offers the opportunity for some radical thinking around efficacy of current practice. While there are offenders whose crimes are such that they must be incarcerated on the grounds of public safety, there are many in custody who have not committed serious or violent crimes and whose removal from society is neither essential nor productive. These type of offences could be dealt with differently with an emphasis on reforming behaviour through support and supervision, e.g. through Probation or Community Service and through interaction with Mental Health and Drug & Alcohol Treatment agencies. Such options should always be given serious consideration before a custodial sentence is

imposed. This approach would allow offenders to better maintain family ties and in many cases to remain productive members of our society. It would additionally save money, allowing the prison to focus on the core of offenders for whom there is no alternative but custody and to offer them some kind of purposeful activity which might lead to a greater chance of rehabilitation.

The Criminal Justice System and society in general has always tended to be backward looking and offence centered. It needs to be understood that some people can and do desist from crime. However, it also needs to be recognised that many of those who come into custody are from the most dysfunctional, deprived, and disadvantaged sections of our society and that in order for them to reform and desist from crime they need a strong support network. It is a somewhat sad reflection on the realities of a Manx society which prides itself on its sense of community that there is so little support for many of its most vulnerable members. What is perhaps needed is a much broader social and political commitment to enable a more cohesive and supportive community.

There is no more distressing a mismatch than that of mental illness and prison. The Board has evidenced incidents across the spectrum from self-harm and distress to attempted suicide. A high percentage of detainees endure in their cells what can only be described as inner torment, with few on hand equipped to assist them. We have highlighted in previous reports that catering for these people within a custodial setting places intolerable strains on staff and resources in addition to the detrimental impact on the detainee/patient. The prison staff are to be commended for their care, attentiveness and compassion towards these very vulnerable offenders, but they have stressed, loudly, that they are not Mental Health workers nor should be expected to fulfil this role.

If the prison continues to be used as a place of safety as it is now, then it should at the very least, have a full complement of staff in Mental Health Teams equivalent to the norms that apply in the community and this should include 24 hour care.

The Board recognises that the high numbers of individuals suffering from mental health issues is a problem within wider society and is not confined to the prison. However, it feels that the practice of diverting individuals with serious mental health issues to the prison as a "place of safety" due to lack of a secure facility within Grianagh Court is unacceptable. As stated in the Government Strategic Plan, Mental Health & Wellbeing 2015-2025, Minister Howard Quayle said:

"Mental Health issues need to be seen and valued alongside physical illness and the stigma prevalent in previous generations need to be replaced with a culture of understanding, empathy and respect."

It is our understanding that the long awaited new build to replace Grianagh Court will also be unable to cater for such people as there will not be a secure section nor the highly trained staff available to run it. The Board regards this as short-sighted and a sadly missed opportunity to provide an appropriate environment for some of the most vulnerable members of our society.

Since 2009, we have raised the concern that the Personal Officer role is undervalued. The Personal Officer Scheme has to be given sufficient priority in order for positive outcomes to arise for those in their care. The Personal Officer has the potential to become the "key figure" in a detainee's rehabilitation and Officers have a responsibility to them from reception to discharge. They should deal with every aspect of daily welfare from the moment the detainee wakes up, through every part of the day, and to some extent, through their night. They deal with challenging, unpredictable individuals who others have turned away. The Personal Officer role of the wing staff is to try and enable a detainee to take responsibility for resolving both their offending behaviour and their resettlement problems. They try to help them make the best of their time in custody and prepare them for a law-abiding life on release. Detainees should be released in a state of mind that means they are less likely, and certainly no more likely, to re-offend.

Perhaps, a more suitable role title would be Custody Support. The prison budget needs to commit resources to training Officers in all aspects of the role as, at present, we feel the scheme does not meet the important expected outcomes. Some serious concerns are the frequency and standard of report writing on PIMS, the lack of time allocated to report writing, the lack of engagement with detainees in their care especially those in long-term segregation and an evident air of complacency amongst some staff. Senior Officers also require further training on how to oversee and support their staff in this role. We acknowledge that many staff want to utilise their skills and they want to be fully involved and make a difference to those in their care.

For a Prisoners' Council to be successful, a positive approach has to be an essential ingredient. If present, it will encourage prison staff and sceptical detainees. It needs to be an interactive forum of communication; a voice for the detainees and a clear demonstration of the positive attitude of senior staff who are prepared to listen to their concerns. It should hopefully operate in a constructive way to vent frustrations, offer suggestions, promote social behaviour and should lead to an awareness of belonging to a community, albeit a prison community.

Disappointingly, we have seen the Council struggle, mainly for 3 reasons. Firstly, the detainees seem unconvinced of its worth and there is a reluctance to put themselves forward as wing representatives. Secondly, there does not seem to be a clear understanding of the aims of a Council and how the members within are expected to function. Currently, detainees' requests are mostly met with a negative reply. Also

answers to items raised through the agenda can be ongoing for several months before a conclusion is achieved. Thirdly, the Council has never been used by the Senior Management Team for consulting detainees on some prison matters, e.g. ideas could be floated regarding proposed forthcoming regime changes, alterations to the IEP Scheme and their implications, anti-bullying strategies, Governors Orders etc. If consultancy became a part of the meeting there would be immediate feedback as well as allowing representatives to engage in further discussion on the wings.

If detainees have a greater understanding of what is happening to them and why, they are less likely to be aggrieved and become disaffected. Final decisions should always rest with the Senior Management Team but a few could be reached on a basis of wider consensus. Quite often the wing representatives feel they are being "fobbed off" and this is coupled with frustration about the time it takes for a response to many of the agenda items. The Board see a need for the Senior Management Team and the Prisoners' Council to identify improvements in how the Council is run as there are signs of it floundering which, should that happen, would be to the detriment of everyone.

Issues for the Minister

- It was a great disappointment to the Board that last year's Annual Report was only made available to the public 7 months after it was submitted to the Minister and his Department. The Board act as a public watch dog; the public have a right to know what is taking place inside a custodial setting and what issues are being raised on their behalf. We can see no reason why an independent report was withheld for this lengthy period of time and would hope this will not be repeated in future years. Ministerial and Prison Governor responses to the issues raised should follow on after the publishing of the report, if not, they are not immediately available and should not be allowed to hold up report publication.
- We would encourage the Minister to extend his knowledge of the situation involving detainees who have severe mental health or social problems and have been segregated. This could be done through discussion with the Senior Management Team and the segregation prison staff, who could expand on the difficulties and extreme pressures they have faced during the last 2 years. Consideration could then be given to talks with Health & Social Services and other Departments to ensure previously agreed policies are instituted promptly.

Consideration could also be given to any other policies that could mitigate this exceptionally difficult problem.

- In order to increase the deterrent impact of failed drug tests, consideration should be given to changing the Custody Rules to allow a wider range of punishments. The Custody Rules Amendments (2016) Bill allow for the

introduction of an Independent Adjudicator but awards available will need to be included in a future review of the Custody Rules. We would ask the Minister to pursue this urgent matter with all haste.

- The percentage of detainees who have “controlled drug” offences and also the growth in the use of New Psychoactive Substances (“legal highs” or NPS), result in a difficult situation. There is a need for significant intervention, both to help the detainees overcome their problem and to reduce re-offending. This requires discussion with other government departments and third sector organisations to increase their contact within the prison.
- It is disappointing that there are no comparative KPI data available this year to measure against previously agreed targets. Whilst the data may have been difficult to verify, it would still have contributed to a 4 year trend in areas where detainees struggle, such as finding education, employment or training, as well as in monitoring whether all discharges find appropriate accommodation on release.
- Whilst funding new initiatives is both complex and financially challenging, the Board is keen to support both the Interventions Hub and N-Force proposals as it believes that a detainee taking personal responsibility within the daily regime is both rewarding and cost effective.
- Consideration should be given to the amendment of the Custody Rules so that secure E-cigarettes can be used as an aid to help detainees stop smoking and reduce the use of NPS’s.
- Consideration should be given to the further use of the ‘Live Link’ by the Courts of Justice. Presently, detainees are required to attend Court for minor enquiries/matters, and remand renewals. These could be carried out through the ‘Live Link’ saving unnecessary journeys to and from the prison and reducing detainee anxiety.
- In last year’s Annual Report, we raised concerns with regard to the absence of a long overdue policy for the correct and decent handling of juveniles. Your response suggested that various actions were to take place which would form a Service Level Agreement regarding the management of young people. Disappointingly, after a year, we still await a resolution to this urgent matter.
- We look forward to the opening of the long-anticipated facility being built by the Department of Health & Social Care which should improve secure provision for those with acute mental health needs. However, the prison continues to receive significant numbers of people who have serious mental health illnesses and for whom the prison is not a suitable environment. The Board feel that these people

should not be sent to prison but should, instead, be diverted by Police and Court Liaison Services or supported adequately by the Island's Mental Health Services. A developed network of Court and Police Liaison Schemes should have performance targets and suitable funding. Police, Court Officials, and Magistrates should have regular training in understanding mental illness and learning difficulties.

Issues for the Governor

- Evaluate whether the present regime for long stay detainees in segregation is fit for purpose. Consider any ways of enhancing the use of the time in segregation, e.g. via hobbies, education, family contact, someone to talk to, someone to explore their issues. These are all important factors for countering the potential adverse effects of segregation and thus safeguarding mental health.

Thought should be given to the limited amount of exercise time detainees have outside of the cell, as presently it is only half that of the recommended European Standard and UN Standard Minimum Rules of 60 minutes. The importance of fresh air and exercise for the mental health and wellbeing of detainees has long been recognised. Exercise equipment, a basketball hoop, or other means would enable a detainee to exert themselves physically during their exercise period.

- Reconsider the Policy & Procedures document for "The Segregation Unit" (Version No: 1.1), specifically the amendment of the current "Monitoring & Review" for detainees who are in segregation for more than 72 hours.

Staff need to ensure that there is a relevant time period for reviews and who are the relevant personnel to be involved. These personnel will then be involved in all reviews. Careful recording of the reviews should be a natural outcome of the process.

- Continue to improve the consistency of the data between that of Segregation and Adjudication. Ensure that cellular confinement is always recorded, when appropriate, on the Segregation data. Thought could be given to comparing the Segregation and Adjudication data each month to ensure consistency before it is published.
- The Board feel that having 3 different types of testing, in addition to Random Testing, is unnecessary. Random Testing shows a positive fall in test failures. The percentage failing other types of tests is greater. Although the recent results in testing showed no failures in the last 2 months of the reporting year, it cannot be accepted that this would have occurred if any of the other three types of testing had been used. If more of the detainees who require assistance for abusing controlled drugs are to be identified, consideration should be given to

have Random Testing along with a single testing to include the 3 previous tests. Also, those who refuse any testing should be included in the "failed" list.

- The role of Personal Officer is very important, especially when a detainee is in Segregation. There is a requirement that these Officers visit and engage with the detainee on a weekly basis and interactions should be recorded on PIMS. The Board have regularly evidenced that this has not been the case.
- Consideration needs to be given to wider Personal Officer training if this essential role is to be successfully fulfilled, e.g. training around soft skills and effective communication.
- The Board is aware that further opportunities exist for Personal Officers to have a more structured Probation support role with detainees. This would involve more preparation, discussion and reviewing the outcomes, particularly at intermediate and pre-release stages. Interventions within a protected time slot could encourage recognition of their importance to all involved.
- It appears that a recent Governor's Order regarding Personal Officers' responsibilities for reviewing a detainee's resettlement documents and keeping PIMS updated has not proved any more successful than Governor's Order 54/2014. This order emphasises the expectations of the role of the Personal Officer. It is imperative that Officers, at every level, record frequently and accurately their interactions with the detainee, and that their performance in this task becomes an integral part of their own Personal Development Review (PDR). A protected time slot could be identified to ensure Personal Officer interactions with detainees on the accommodation wings are more formalised rather than the often observed casual communication.
- Since our last report, there appears to have been minimal improvement in the consistency with which Officers deal with detainees who are smoking. The minimal number of Adjudications for smoking underlines the requirement for action to ensure that this issue is dealt with.
- There are still a large number of Adjudications that are dismissed despite some improvement in the preparation of evidence by the Officers. Further effort should be made in this area especially in relation to alleged drug offences.
- In order to track more easily the extent to which each individual is found guilty of breaching the Disciplinary Code, the Adjudication data should record the number of offences. Presently, the section of the monthly returns which record this is completed haphazardly.
- Ensure that the data on Adjudications is consistent across different documents.

- Horticultural work can be very rehabilitating but it is too reliant on the goodwill of a limited number of Officers and is subject to frequent cancellation due to staff shortages. Allocation of an established Horticultural Officer post, or for better continuity, 2 part-time equivalents, might help ensure interested Officers and detainees could partake of this activity on a planned basis.
- The attendance of all agencies should be encouraged at Safer Custody Meetings.
- There is a plethora of statistics and data generated within the prison, e.g. the formal written recording of complaints made directly to the Catering Team using the Food Complaints Form. Consideration could be given to standardising the method of reporting results which would enable more meaningful analysis and monitoring of trend. Food complaints made by detainees via the Board are not formally recorded by the Catering staff and so a true picture cannot be evidenced.
- Consideration should be given to the introduction of E-cigarettes as an aid to help individuals stop smoking and, hopefully, reduce the use of NPS's.
- Prisoners' Council:
 - Consider the occasional attendance at Council Meetings of Officers dealing with issues raised at the Prisoners' Council in order to explain the progress and possible reasons for delay of outcomes. The Board has evidenced delays of several months without explanation to the Council and feel that this is not acceptable.
 - Consider possible training of both Officers and detainees in the communication and presentation of items for and from the Council. The Board feel that this important venture is beginning to and will flounder if those who take part are not shown the skills necessary for it to be successful. We believe it calls for more sensitive management if detainees are to develop a feeling of personal responsibility which is lacking at present. The more regular attendance of the Governor would be appreciated by all in these initial stages.
- Consider replacement of current defibrillators with new models as soon as possible.
- Since 2009, we have stressed the urgent need for table top exercises to be held in relation to the variety of serious incidents which might take place at the prison. The Governor's response last year was that this would be undertaken as

part of ongoing Contingency Plans Work Stream. We are both concerned and disappointed this has still not come to fruition.

- We have previously raised the issue of varying the visiting times the Duty Governor makes to the kitchen to enable a wider sample of food tasting. We have no evidence that suggests this has been looked into as promised. The kitchen still remains the first port of call when the Duty Governor visits the main block.
- The Servery Workers Compact was amended to state that detainees were only allowed to wear their servery clothing at meal times. We have found that the promised managerial checks remain haphazard. Servery workers still do not consistently wear the appropriate clothing when in post, and some who do have been observed wearing this clothing when out on exercise.
- Several Policy and Procedure documents are approaching review stage, in particular Personal Officer, Segregation Unit, and IEP Scheme.

After a much delayed period the IEP document was reviewed in 2015. However, according to HMIP Expectations this important scheme should be monitored more frequently and detainees consulted.

Consideration should be given to involving the Prisoners' Council in the consultation and feedback period.

- The Board feel that the use of Release on Temporary Licence (ROTL) should be considered on a wider scale. For low risk detainees it would enable them to put back into society while completing their sentences through community placements or paid work, and helps maintain important community and family links. It provides an acclimatisation to life beyond the prison walls and a test of their readiness to live in the community without offending.
- Introduce/reintroduce more positive methods of encouraging health and avoiding substance abuse.

Section 4: PRISON ENVIRONMENT

Physical Welfare

A central laundry room is used to wash bed linen which is changed weekly. Each wing has its own washing machine that allows detainees to wash their own personal clothing.

There are now no commercial dish/glass washers on A, B, C, D and F Wings. In the past these have had many breakdowns and the machines on certain wings have been out of service for long periods. Most detainees prefer to wash their own eating utensils and in view of this it has been suggested, via the Green Committee, that these washers be withdrawn and that eating utensils are cleaned by hand. A recent survey of detainees did not raise objections to their removal.

There is a rolling programme to replace mattresses in order to bring them all up to current fire standards.

Showers on each wing are capable of accommodating both able-bodied and those detainees with physical disabilities. Showers are kept clean and have a good supply of hot water. Personal Officers encourage all detainees to maintain a good standard of personal hygiene.

Last year, the Board evidenced that the floors in the showers tended to hold pools of water which could constitute a slip hazard. Prison management have investigated this and have advised that, without completely relaying each floor, it is not possible to cure. Warning signs regarding slip hazards are used during showering periods.

First Aid

First Aid equipment is available on all wings and departments accessed by the detainees. Equipment is checked regularly and replacements ordered when used.

Automatic External Defibrillators (AEDs) are held in all locations accessed by detainees. These are devices that talk an individual through how it is to be used and will not apply a shock if a heartbeat is detected. However, and in addition, Officers are trained in the use of this equipment.

The current AED's are reaching the end of their life, with batteries still available but spares unavailable. Identification of suitable replacements is ongoing.

Environmental Health

A Pest Control company makes regular inspections of the prison in line with their contract. A minimum of 8 inspections per year are required.

The prison has a 'Green Committee' that meets quarterly to discuss environmental issues, recycling, and energy saving. A survey was conducted by Stroma NK to identify areas where heat is being lost from the prison. The remedial work suggested by the Stroma survey to improve efficiency has been completed.

The prison is a non-smoking establishment. Recently it has come to the attention of the Board that a tamper proof version of the E-cigarette, for use in secure establishments, is now available. This type of E-cigarette is currently in use in Guernsey and some establishments in the USA. The Board feel that the introduction of these E-cigarettes could bring several benefits. These would include saving on the current use of nicotine patches, possible reduction of the use of New Psychoactive Substances (NPS), and of the smuggling of contraband drug and smoking materials, reduction of the use of other noxious substances as a substitute for tobacco, reduction of incentive for bullying, encouragement for detainees to give up smoking and possible improvement of detainees health outcomes.

It is unfortunate that the recently amended Custody Rules still ban their use. The Board feel that this is an opportunity lost, which should be rectified at the first available opportunity.

Prisoners' Council

Issues concerning detainees' physical welfare can be raised through the Prisoners' Council where management and elected wing representatives meet and discuss matters arising.

The Prisoners' Council was implemented in March 2015. This initiative is welcomed by the Board as a step forward in detainee involvement and responsibility. The Council meets monthly. It has no decision making authority, but provides input into discussion. Throughout this year at least one member of the Board has attended each Council meeting.

Last year, the Board noted that there were no representatives coming forward from the female wing. After elections of new representatives and deputies in September 2015 the Board were pleased to note outcomes from both male and female wings.

Unfortunately, of the 8 representatives and deputies possible only 6 names were submitted. This was further diminished when 2 of the representatives were relocated to the UK leaving only 4 out of 8 possible representatives. The Chairperson of the Council has made efforts to address this shortfall. The Board is concerned that this may be an indication of a lack of enthusiasm amongst detainees for the work of the Prisoners' Council.

It has been noted by the Board that several items raised by the Councillors have been ongoing for some considerable time, e.g. since August 2015. This can be frustrating to

detainees who see no apparent answer to their questions and may also lead to lowering enthusiasm for the work of the Council.

The Board feel that a more helpful approach could be applied to items that have been ongoing. An Officer who is dealing with the issue could explain the progress so far, the issues raised, difficulties encountered and the way forward. This would help the representatives to appreciate that their suggestions and issues are taken seriously and are being progressed. It would have a greater positive affect rather than just being told the issue is either "ongoing" or "being looked in to".

One such item was the issue regarding the television system within the prison. A Senior Officer from the Works Department attended the Council and explained the work that had been done by them and the supplier to rectify the problems. Additionally, he explained the limitations of the system, the difficulties with conflicting transmitters and the occasional disruption due to atmospheric effects on the digital TV signal. This was well done and well received and addresses an issue raise by the Board last year.

The Governor has on occasion attended Prisoners' Council Meetings during the reporting period in order to outline and update the Council regarding the 12 point Strategy Plan. The Board feel his attendance and updating has been well received by the members. The Governor's attendance at more Council Meetings would be much appreciated by all.

In order to improve communication from the Council to the wings, and encourage inclusion generally, the wing notice boards have been rearranged and a better management system put in place to keep them up to date. Minutes from the previous Council meeting are pinned to the notice boards, allowing free access by all. This is a positive move.

The Prisoners' Council is still a fairly recent innovation and the Board feel there is still progress to be made in both the management of the meetings and the management of the expectations of detainees.

Works Department

The environment within the prison is controlled by a central Building Management system. This system controls heating, lighting, hot water and ventilation to achieve maximum efficient use of resources. Low level lighting is switched on each wing after prisoners are locked in their cells for the night. After the prison is secure, external lighting is reduced by 50%.

F Wing, the new Induction Wing, was decorated throughout prior to implementation and A & B Wings have recently been re-decorated also. On-going painting process is on a

job by job basis. Wings can request individual cells to be redecorated as deemed necessary.

Work was carried out to repair the leaking glass roof above the central hub which had to be completed in 2 phases as additional repairs were identified during the first phase. Although difficult and the requirement for scaffolding in the central hub area the work was completed with limited disruption.

The closed distributed TV system has been upgraded to digital this last year. This has resulted in a great deal more channels being available to prisoners (approximately 45). During this reporting period there have been complaints of channels not being available or 'dropping out'. The Works Team and supplier have worked to rectify these problems and the system is now stable, although reception can be affected by atmospheric conditions from time to time. The number of channels available to individuals is dependent on their Incentive and Earned Privileges (IEP) status. Those with enhanced status receive the maximum number of channels.

Section 5: HEALTH

Healthcare

When the new GP Practice commenced at the prison in May 2015, they immediately addressed the issues raised in "The Review of Prison Medication Prescribing & Administrative Procedure", in reducing the prescribing of drugs of abuse, such as Tramadol. Pregabalin remains non-prescribable within the prison (except for detainees who are already prescribed it before coming into prison.)

As well as addressing the current prescribing habits, staff also need increased vigilance with regard to "pouching".

Early in July 2015, the Practice was pleased to report that there was a reduction in drug seeking appointments, and the Board has noted that detainees are no longer asking to see a particular Doctor who they think is more persuadable.

An outcome of this is that the Doctors are now able to see detainees who suffer with chronic conditions and are referred by Healthcare staff rather than have appointments where detainees are simply trying to obtain drugs. This is reflected in the reduction of applications to the Board.

GP's now fully register all detainees with Jurby West GP Practice once they are detained for more than 14 days and have medical needs. Detainees suffering from chronic

conditions are picked up at the reception interview. Peel GP Practice is then notified and so Doctors are immediately made aware of the detainees needs.

Some detainees, especially those who are serving a long sentence, are viewing the GP's as their 'own', which is very positive and, as a result, a better relationship has been developed. Healthcare staff have been encouraged by this positive improvement in the detainee's relationship with the GP's. In many instances, they have been able to treat detainees at the prison instead of them going to hospital.

Discharge letters to GP's are now on the EMIS system. These include information on the detainee's current medication, recent appointments, and their immunization history.

The Board is pleased that the previous difficulties encountered with obtaining records of medication etc for any late-arrival detainees has now been resolved and staff at MEDS have been trained in obtaining the information.

Late receptions arriving from Court can cause Healthcare staff problems as it leaves them very little time to undertake the Reception Interview. This causes a delay with the delivery of medication to detainees.

The Board was delighted to learn that all detainees are now offered training in Resuscitation. This training is being delivered to the detainees by the two Paramedics and focuses on identifying the signs and symptoms of a drug overdose, dealing with an unconscious casualty, assessing breathing, and delivering Basic Life Support.

This initiative is being extremely well received by the detainees with 25 of them so far trained in Adult Basic Life Support and 8 female detainees in Pediatric Resuscitation.

The Deputy Lead Nurse has commenced the Institute of Leadership & Management Course. One of the Paramedics is about to undergo training to enable him to deliver Certified Resuscitation Training to all staff and detainees. The Registered General Nurse has nearly completed the Non-Medical Prescribers Course. The Board wishes them well with their further training.

Over this reporting period, there have been considerably fewer new receptions into Healthcare than there were last year. 33 of these had long term conditions, including asthma, diabetes, epilepsy and blood borne viruses.

Unfortunately, access to simple analgesia is not available when Healthcare staff are off duty as there is no 24 hour healthcare service.

A very good service is provided by the Dentist from the Douglas Community Practice.

Disappointingly, there is a definite lack of health promotion carried out in the prison. This is partly due to staffing levels. The Lead Nurse has been on secondment to Ramsey District Cottage Hospital (RDCH) and another member of staff, sadly, was absent due to sickness for most of this reporting year.

The Board is disappointed that although the policy for Blood Borne Diseases has been ratified, the giving out of barrier protection has yet to take place. However, any detainee who has concerns regarding his or her sexual health will be offered a full blood screening and if necessary attend the Genito Urinary Clinic at Noble's Hospital.

Currently, access to Physiotherapy services are proving problematic. Detainees have to attend Noble's Hospital for this service. Timing such appointments can be problematic as they coincide with the scheduled distribution of medication to detainees. As a result, Healthcare staff are unavailable. They are therefore dependent on the Practice Nurse at the Peel GP Practice who now arranges the appointments at Noble's Hospital.

Meetings, convened in order to resolve issues between Prison Officers and Healthcare staff, disappointingly, do not appear to be on a regular basis.

The Board are very concerned and have noted that on occasions problems occur with continuity of care with regard to some of the Consultants at Noble's Hospital. Members of the community who have been diagnosed and are being treated by a Consultant and then come into custody are taken off some Consultant's lists without their knowledge. As a result, the Doctors at the prison have to re-refer the detainee in order that their previously diagnosed condition can be further treated. The Board feel this is not acceptable.

Over the past few months, a number of detainee hospital appointments have had to be cancelled due to poor communication with the escort provider, 'Resource', and lack of available staff. This is now being investigated and, hopefully, the problem will be soon rectified.

The 'Guide to Prison Healthcare' supplied to detainees has recently been updated to reflect the changes in service provision.

Mental Health

The Board continues to remain extremely concerned about the level of Mental Health Services provided to detainees with mental health problems, and believe that, as we frequently evidence every reporting year, a custodial setting is not appropriate as a place of safety.

In December 2015, Chief Minister Allan Bell, MHK, spoke on Manx Radio and actually recognised the fact that mental health facilities and care have been lacking on the Island. He also stated that members of the public were being wrongly imprisoned as a result of lack of suitable facilities and staff to deal with the mentally ill. He also recognised the input by the Police with regard to mental health and the impact it had on that service both staffing and time wise. He then went on to say that Mental Health Services have been low on the Government's list of priorities and have noted as being woefully inadequate for many years. The Board and many others would fully concur with him.

Plans are now underway for a new Mental Health Acute Adult In-patient facility to replace Grainagh Court which will increase the total numbers of beds from 20 to 26. Despite this, the Board firmly believes that there is a need for an Adult Secure Unit to be established where detainees with severe mental illness, who also have serious charges against them, could be placed before being transferred to England. Prison should not be used as a place of safety. It is, first and foremost, a custodial institution and not a secure mental institution.

During the last reporting period 2 detainees have received in-patient psychiatric treatment in England.

The reception medical interviews found that over the last reporting year 35.2% of the new receptions required help with mental health problems. These interviews also screen for dementia and depression which is especially important in older detainees.

There is a high level of self-harm among detainees. However, all detainees who self-harm are referred and are seen by the GP and Mental Health Services.

Due to the increasing amount of detainees being received suffering from mental health issues, Prison Officers feel that they would benefit from further training in this area. The Board, while acknowledging the good work done by them in this difficult area, would agree.

A Forensic Psychiatrist with expertise in drug and alcohol attends the prison weekly for half a day and can see 4 to 5 detainees each session. Another Psychiatrist also attends the prison when needed.

A Clinical Psychologist attends the prison fortnightly, seeing 2 detainees a session. However, there is currently a waiting list to see this professional.

Substance Abuse

Just under 40% of the prison population are sentenced on drug and alcohol related charges. 54.4% of the new receptions during the past reporting year required treatment for drug and alcohol issues.

Improvements are ongoing to promote prisoner safety. With around 17% of the prison population being prescribed Methadone, Healthcare commenced using the Methameasure system to administer Methadone. This system was introduced in May 2015 and uses fingerprint recognition to safely identify detainees before administering a pre-programmed amount of medication.

Despite the prison operating a Non-smoking Policy, some detainees do find materials to smoke. The continual abuse of nicotine patches and other substances causes the presence of acrid smoke on the prison wings.

With this in mind, work is currently in progress on a proposal to introduce E-cigarettes as an alternative to nicotine patches. However, this will need to be addressed at Ministerial level, as the No-smoking Policy was revised in February 2015 to include E-cigarettes as banned items. The Board feel that a change to the recently revised Custody Rules is required and wonder why the Department seem so reluctant to introduce the items when recent health reports have been so positive. Reports from Public Health England and the Royal College of Physicians suggest they are the way forward.

The smoking ban is seen by detainees to be more as an extra punishment rather than for the good of their health. They also feel there is a lack of support to help them. The Relaxation Classes ceased and Acupuncture Treatment was never implemented.

Like our UK counterparts, we are seeing the widespread use of New Psychoactive Substances (NPS). However, over the last few months the use of these has declined. NPS use is being carefully recorded and monitored amongst detainees. Education is ongoing as to the dangers of these substances, and guidelines are in place for Healthcare staff to manage incidents of suspected intoxication by these substances.

The prison has concerns that very little is known about these substances and what they contain. It is very difficult to treat someone who has ingested them as they all have differing effects.

An NPS information booklet has been given to all staff, along with a presentation which was delivered in order to raise awareness and understanding of the subject and issues.

A presentation on NPS was delivered to all detainees and a DVD shown to all new detainees on the Induction Wing explaining the dangers. Posters are also displayed on all the wings.

In August, a new Drug & Alcohol Referral Form was introduced and should be submitted to Healthcare for any detainee that has failed a Mandatory Drug Test, or is known or suspected to have used unauthorised drugs, alcohol or NPS. Detainees who have concerns about their drug and alcohol consumption can ask Healthcare or a member of staff to refer them.

Section 6: WELFARE AND SAFETY

Food and Food Hygiene

Although there have been some staffing difficulties from time to time during the year, staffing levels in the kitchen have been maintained.

The Senior Catering Officer (SCO) has organised a formal Catering Training Course for detainees which will begin in September 2016. This is a B-TEC qualification entitled 'Jamie Oliver Skills' and consists of basic and advanced modules. The Board will monitor, with interest, the take up and progress of this course.

The Duty Governor visits the kitchen daily and samples the food being prepared. The visit is recorded in the Daily Journal. During Board visits, food is regularly sampled. These visits are also recorded in the Daily Journal. The food sampled by the Board has been of a good standard.

Food is delivered to accommodation wings in heated trolleys. Food temperature probes are used to test that food is maintained at the correct temperature. Under Custody Rule 79(2), food has been regularly sampled by Board members during visits to wings and has been found to be of a reasonable standard.

Some detainees have specific dietary requirements, e.g. low cholesterol needs or particular food requirements on religious grounds. These dietary requirements are met by the Kitchen Team.

A deep clean of the kitchen area is undertaken monthly by Kitchen staff. In the past, a very deep clean was undertaken yearly by an outside contractor. Due to cost, this has not been done in this reporting period.

In the last reporting period, it was noted that a formal recording procedure for detainees' complaints was being instigated by the SCO; the principle being that

detainees can raise issues regarding food directly with the Kitchen Team. This is being done using the 'Food Complaints Form'. Whilst the SCO deals directly and personally with complaints, visiting wings if necessary, and taking appropriate action, the Board noted that there is no formal recording of these instances. Anecdotally, it was thought there had been 3 such reports in this reporting period. The Board have found that few Officers are aware of this avenue of complaint or how to access it.

There have been 6 applications made to the Board during this reporting period that referenced the kitchen. All were written applications and most referred to lack of choice and quality of meals. This number is considerably fewer than in the same period last year where there were 17 recorded complaints to the Board. However, as direct reports to the SCO, as described above, are not formally recorded it is not possible to definitively state that there has been a clear reduction of complaints.

The Board note that recording of direct complaints and a clear audit trail would be advantageous in achieving a valid comparison year on year.

Faith & Worship

The 3 members of the Chaplaincy Team are proactive in visiting throughout the year. The arrangements work well and the prison is visited by at least one member of the team on a daily basis including Sundays and Bank Holidays.

Religious services are held on a Saturday morning in the Multi-Faith Room and attendance continues to be by around 15% of the prison population. Detainees can sometimes be unaware of which team member will be leading the service. The Board would suggest that this concern could be rectified by placing a notice on each wing detailing the speaker and possible service content. This would enable detainees to make a more informed choice of attendance.

Alpha Courses, which offer a series of interactive sessions that freely explore the basics of the Christian Faith, are run by one member of the Chaplaincy Team.

The team members provide consistency in faith provision. In addition, they equally provide for the needs of those detainees who have no declared faith.

Two memorial services have been held and well attended in the Multi-Faith Room.

'PrisonWorks' is a Christian Charity which operates independently of the Chaplaincy Team.

Safer Custody

Arrivals and F Wing (Induction)

The Induction Wing, initially established in 2014, continues to be used to great success over the reporting year with 159 new detainees passing through it.

Within this reporting period, 12 out of the 159 new receptions were deemed vulnerable and were located directly onto C Wing.

During the induction process, detainees are supposed to meet with their allocated Personal Officers. However, it is seen that this is not always the case. Names of allocated Personal Officers are communicated, but an initial meeting with the detainee will, on occasion, not happen until they are on a main accommodation wing.

Use of Folder 5

The number of separate occasions that Folder 5's were opened in the reporting period amounted to 24 of which 4 were involving 1 individual and 3 another.

Reasons for the Use of Folder 5

Within this period, most Folder 5 episodes can be attributed to suspicion or threats of self harm. Some are related to witnessed self-harm, but the majority are more concerned with prisoners having thoughts or making threats of self-harm.

The balance are made up of a variety of reasons, including mental health issues, change in behavior, veiled threats of suicide, drug and alcohol use/withdrawal, bullying, bereavement, and family problems. These are mainly one-off episodes related to the circumstances of each particular individual.

Monitoring Folder 5

The hub of the Folder 5 system is good communication and this has been witnessed throughout the reporting period. All Folder 5's are reported at the monthly Safer Custody Meeting.

The white board in the Central Hub Office contains a record of all Folder 5 reports currently open. This relates directly back to PIMS and it can be seen that it is regularly communicated and discussed by Officers.

Supported Living Plan

The Supported Living Plan (SLP) and the Altered Health Status (AHS) procedure remain in place and both continue to add an additional safeguard for the safety and well-being of detainees.

Safer Custody Meetings

Monthly meetings are held and reports are given by various members of staff. Individual members of the Board attend as observers. It is disappointing to note, as it was in last year's report, that staff attendance at such important meetings is often sporadic and inconsistent especially by members from Education and Healthcare who attended 25% and 50% of meetings respectively.

Violence Reduction/Bullying

There will always be conflict among some detainees, including bullying perpetrators.

During this year 13 BIR's (Bullying Incident Reports) have been opened and closed. This allows the investigation and resolution of either reported or suspected bullying. It is good to see that this is at a relatively low level and is perhaps a reflection of the high level of interaction between detainees and Officers.

Exit Surveys

The reporting mechanism for exit surveys has changed through the reporting year. Initially, it was given as a percentage and then a total returned.

The highest percentage returned was 87% in May 2015 and the lowest being January/February at 0%; with an average for the year of 31%, which is a significant drop from 61% the previous year. There were a total of 10 safer custody issues raised in the completed surveys mostly relating to insults and threats relating to drugs.

Personal Officers

Whilst it was noted that all detainees are allocated two Personal Officers during induction it could be seen that not all met with them during that important initial period.

The Board has evidenced that the interaction between detainees and Personal Officers varied greatly. It could be seen that there is a lack of confidence that the issues raised

by detainees with Personal Officers will be followed through. Some detainees seek out another Wing Officer in whom they have more confidence.

There was an entry on PIMS for 1 detainee suggesting they had 3 Personal Officers, and 1 detainee held on E Wing for an extended period was not contacted by their Personal Officer on any occasion. This is not a criticism of individual Officers but more a failure of the system where there is no formal time allocated for record keeping or training for what is a pivotal role which should provide end to end continuity for the detainee within the prison.

Section 7: OFFENDER MANAGEMENT

Reception

The Safer Custody Strategy emphasises the need to identify those detainees who may be at actual and/or potential risk of harm when arriving in the prison. This is done by the use of the computer-based 1:1 Assessment Interview used by the reception staff.

The assessment of any such potential risk requires the use of good communication skills and perceptive questioning and can place significant responsibility on not only the development and maintenance of new skills of reception staff but also on providing the time available to concentrate more fully on these issues. A busy reception area may not always be the most conducive and appropriate environment for the necessary dialogue.

The introduction of F Wing has taken a lot of pressure off reception staff as it allows more thorough assessment of potential vulnerable detainees. All detainees on F Wing are seen by Healthcare where detailed assessments will be covered alongside any requirements for professional screening and provision for ongoing medication if needed.

Induction

The Induction Wing, supervised by 2 Senior Officers, is deemed to be a more suitable area for Officers to familiarise and support detainees at an earlier stage. This helps to begin to build a more detailed picture of potential safety issues alongside delivering the necessary information and compacts regarding prison activity. A detainee's understanding of this information can be checked regularly to ensure delivery meets their skills and abilities, with further assistance in this regard being given where required.

The assessment of new detainees is continued on the Induction Wing by use of close behavioural observation, dialogue with induction staff and the use of the computerised

Induction Questionnaire. This is a 23 question based information gathering and recording tool incorporating a free text facility for additional and supporting information. It includes questions on alcohol and drug use, self-harm and sentence details along with information on gang associations and HM Armed Forces membership.

In addition, there are checklists in the Induction Questionnaire to ensure detainees are given access to all of the facilities and rights information to which they are entitled.

Considerable time is given in assessing information about detainees. The tempo and atmosphere on the Induction Wing helps create and set the tone for constructive relationships between detainees and prison staff, encouraging detainees to work effectively with staff in setting goals and targets for themselves and being motivated to gain as much benefit from prison as possible.

While on the Induction Wing, detainees are given the opportunity to meet and talk with their Personal Officers, which should help to create positive relationships. F Wing Officers will replace them on the wings whilst they carry out interviews. It is during this interview that the crucial first Custody Planning Document (CP1) is filled in. This document gives a thorough view of a detainee's background, family situation, finances and accommodation, as well as drug and or alcohol issues, and should give a Personal Officer a clear picture of a detainee's issues. The document is also vital for resettlement to begin to build a picture of a detainee's needs and concerns.

The Board has been made aware that, periodically, problems can arise due to the slightly complex procedures for opening, editing and saving this document, which result in entered information not being saved. Further training and refresher courses should be considered on a regular basis.

There are occasions when it is not possible for Personal Officers to meet the detainee until they are located on the residential wings. This may be unavoidable on occasion due to Officers being on leave. However, it is unfortunate, especially with detainees who are new to the prison, as it limits the time available for discussion between detainee and Officer and may delay the completion of the crucial first Custody Planning document (CP1).

In the Induction Wing environment it is easier for detainees to focus on learning and retaining information about the possibilities and opportunities open to them and to receive further guidance, if needed, on support services. This could be in the field of education, housing, healthy living practices, or even family relationships.

Specialist interviews are carried out by the PE Department and the Chaplaincy. Education attend when possible and detainees are given a basic skills assessment to

complete during lock-up. The Board feel that detainees should be given help and guidance to complete this assessment, since those most in need of help, particularly with literacy, are the least likely to complete them unaided.

Younger and more anxious detainees benefit from being given more time to gradually adjust to their new surroundings and, where needed, non-English speaking detainees can be afforded the necessary assistance and time required, supported by staff, as they acclimatise to what is required of them.

The Board has been very impressed by the flexibility and imagination displayed by Officers in assisting new detainees to integrate and acclimatise to their new surroundings. Where it is deemed beneficial, new detainees can visit the wing they will eventually be moving to as part of a phased introduction that helps ease the transition and allows Officers to assess the suitability of the location.

It is noted that 3 days has been accepted as a standard time period for new detainees to remain on the Induction Wing. In this reporting year a total of 48 out of 137 detainees have stayed on the wing for more than 3 days for a variety of reasons.

From interviews with detainees on the Induction Wing, Board members have identified a clear majority of new detainees favouring the conditions as being more conducive to adapting to their new situation rather than being placed on a noisy and busy wing on first arrival, citing that it gives them time to adjust and absorb the new information being given to them.

During this reporting year, F Wing has also been used to house detainees who are going out of the prison to work - Release on Temporary Licence (ROTL). This has worked well for detainees with limited time left to serve. However, it may be less suitable for ROTL detainees with longer sentences due to the higher degree of isolation and lack of association on F Wing.

F Wing is also used to house discharges during their last 24 hours in prison. As part of this process exit surveys may be completed although the Board understands that numbers received are rather low.

The Board understands that the proposed review of the use of F Wing for discharges was not carried out in this reporting year.

Release

The use of F Wing as a channel for most detainees, due for release at the end of their sentence, is now a well established process. Whilst it does give the prison the

opportunity to ensure that detainees have left their cells on the residential wing clean and undamaged it is not always viewed as beneficial by the detainee being prepared for release. The Board has noted comments such as *"I feel isolated"*, and *"It is like being in a punishment routine, as there is no association allowed"*.

When speaking to detainees, who are obviously concerned about how they will cope outside the prison regime, the Board note that these issues are clearly not helping their preparation for release.

It was said in last year's report that the Release Strategy would be subject to review through 2015. However, no evidence of this process could be found.

During the reporting period detainees have been discharged from the Isle of Man Prison as follows:

| | |
|------------------------------------|----|
| End of sentence: | 55 |
| Released on licence: | 39 |
| Released on bail: | 18 |
| Exclusion orders: | 2 |
| Released on parole: | 8 |
| Released from court non-custodial: | 5 |
| Transfers (restricted): | 4 |
| Transfers (unrestricted): | 2 |
| Released from court not guilty | 4 |

There have been no detainees authorised for early release on Compassionate Grounds during the reporting year.

Release on Temporary Licence (ROTL)

The Board finds that there has been limited use of ROTL in the preparation of detainees for final release into the community. It was used on 5 occasions but mainly for UK hospital appointments and work experience.

Release on ROTL should be a pivotal part of the process of both resettlement and rehabilitation. For those who have been serving long sentences it allows contact to be re-established with family and the opportunity to secure employment, which would enable a more stable transition from prison life back into the community. Good practice suggests that both the duration and frequency of the licence is increased, in line with the detainee's Sentence Plan and personal circumstances. Far too often the Board have evidenced detainees being released at the end of their sentence without adequate preparation. Research in the UK has shown that where it is used the failure rate is less

than one percent. With the same principle applied to the Isle of Man, together with full risk assessments, the possible benefits are clear to see.

Criminal Justice Strategy (CJS, the Strategy), 2012

The 2012 Criminal Justice Strategy is assessed by the Department through an annual review of its Business Plan including Key Performance Indicators (KPI's). The Criminal Justice Board (CJB) sets strategic direction guidance and targets for prevention, rehabilitation, and appropriate response to prosecution and sentencing.

The focus this year has been on new ways of working through improved processes and better sharing of information as part of the Isle of Man Government's overall Digital Strategy rather than reviewing of specific targets, e.g. percentage of detainees discharged without approved accommodation arrangements or access to employment or training. However, the proposed abolition of such KPI's on the grounds that they are difficult to verify is a concern. Remand numbers do, however, remain available. These have been sustained at 10 which is 12% since 2013, a significant improvement on 24% in 2011. Those on long remands, however, do remain disadvantaged in access to interventions and education.

Regarding the improved sharing of information, the Board having previously raised concerns about the ability to share between internal and external Probation, the consequences of lack of visibility of this information between all offender managed services has never seemed more important. The Single Offender Record is essential in order to protect the interests of detainees and the public, and permit those employed in this regard to perform their roles effectively.

It is a concern that the legislative process is still incomplete with regard to the Sentencing Bill as we head toward the end of this Parliament. The Custody Amendment (2016) Bill is due its Third Reading shortly, and should finally relieve the Board of its compromised role of Adjudicators.

It should be acknowledged that some of the core objectives of the CJS have been delivered. This is evidenced by consistently lower numbers of detainees in prison since the strategy came into effect in 2012. The percentage of detainees on remand has halved over the same period. In addition, the number of young offenders detained has also been reduced.

However, the objective to reduce the re-offending rate has proved more difficult. Given that the UK also struggles with this issue, the additional Island based factors make

genuine rehabilitation progress extremely difficult especially in a dampened economic environment.

The Board was hopeful that 'Tromode House', the new Resettlement Hostel, would be ready in early 2016. The Rehabilitation Service Contract will not even be considered until September 2016. Meanwhile, David Gray House does its best in rehabilitation offering accommodation, education and support whilst operating within an environment of uncertainty, which cannot be good for staff or residents. Females, young offenders and those with mental health issues remain significantly disadvantaged in accommodation provision.

Probation

With the incoming Prison Governor giving immediate priority attention to this area, and the arrival of the new Head of Probation in October 2015, a root and branch review has occurred during this reporting period. The Board has seen a presentation on the "Interventions Hub" (IH) which would enable future Interventions to be delivered to offenders both within and outside the prison environment. A Business Case has been submitted to the Department for the funding for this innovation. The implementation of IH could provide a flexible and cost effective suite of IT based solutions for Interventions such as drug/alcohol awareness and Restorative Justice as well as employment and education skills, but would still require Personal Officer involvement in Intervention delivery.

Plans for Restorative Justice Schemes have also been shared with the Board. Such schemes would require buy-in by the wider Island community. It is a concern that on-going recruitment and retention issues have continued to affect the number of Interventions being currently presented to detainees. It is understandable that multi-agency meetings have priority but these further limit opportunities for interactions with detainees and the number of days when Probation has not been available within prison has increased further this year. Having a mixed category case load and low numbers of detainees has always made Intervention work difficult. Types of Intervention are listed in the Background Section. Some interventions, e.g. Managing Negative Emotions are suitable for delivery by Personal Officers.

The Induction Wing provides an opportunity to respond to detainees' initial concerns and also provides the chance to underline any licence conditions prior to discharge. The necessary changes in delivery of Probation Services are well explained to detainees and change happens in the indicated time frame. The Board has also seen Probation staff provide support to detainees when bad news has to be delivered, e.g. a Parole

Application refusal. Probation can only continue to deliver high standards of service if it is appropriately staffed.

The Board hope that the next reporting period will see the long awaited Through Care proposals enacted. These will ensure detainees are included in a consistent process from sentencing through to release and any ongoing licence period.

Resettlement - Including Custody Planning

The existing Custody Planning (CP) mechanism continues, although the initial assessment is now completed on the Induction Wing. Weekly Resettlement Meetings also continue as before with the Board attending at least quarterly to evidence the full range of mid-sentence and pre-release planning. It was intended that a Personal Officer report mechanism would be introduced at these meetings, however, this has yet to occur.

The quality of interaction with detainees' mid-way through a long sentence remains a particular concern, whilst acknowledging that some detainees simply do not wish to actively participate. CP inductions and discharge procedures within the Induction Wing can provide an opportunity to resolve issues. However, this is dependent upon the allocated Personal Officer having an opportunity to visit prior to final wing allocation. The Board has noted that if this does not occur then elements of initial CP1 Custody Planning can remain incomplete.

The Resettlement Team Meeting appears to become impacted by staffing issues in other areas such as Probation, Education and Healthcare, resulting in difficulty with forming a comprehensive picture of the detainee's progress. However, the Resettlement Team continue to strive to do their best in these challenging conditions, providing a wide-ranging role in the rehabilitation of detainees. The Board, however, remains concerned that the engagement of the detainee's voice often remains limited and we would wish to support any initiatives that would enhance detainees taking some control of their daily activities.

A proposal has been made to put personal responsibility back into the hands of the detainee and it is centred upon a system known as N-Force. Prisoners could make their own applications, requests for canteen, sports equipment, visitor orders etc. The Governor seems enthused about the functionality of the system but warns that IT access issues and cost could make this a substantial challenge. Nevertheless, it is hoped that the proposal will be accepted within the Digital Strategy Work Stream in 2017 - the Board would fully support this initiative.

Parole

During this reporting period, the committee held 9 meetings, 2 less than in the IMB's last reporting period. 8 detainees were granted parole and 4 were refused. A detainee was recalled and 1 was re-released after recall.

Parole cases are now considered at least a month before anticipated release, giving successful candidates more time to prepare. The overall aim is still to have decisions with detainees within 14 days. There was only one application to the IMB from a detainee concerning his parole. This was explained by changes to the licence conditions leading to the 14 day target not being met. Much to the Parole Committee's credit, the applicant still had a result in time to be released on his Parole Eligibility Date (PED).

Section 8: SECURITY, ORDER & CONTROL

Drug Testing

Within this section of the report the use of the word "drugs" refers to "controlled drugs".

Drug offences are the most common reason for imprisonment and the control of drugs has implications for the health of individuals, the prospects for prisoners on their release, and the level of discipline and bullying within the prison. This needs to be coupled with a developed support service for drug users. The categories of drug testing used within the prison are "Random Testing" of 10% of the population each month, "Suspicion Testing" and "Frequent Test Programme". Additionally, a fourth category of "Risk Assessment Programme" was added in June. This related mainly to detainees who, for a privileged reason, may be going outside of the prison.

During the period of this report, the use of the different types of testing was inconsistent. Random Testing which is used as the main basis for a measure of availability of and misuse of drugs in the prison was the only one that has been used in each month. The results from this appear to show a reduction in the misuse of drugs with only 3 detainees proving positive for controlled drugs. Additionally, a similar percentage refused to take the test. These detainees are subject to adjudication and punishment, but are not recorded as failing the test on their prison file. The Board has reported previously that we are concerned about this policy. It may have an impact on the application for parole applications and also fail to indicate that the detainee maybe in need of medical or other support systems to reduce drug abuse.

The other 3 categories of testing were used far less. Frequent Testing for detainees with a history of misuse was only used in 3 of the months. Suspicion Testing was used in 7 of the months. Risk assessment, which started in June, was used until August and not used

again. The overall failure rate for all 4 types of testing was significantly lower than previous years which may indicate positively for the prison. However the categories of testing, other than Random Testing, had a much larger percentage of failures, albeit in a small amount of data. Therefore, the limited number of testing in these categories may suggest that it is a false conclusion to believe the problem is diminishing.

A significant problem that has developed during the course of the year has been the use of New Psychoactive Substances - legal highs (NPS's). The use of these substances could be a substitute for the drugs and have an impact on the use of controlled drugs. It is a difficult situation and we welcome and commend the work done by the prison in its policy towards NPS's.

In the reporting year, there has been an increase in dismissal of Adjudications for offences related to the Drug Tests. Reasons for this include the substance being "prescribed medication" and "own medication". In relation to such reasons the prison's "Policy & Procedures Mandatory Drug Testing" requires that, after the results have been received in the prison there should be a check with Healthcare to see if the results may have been due to prescribed medication. If this is the case, then there should be no allegation and no Adjudication should occur.

The Board welcomes a robust policy for Drug and NPS control which during the year has met its target of a 10% maximum in failed drug tests. The policy provides a deterrent to a detainee population of whom the most common crime is drug related.

Also, it can identify those who need support. Over the year, there has been a significant improvement in assistance for the detainees, from within prison, government and third sector organisations. It is still far away from providing assistance for the majority of those who have drug problems. It is a difficult demand on prison and government resources, but the Department should further consider the importance of assisting detainees, and how this could be achieved, if it is to reduce the number of re-offenders.

Dogs

The staffing of the Prison Dog Section remains as last year. There are two active drug dogs (ADD), Sport and Oscar, and two passive drug dogs (PDD), Edward and Tucker. All dogs are currently licensed and trained at HMP Kirkham with the National Offender Management Service (NOMS) and come under the guidelines of Prison Service Instruction 2011.

During this reporting year, with the prison's permission, it was decided that the full time Dog Handler Officer could raise and train a puppy (Hood). Hood will eventually replace Edward who is due to retire in 2017. Hood made his first appearance into the prison at

12 weeks of age and training started immediately. He was introduced to his new surroundings within the prison environment. Nearly a year on, further training is about to start with some drug recognition work. He has been a welcome addition to the team.

The ADD dogs specialise in a number of drugs, illicit alcohol, tobacco and new psychoactive substances, whereas the PDD dogs screen individuals for drugs. Their role is to disrupt the trafficking of illegal contraband entering the prison.

As a result of frequent daily searches, the prison has had no incidents with detainees related to illicitly brewed alcohol, commonly referred to as 'Hooch'. However, during the reporting period, the Dog Section has recovered 15.5 litres before it could be consumed.

In this reporting year, the 2 PDD's carried out 9,737 searches, while the 2 ADD's carried out 8,991 searches. From April 2015 to March 2016, 2,200 detainees, 5,029 visitors, 2,167 staff, and 341 other people were passively searched.

Both Officers and their dogs work with other outside agencies and within this reporting year have visited over 20 schools and Social Clubs. All of these visits are carried out in their own time and funded by themselves which is much to their credit. The team also work alongside Isle of Man Customs & Excise disrupting the movement of illegal contraband.

The Dog Section forms an integral part of the prison's security system and is effective in maintaining control over the movement of drugs within the prison. They are highly valued and appreciated by the Board.

Governor Adjudications

Adjudications are carried out by the Governor or a Deputy Governor when a detainee has allegedly committed a breach of the disciplinary code of the prison. In exceptional cases, such as an alleged assault on a Prison Officer, a panel of 3 members of the Board will undertake this role. Also, where there is an alleged breach of Isle of Man law, the Governor may refer the matter to the Police.

Over the reporting year, there were approximately 200 planned Adjudications - an increase over last year. Of these, there were a substantial number of cases, approximately 15%, which were dismissed or not heard. In some cases the evidence presented was incorrect or presented incorrectly. The numbers of these were less than previous years this being due to more guidance given to Prison Officers. However, it does strongly suggest that there is still further work required within this important area.

What had occurred with far more regularity were Adjudications for failure of Mandatory Drug Tests (MDT) being dismissed. In these cases, the MDT sample was sent to a Testing Centre for further confirmation. The result showed that there was no case to answer.

The main reason for the increase in Adjudications was the Senior Management Team decision to have a full lock down of the prison, coupled with a search of all cells in July. This resulted in 40% of all Adjudications for the year occurring in that month, the majority of which resulted from the search. Most offences were related to the detainees having smoking paraphernalia including items to light and to make cigarettes. A number of detainees had obtained nicotine patches which could then be used as smoking material.

There were also a number of cases related to having medication, narcotics and new psychoactive substances (NPS's or Legal Highs). The Board is concerned that about half the population of the prison, at that time, were found to have breached the present Custody Rules. There is also concern about the types of offences that had been committed, some of which in the Board's opinion, can have a significant effect on the detainees' well-being. Given this situation we are supportive of the decision to use this tactic which can reduce the potential health problems of the detainees.

We also applaud any policy that reduces the use of NPS's. This is proving a major difficulty throughout the prison population in the British Isles and we support the Governor in making the control of NPS's a major priority.

Despite the possession of smoking material being the most common offence in the year, there is still conflict, noted in previous reports, between this and the number of detainees who were found to be smoking. During the year, there were only 3 adjudications for this offence.

We continue to be concerned that the rules are not being employed consistently, which inevitably results in detainees being treated inconsistently.

The detainee's Custody Record, which shows all interactions and breaches of the Custody Rules, has an impact on the outcome of application for parole. It is therefore a necessity for data relating to this to be full and accurate. We have noted above a significant number of cases where the case against the detainee had to be withdrawn.

There have also been Adjudications which were recorded as being "adjourned" without any further information of what occurred after that adjournment. There was one occasion when an allegation of assault on a Prison Officer was serious enough to be passed to the Board for Adjudication. The data records that this was adjourned to a

future date, but subsequently there were no further details given regarding whether this did occur or of the outcome. It is probable that more detail will appear on other documents, but given the potential importance of the data it should be consistent through all avenues of recording.

The Board has attended several Governor Adjudications during the year by agreement with the detainee. We have been convinced in all cases that the Adjudications are being administered professionally and prisoners treated fairly in both the process and the award.

IMB Adjudications

During the year the Board dealt with 2 Adjudications.

We have been consistent in complaining that the role of Adjudicator conflicts with our independent status. Under the Custody (Amendment) Bill 2016 there is provision to appoint an Independent Adjudicator to take on this role from the Board. This should become law later this year. However, there may be delays in the appointment of the Independent Adjudicator. The present situation will remain unacceptable until this has been completed.

Segregation

The Segregation Unit is based in E Wing, with an additional cell in the Female Wing. Its main role is to deal with detainees who have broken prison rules. Additionally it has increasing numbers of detainees who are segregated for medical reasons and/or in their own interest. Although this is not the ideal arrangement, it does provide a necessary role that is unavailable in any other area of the prison. The work of the staff on the wing and the lower number of detainees has enabled this to function with reasonable success.

During the year, 45 detainees have been located in E Wing, which is a reduction on the previous year. This is despite a full prison lock down and search in July 2015 which led to 19 detainees being segregated in that one month. The outcome of the search also required having to segregate detainees on other wings, a situation that was handled well by the Officers. The Board welcome such searches - they do lead to the punishment of offenders, but are also a deterrent to detainees. In this case the lock down and search was aimed at reducing harmful practices especially in relation to drugs, new psychoactive substances (NPS's), alcohol, and cigarettes made from potentially harming material.

There has been an exceptionally difficult situation over the year resulting from 2 detainees being in E Wing in excess of a total of 250 days. The reasons they were segregated included breaches of prison rules, medical reasons, and segregation for their own good. Within the time they were segregated, there were many occasions when their behaviour was extreme, including threats to staff, their families and to other individuals.

It included an attempted attack on a Prison Officer which resulted in a prosecution. The situation created potential danger to the detainees, staff and other people who came in contact with the 2 detainees. It also created a very negative environment for other detainees who had been segregated, limiting the positive work the Officers can do with them whilst in E Wing. The behaviour of the 2 detainees, at times, could be seen as being indicative of mental illness.

As the Board has stated in previous reports, we believe that there should be the facility for more extensive and rapid specialised medical intervention. In some cases, such behaviour could require consideration of whether the detainee needs transferring to an alternative institution which is more suitable to deal with such illness.

The prison policy on segregation requires fortnightly reviews of detainees in E Wing by a named group of people which includes the Board. Disappointingly, the Board has yet to be informed when these reviews are taking place. There were only 5 such detainee reviews during the year, but these did not occur consistently. The Board have so far not been able to evidence any record of a detainee's review. Regular reviews are necessary for the safety and health of the detainees. However, we would suggest that the current system should be reviewed in consultation with the named groups to create a system that can be operated effectively, especially in cases similar to that of the 2 detainees described above.

The Seg 1 Form is also in need of review.

Of the detainees who were put in segregation during the year, approximately 38% were only there on one occasion. The majority were segregated on 3 or less occasions and were there for a maximum of 10 days. As a result of Adjudications, most had received a punishment stated as Cellular Confinement (CC) or "Good Order and Discipline" (GOAD).

We recorded a problem in the last report of inconsistency between the details stated for segregation in the E Wing data and those given in the Adjudications' data. We acknowledge that this situation has improved. There still remains a need to ensure that if CC has been awarded, this should appear in the E Wing data as CC and not just as GOAD. This is significant because the former also includes the removal of bedding during the day unless the Adjudication has stated that bedding can be allowed for that

detainee. This is a policy the Board still challenges as an unnecessary extra punishment, especially as there is concern about the temperature in E Wing at times.

Consistently, our Annual Reports have noted the work of the Officers on E Wing. Their professionalism and positive interaction has been of assistance to the detainees on CC or GOAD. It has also been of help to those in segregation for medical reasons or for their own interest. This report also wishes to acknowledge the way in which the Officers have dealt with the exceptional demands upon them by the situation stated above. Without their skills and patience the outcome could have been far worse for both the detainees and others entering E Wing. The Board acknowledge the importance of their abilities and thank the Officers for their work.

The Personal Officer for each detainee could assist the work of the Officers on E Wing, by having greater contact with the detainee in segregation and preparing them for return to their normal location. This is clearly stated as being part of the Officer's role in the policy document entitled 'The Personal Officer Scheme'. Such contact is also a requirement under the Segregation Policy. We are aware that there are many times when this does not occur. We would hope that the importance of this role is emphasised to the Officers.

The regime of long term detainees has, for a long time, been a concern of the Board as it comprises of little more than a short period of exercise (often less than the 30 minutes permitted), a shower, a phone call, cell cleaning, and meals. There could be a focus on the detainee's needs and the conduct that resulted in segregation. This would clarify why the detainee was segregated, encouraging a sense of fairness. Managers and staff should be creative in developing a more purposeful regime.

Incentive & Earned Privileges (IEP)

Detainees are expected to conform to the prison regime and the IEP Scheme exists as a part of the regime. It is designed to encourage detainees to improve their behaviour and attitudes. It should also be consistent within and between other prisons.

During the reporting period the following statistics have been collated showing an overall yearly percentage of detainees on the three levels:

| Enhanced | Standard | Basic |
|-----------------|-----------------|--------------|
| 51.64% | 44.81% | 3.55% |

The HMIP Expectations states that:

"The IEP scheme is impact-assessed, monitored and reviewed at least quarterly to check for fairness and encourage responsible behaviour. Consultation with prisoners is conducted at least annually."

Although a new IEP Policy was introduced on 13 October 2014, the actual review of it was undertaken quite significantly earlier, as there was a long period when the policy was waiting to be signed off. Therefore, the Board would expect to see another review being undertaken before too long.

As far as the Board is aware, there is no current system in place for consulting prisoners or obtaining their feedback on the IEP Policy. The Board feels that the Prisoners' Council offers an ideal forum for consultation and feedback, but since its inauguration in March 2015 no such discussion has taken place.

Section 9: REGIME

Social Visits

Visiting a family member or friend detained in prison can be daunting and it is essential that information is available in order to make visiting as easy as possible within the constraints of the establishment.

We have noted the professional way in which staff manage visitors coming into prison, especially those who attend with children for whom the experience may be rather unsettling. We have evidenced, on our visits, a more consistent system for calling visitors in readiness for their session.

It is the view of the Board that all information available should be given as if to a first time visitor. The Department's Website offers a comprehensive account of what is to be expected during a visit and how the visit will be arranged and dealt with.

Under the section of 'Prison Facilities', it would be helpful if this stated the amount of cash, in coins, which a visitor is permitted to take into the Visits Hall for use in the vending machines. Currently, this amount is £10. We are pleased to report that this amount has been changed on the Visiting Order's (VO's) but would suggest the VO's could state coinage.

During the reporting period, the total number of visitors has averaged 220 per month. Family living off Island can be granted extended visits and during the year 12 of these have taken place. Additionally, at the discretion of the Governor, inter-wing visits may be permitted and 12 have been allowed within the reporting period.

Enhanced prisoners can apply for a mid-week Privilege Visiting Order (PVO) which is valid for 2 weeks from issue and cannot be accumulated. PVO's can only be used for weekday visit sessions and not on Christmas Day, Boxing Day, or Good Friday.

Closed Visits

During this reporting period, 1 detainee was subjected to Closed Visits through the disciplinary process, and 7 visitors were offered a Closed Visit as opposed to no visit after the Drug Detection Dog indicated they were suspected of carrying illegal or restricted items.

Family Days

During this reporting period 3 Family Days have been held. Due to a disciplinary issue within the prison only 2 detainees were eligible to attend the Summer 2015 event. As the group size was so small, special arrangements were made and these detainees, their children and accompanying carers were taken to an external location. The Board was very impressed by the efforts made by all concerned to facilitate this unusual event which was highly successful in spite of the weather.

The Christmas Family Day was attended by 9 detainees and 17 children accompanied by 9 carers.

7 prisoners, 10 children and 7 carers attended the Easter Family Day.

As in previous years, the days were very successful and greatly enjoyed by those who participated.

A considerable amount of planning and co-operation between a range of organisations and prison staff is involved in facilitating these events. The Board recognise the value of Family Days for promoting contact between detainees and their families, and for detainees with children these events are one of the most valued rewards for consistent good behaviour.

The Prisoners' Council have consistently, within their monthly meetings, raised the possibility of other relatives, e.g. grandparents attending these important family events. The Council has been assured it will be raised at the next Family Day meeting (Prisoners' Council Minutes, 24 March 2016). The Board is, however, disappointed that it has been on the Council's agenda since last year and is still ongoing.

Physical Education

The PE Department has continued to play a vital role in the life of the prison this year. At the time of writing, 78 detainees have been inducted out of a total of 91. The Board is very well aware of how highly time in the gym is valued by detainees and the extra sessions are frequently cited as one of the greatest incentives to attain and retain Enhanced IEP status. The Board feel that the relationship between the PE Officers and detainees is especially valuable as it has a more collaborative nature than is possible for other Officers.

The closure of the gym on Mondays has now sadly become permanent due to the reduction in PE staff. That Department has been re-profiled to reflect that there are only 4 PE Officers as opposed to the previous 6. Arrangements have been put in place to cover the PE staff weekend leave when they take their annual leave. The Board hope that these arrangements will operate to ensure the full range of activities is available to detainees including time outdoors when the weather permits.

In addition to their usual work, the PE staff have been involved in raising money for 'Manx Cancer Help' via "Manx Movember" and once again took part in a sponsored walk together with 2 detainees. As in previous years, the PE staff have also played a pivotal role in Family Days.

The PE Budget of around £2,000 continues to be used for maintenance of equipment and the replacement of small items of equipment. The replacement of larger and more costly items requires a Business Plan to be made. This year, a new Cross Trainer was successfully purchased.

Televisions

During this reporting period, a new policy came into force which allows detainees to purchase their own televisions, as opposed to continuing to rent sets owned by the prison.

The televisions can be bought through the Prison Stores and are slightly larger than the rental sets - 22" as opposed to 17" or 19". The Board has evidenced an extremely efficient and thorough system of record keeping operated by the Stores Manager. Any detainee on Standard or Enhanced Levels of the Incentive and Earned Privileges Scheme (IEP) who are employed or actively seeking employment can purchase televisions.

If any convicted detainee who has purchased a television refuses to work, they will be liable to the same penalty as a detainee who has hired one from the prison - their TV will be confiscated for a minimum period of one week and in any case until they re-apply

for realistic employment. All detainees wishing to purchase a TV must have funds available to cover the entire cost.

As of April 2016, a total of 16 televisions have been sold.

The Board is pleased to note that there have been no incidents of damage caused to privately owned televisions.

Detainees' purchased televisions requiring repair will be treated as any other electrical items in so far as the detainee wishing to have his set repaired will make provision for the item to be handed or posted out via the existing procedures at their own expense.

The Board has previously noted that the prison's stock of rental televisions has diminished due to damage and age, and that only a limited supply of newer sets has been purchased given the budgetary restraints. The prison's new Television Policy specifies that allocation of the newer TV's will be to Enhanced detainees only. As newer sets become available, priority will be given to those who have been on Enhanced status for the longest continuous period. Should an Enhanced detainee with a newer set lose his/her privilege level, the set will be replaced with an older one.

Rental sets have the plugs and USB ports glued to prevent tampering. Purchased sets will be sealed and a charge of 25p per seal will be made to the detainee's account. The administration of the rental TV's is now dealt with on the wings as opposed to through Reception.

A & B Wings share a pool of TVs and jointly operate a tracking system. C, D & F Wings operate and manage their own systems.

Work

Initiatives for new work opportunities for detainees continue to be pursued.

During the year, many more public relations (PR) opportunities were taken to show existing work projects. Some limited re-establishment of the DEFA wood working scheme was noted, however, wood-chipping is less rewarding than the high-quality bird-boxes, plant troughs, and fence panels that detainees have previously produced. Public response to products made at the prison and in general towards Restorative Justice (RJ) initiatives has been dispiriting.

Engagement of the third sector in understanding RJ methodology may need further effort if it is to become a cornerstone of rehabilitation methods.

The Manx Blind Welfare (MBW) initiative has been a success both for users and the detainees involved, and this has received some very positive publicity in the press and other local media.

There have been opportunities for sewing for Noble's Hospital and Morsbags from recycled fabrics. In addition, 2 bee-hives have been donated by the Manx Court Mission and work has begun on making them ready.

Horticulture work has had a set back with the extensive winter damage to polytunnel coverings yet to be repaired in time to benefit early Spring sowing. Horticultural workers and Supervising Officers need to have some continuity to maximise this worthwhile activity and the Board is hopeful that the Bee Keeping initiative will prove a success.

It has been previously suggested that a role could be created to pick and sell produce to staff or a 'seed for produce' exchange programme could be enacted.

The Board is very supportive of any new work initiatives, but remains wary of raising the hopes of detainees for more varied and increasing amounts of work opportunities, including the proposal to set up a Call Centre in which detainees might continue to work after release.

Education

During this reporting period, there has been a management change in the Education Department with the appointment of a new Education Manager (EM) in late 2015. The EM continues to be the only permanent member of staff.

The Education Department, as at the beginning of March 2016, now comprises 11 sessional tutors and 3 volunteers. 2 mathematics tutors have been appointed during this year.

The EM is looking at the possibility of recruiting a new member of staff who would be available 50% of the time, rather than the usual 30% or so. Sessional tutors continue to be limited to 300 hours per year.

New tutors are given a half day training in security, but they still feel themselves to be very much separated from the prison itself. It is the belief of the Board that it would be beneficial for all to have had a tour through the body of the prison so that tutors can better understand their students' environment and regime. The Education Budget is unchanged for the current year and, as with all departments, any changes have to be cost neutral.

Attendance continues to be a concern with late or non-arrival for courses. On occasions tutors were sitting before empty classes. This problem was raised in November and December 2015 and a Governor's Notice 43A/2015 was issued stating that detainees who refuse to attend classes without good reason should be either placed on report or issued an IEP warning. It was suggested that this should be done by the Education Department, but it is felt that should be the responsibility of a Wing Officer.

It appears that PIMS is now working correctly to show the activities, dates and times of detainees in Education.

On average about 50% of the prison population take part in education which is broadly in line with previous years. It is accepted that the development of other planned productive activities may lessen this percentage slightly.

The Department of Economic Development (DED) has confirmed it will support the AQA Award Scheme that recognises work done rather than test results. This could be an incentive to detainees.

DED is also supporting the change from the NVQ in Catering to the Jamie Oliver B-Tec course that is shorter and more appropriate to a prison environment.

A Book Club has been started with material borrowed from the Mobile Library. This has proved to be very popular. However, the Board is disappointed the club is not yet available to female detainees.

A survey has been carried out to ask detainees what reading material they would like to see. This survey received responses from 20 existing library users and 7 non-library users.

The novelist Martina Cole will be visiting the prison later this year. There will be an exhibition of detainees' art at the Isle of Man College of Education (to be known as University College, Isle of Man (UCM), with effect 1 April 2016) which will later be put forward for a Koestler Award. In 2015, the detainees had good results, which was to their credit and that of the tutors.

2 detainees took part in a Parenting Course delivered by the Isle of Man Children's Centre which is a requirement for Family Day inclusion.

Other considerations being looked at for items to be considered in the Education programme are:

- Basic budget and financial management.

- Careers advice.
- Essential skills in writing a curriculum vitae.
- Applying for a job and customer care.

Apart from basic education there are discussions concerning better co-ordination between the ED and the prison itself as well as better links with College. Investigations are being made with regard to the College being able to provide student support to individuals. Degree courses could also be followed using existing video link to connect with College lectures or tutorials. Hopefully, other courses should be able to be continued by detainees after their release. There are now regular meetings between prison officials and College to develop this co-operation.

Legal Visits

During the period 1 April 2015 to 31 March 2016, visits to detainees and prisoners including Advocates, Children Services, Coroner's Office, David Gray House, Education, Housing, Police Interviews, and Probation Services totalled 419 which is a decrease of 39 from the last reporting year.

| | | | |
|----------|----|----------|----|
| Apr 2015 | 39 | May 2015 | 40 |
| Jun 2015 | 38 | Jul 2015 | 39 |
| Aug 2015 | 55 | Sep 2015 | 27 |
| Oct 2015 | 51 | Nov 2015 | 41 |
| Dec 2015 | 26 | Jan 2016 | 22 |
| Feb 2016 | 23 | Mar 2016 | 18 |

'Live Link'

During the period 1 April 2015 to 31 March 2016, the facility was utilised 472 times, 53 times more than last year.

The breakdown is as follows:

| | |
|--|-----|
| Advocates: | 365 |
| Courts: | 53 |
| Probation: | 7 |
| Social/Administration/David Gray House/Police: | 47 |

There is the opportunity of conducting inter-prison links together with the ability to link with other Courts in the UK.

Section 10: CUSTODY SUITES & HOLDING CELLS

Court Cells

During the reporting year, the Board made 12 visits to the Suite. The duration of each visit varied from 26 to 95 minutes and took place at random times throughout the working day. The average duration of a visit was 55 minutes. On 2 occasions, members were accompanied by the member of the Legislative Council whose responsibilities include the Prison & Probation Service.

On a few occasions, juveniles have been in the Court Cell Suite. They are not locked in a cell and they are accompanied by Police Officers or Social Workers. It is policy and part of their contract during this reporting period that the operators of the contract, 'Resource', do not handle young persons. It is a considerable concern to the Board that there is still no policy on the handling of juveniles. This policy is the responsibility of the Department of Health & Social Care and is, we understand, still being debated.

The number and diversity of detainees can at times cause logistical problems with cell accommodation at the Courts. This has been alleviated slightly by liaising with the Deemsters over Court Lists. The continuation of the 'Live Link' system may help towards lessening the problem.

The Board have observed that provision of food and hot drinks, spare clothing, toiletries, blankets, and reading materials has been adequate to good. Critical materials (First Aid kits, anti-ligature knives, anti-suicide blankets, handcuffs, etc) were in positions known to staff and easily accessible.

Most detainees volunteered that they were satisfied with the way they had been treated by the staff. No detainees reported adverse treatment. The Board visit reports consistently comment on the helpfulness and courtesy of staff in the suite and on reception both towards the Board and to the detainees.

Detainee Transport

Generally the vehicles used have been 2 specialised vans and 2 cars. The vans both contain a pod/box facility for specific detainees who require more secure or separate transport. Both of these vehicles have been fitted with defibrillators and staff have been

trained accordingly. A third van, fully up to specification, is available for use should it be required.

Staff

Routine cleaning of the Court Custody Suite continues to be conducted by 'Ultimate Clean'.

The management of detainees in the Suite and their transport to and from prison and hospital as well as some bed watch duties was the responsibility of 'Resource' throughout the reporting period.

It was noted initially that hospital appointments had occasionally been compromised due to difficult clinic times. This has now been rectified, and appears to be running smoothly.

The Board visit reports consistently comment on the sensitivity and professionalism of 'Resource' staff and Managers.

Maintenance of the Suite & Fittings

The storage system for detainee property is now in a designated area and cupboard. It has been noted that our concerns regarding the furniture in the Advocates' Room and CCTV have been addressed.

Information Systems

The 'Green Form' system set up by the Police and Prison Healthcare for enabling important relevant health information to accompany all movements of detainees continues to be very workable in general and useful for the Court Custody staff.

Police Custody Suite

The new Custody Suite at Police Headquarters opened and was fully operational 30 April 2015. The block is open and airy compared to the previous Suite, and the overall facilities are much improved including those for the disabled. There have been a few minor snags with the ventilation, door seals, and roof leaks but these are being addressed. It is a Custody Suite that is certainly 'fit for purpose'.

Statistics

For the period of this report there were 1,317 arrests. The breakdown is:

| Month | 24 – 48hrs | Over 48hrs | All Arrests |
|-------------------|-------------------|-------------------|--------------------|
| April'15 | 5 | 0 | 111 |
| May | 7 | 0 | 120 |
| June | 10 | 3 | 129 |
| July | 8 | 2 | 106 |
| August | 12 | 0 | 123 |
| September | 3 | 0 | 76 |
| October | 3 | 2 | 117 |
| November | 6 | 2 | 104 |
| December | 5 | 0 | 107 |
| January'16 | 6 | 0 | 104 |
| February | 13 | 1 | 106 |
| March | 4 | 3 | 114 |
| Total: | 82 | 13 | 1317 |

For reference, these figures are always calculated based on cumulative time in custody, and it is *possible* that a number of the arrests calculated as exceeding 24 hours did not achieve this in one continuous period.

Under an agreement with the Police, members of the Board are available by rota to be called by the Custody Sergeant when it is thought that a detainee is likely to be held for up to or beyond 48 hours. A member will attend the Suite to ascertain and confirm that the detainee in question is being cared for and treated justly, fairly, and with humanity whilst in custody. During this reporting period, the Board were called and attended on 9 occasions, visiting a total of 12 detainees, one of whom was a female young offender.

In addition, there were 13 routine unscheduled rota visits, of which one was an induction visit for a newly appointed member. Another was a combined rota visit and a 48 hour visit due to being notified a day prior to the proposed visit that there were detainees being held in the Custody Suite who were approaching the 48 hours.

The average visit duration was 60 minutes (ranging from 25 to 90 minutes). Visits were undertaken at a variety of times including evenings.

Staffing was always appropriate. Staff members were invariably co-operative and helpful despite their sometimes heavy workload.

Treatment of Detainees

In general, detainees were well treated and most commented positively on their treatment. During visits, unless specifically advised to the contrary, an Officer will introduce the Board member and offer a chance for detainees to speak in private out of the Officer's hearing.

The Board observed that the provision of drinks, food, blankets, and reading materials were adequate.

First Aid kits, anti-ligature knives, anti-suicide blankets, and clothes, were in positions known to staff. Food stocks were satisfactory, and it was noted that there were supplies to cater for vegetarians and those of different religious faiths.

Space & Cleanliness

The new Suite is much brighter, fresher and appears to be easier to clean and keep clean. It works on an open plan system for "booking" detainees. As mentioned previously, the facilities for the disabled and, in fact, all detainees, are vastly improved which belies a new and purposely designed and completed Suite.

Mental Health & Other Services

The Custody Suite is regularly a temporary home to many detainees with mental health issues which is a concern to the Board and to the Police Authority. The number of Police attendances to people with mental health issues is rapidly increasing and a great deal of their time is taken up dealing with these issues to the detriment of other policing work. However, there appears to be a good relationship with the Crisis Referral Team.

There are now 18 "Appropriate Adults" trained (with an additional 3 undergoing training) and available to help both the disadvantaged and younger detainees. We understand that shortly an SMS system will be used to alert all Appropriate Adults to indicate their availability when their presence is requested as opposed to telephoning round on a random basis.

Section 11: BACKGROUND

1. Prison Environment

Building

The prison is a no smoking establishment.

To help with energy efficiency, the prison building has a computerized Building Management system installed to monitor and control central heating, lighting, hot water and ventilation. Low level "Lux" lighting is used on all wings and external lighting is reduced by 50% once detainees are confined to their cells at night. An external, recognised energy advice company is used by the prison.

The prison has its own Works Department. All jobs are prioritised on receipt with the aim to complete "urgent" that day and "important" within 24 hours. Re-decoration is carried out on a regular or as needed basis.

Accommodation

Each cell is adequately furnished with a built-in bed, table, TV, electric socket and storage areas for personal belongings. It has hot and cold running water and its own toilet.

Detainees are able to control their own cell lights and power supply, although these can be over-ridden if necessary.

All mattresses conform to the latest safety standards, are inspected yearly and numbered. Records are kept to show location, inspection dates, wear and tear, density and any recommendations to change a mattress due to medical or other reasons.

There are single occupancy showers available on each wing and in the reception area. Detainees may shower in the morning or afternoon, at their discretion. There is a good supply of hot water available during the day.

Washing machines are available on each wing so that detainees can wash their own clothes. There is a central laundry, operated by detainees, to cater for the washing of bed linen which can be changed weekly.

The communal areas of the prison are cleaned by a detainee.

Health & Safety

The prison has a contract with a recognised pest control company. Regular inspections are made, with a minimum of 8 visits a year.

A register of ongoing risk assessments is kept in the Works Department Office. These include the manual handling of hazardous material and equipment. To confirm that

procedures have been fully explained to them, detainees on work duties have to sign the relevant compacts.

First Aid equipment is kept in all Wing Offices and also available to all areas accessed by detainees. There are Defibrillators stationed strategically around the prison.

Accident Report Books are held in the Central Hub Office, the Gate Lodge, and the Works Department. Should an accident be reported the relevant form is completed, forwarded to the Duty Governor and then kept in the Office of the Works Department.

A Health & Safety Policy statement is accessible to all staff and available to detainees on request. The Health & Safety Committee meet on a regular basis, at least quarterly. Minutes of these meetings are circulated to committee members and are available to other interested parties.

2. Health

Healthcare

The Department of Health & Social Care provide Healthcare services to the prison via a Primary Care Team based at the prison and a contract with an external GP Service.

The contract with the external GP Service ended at the end of March 2015. A locum GP provided care until 1 May 2015 when Peel Medical Centre, who were awarded the new contract, took over. 3 GP's, including one female, have taken on responsibility for the prison, with a fourth Doctor providing holiday cover.

Surgeries are held in Treatment Rooms within the prison Healthcare Unit. They take place on Monday, Wednesday, and Friday mornings each week. These run for 2 hours and cater for around 6 prisoners per session. Telephone support is also available during the day.

There is no in-patient facility, nor is there 24 hour cover. The Healthcare Department is staffed from 07.30hrs - 20.30hrs Monday to Friday and 08.30hrs - 17.30hrs at weekends and Public Holidays. In line with the general community, the Out of Hours Service is covered by the Medical Emergency Doctors Service. A comprehensive pack of guidelines, compiled by the Healthcare Team, is available to Prison Officers regarding when to call doctors, ambulances, etc.

The Healthcare Team includes a Clinical Manager and Deputy Manager as well as a Registered Nurse and 2 Paramedics. They are currently advertising for a registered

nurse for 30 hours a week. Due to the shortage of permanent staff over the year there is a reliance on bank staff.

The Healthcare Unit contains a dispensing pharmacy, where it is possible for Healthcare staff to observe detainees taking their medication. Pharmacy drug control checks are regularly carried out by an external Pharmacist.

All Healthcare staff have access to continuing professional development and mandatory training. They are trained in venipuncture (taking of blood), and some are trained in carrying out electrocardiograms. Each member of the team has responsibility for specific areas of healthcare, e.g. chronic disease management, sexual health, minor injuries and infection control.

Access to Other Services

A Dentist from the Douglas Community Practice holds a weekly surgery in the prison's Healthcare Unit, seeing on average 6.6 patients a session. An Optician visits every 6 weeks.

Detainees needing Chiropody, Physiotherapy or Dietary Services are referred to Ramsey Cottage Hospital in line with the Community Services Directive.

When other necessary treatments are unavailable on the Island, detainees are escorted to England for specialist treatment and care.

Continuity of Care

To enable continuity of care, the detainees' clinical records are computerised on the Egerton Medical Information System (EMIS), in line with all the Island's GP practices. Mental Health and Drug and Alcohol notes can also be accessed to confirm any illness or medication. Noble's Hospital, however, uses a different information system.

To help manage the health and welfare of people in custody the Prison Healthcare Department have introduced a Transfer Medical Treatment Form which must accompany the detainee on transfer to hospital, Police Headquarters, or any location of proposed medical services. The form contains details of medical examinations and any medication given.

If a detainee requires medication when visiting the Courts of Justice etc the Prison Officer or contracted escort holds the medication to give to the detainee. Any confidential information is only accessible on a "need to know" basis. The form requires the professional to state whether a detainee is medically fit to return to prison. This is

particularly relevant at night when there are no Healthcare staff on duty at the prison and, therefore, no medication can be given.

On discharge from prison each detainee receives a 'Healthy Living' Pack provided by a local pharmacy. The pack contains a selection of toiletries and drug advice leaflets.

When required, Community Health Visitors take over the healthcare provision after a person is discharged from prison.

Substance Abuse

A policy called "*The Assessment and Management of Drug & Alcohol Dependent Prisoners*" came into operation in November 2013. Detainees with drug and alcohol issues are identified during their induction process.

The Psychiatrist, who has dual expertise in mental health and substance abuse, attends for half a day each week and is able to provide specialist services for detainees who are experiencing substance related problems.

A Drug and Alcohol Practitioner attends the prison when needed and works with detainees on rehabilitation prior to their release. The Deputy Clinical Manager, who has 10 years' experience working for the Drug & Alcohol Team prior to working at the prison, also works with these detainees.

Any pregnant detainees with drug and/or alcohol problems will be referred to the Community Midwife and managed in prison by the local DAT Pregnancy Support Clinic.

The Department of Health & Social Care has a contract with the Charity, Motiv8 Addiction Services. The Charity provides a Drugs Councillor who visits the prison each Thursday morning. She introduces herself to all new detainees. Those detainees serving short sentences or who are coming to the end of a long sentence, will be offered a referral to Motiv8 on their release. This is for counselling and relapse prevention. They will also be given helpful leaflets about drug abuse, including one entitled "*Don't Risk It*" which warns about possible lower drug tolerance levels after imprisonment.

Mental Health

Acute

In September 2013, the prison and the Department of Health & Social Care drew up a joint policy "*The Care and Treatment of Acutely Mentally Ill Prisoners*" the aim of which is:

"To ensure that detainees who are experiencing acute mental illness receive the most appropriate timely care in the most appropriate environment".

Cost implications and the small population of the Island are considered not to justify an Adult Secure Unit and so there are no in-patient facilities on the Island. On rare occasions, detainees are received into custody for their own safety before being transferred to a UK facility for secure in-patient treatment. Delays can occur in securing such a placement due to the regional population the UK clinics serve. Such delays, which can be a matter of many months, put much strain on Officers caring for these prisoners. This remains a major concern for the Board.

Chronic

Clinical indicators at the prison suggest that between 50% and 70% of detainees have low grade mental health issues; the majority of these being stress, depression, and anxiety. Whilst detainees may have come into custody with these issues, they can also be caused or aggravated by the situation in which they find themselves.

Professional Help

One Mental Health Nurse visits 2 days a week and is supplied by Community Mental Health.

The Psychiatrist, who attends weekly, sees some detainees who possibly have a dual diagnosis of mental health and drug and alcohol issues.

The Clinical Psychologist attends fortnightly and sees a maximum of 3 detainees a session.

In addition, outside agencies, such as CRUSE and Samaritans carry out valuable counselling work with detainees. The Samaritans visit the prison every Saturday morning and there are 2 dedicated mobile phones which can be given to detainees by prison staff should detainees wish to contact this Charity at any other time.

3. Welfare and Safety

Food & Food Hygiene

The spacious, well-designed kitchen supplies the detainees and the staff canteen. It is equipped with both gas and electric units so can operate even if there is power supply failure. Sufficient food can be stored on a rolling stock basis to cover a period of 7 days.

Vegetables from the Prison Horticulture Unit may be used to supplement the fresh produce.

The kitchen is staffed by a Senior Catering Officer who is well versed in dietetics and ethnic cookery. He is supported by 4 other Catering Officers and by trusted detainees.

All meals are delivered to the accommodation wings in heated trolleys. After leaving the kitchen, the food is checked outside the wing to clarify the number of portions of each menu choice. Food probes are available on each wing to check for correct temperature. The food is served by entrusted detainees who are supervised in the servery area by a Prison Officer.

The Duty Governor regularly inspects the kitchen and samples the food. All visits to the kitchen are recorded in the Daily Kitchen Journal. Under Rule 79(2), the Board has a duty to regularly sample the food on the wings.

Suitable protective clothing is worn by all kitchen and servery staff. All clothing is washed in the prison laundry after each session.

All kitchen units are easily moveable to allow access for regular cleaning. Cooker hobs and extractor fans are cleaned regularly, and a deep clean of the whole kitchen is carried out regularly in-house.

The Environmental Health Officer has an open invitation to visit at any time with no prior notice.

First Aid equipment is available and kept in the Duty Office. Fire prevention is via a powder blanketing system which is serviced every 6 months.

Faith & Worship

The prison provides, under Custody Rule 33, a multi-faith Chaplaincy Service based within the Multi-Faith Room. This is a purpose built area of the prison that is designed to offer a supportive and peaceful environment.

The team has at least 3 Ministers (Roman Catholic, Free Church, and Anglican) who fulfill a crucial pastoral/welfare role to detainees and their families, including a mediation role between the detainee, their family, and/or the prison when issues arise.

Almost daily, at least one member of the Chaplaincy Team will attend the prison and will aim to visit every new reception within 24 hours of arrival if possible. All discussions that

are held during prison visits with detainees (or with families of prisoners in their homes) are confidential. Confidence in sharing concerns or worries is based on this trust.

Weekly inter-denominational services are held on Saturdays. For operational reasons they are repeated 4 times. Other faith groups such as Jehovah's Witness, Jewish, Muslim, Quaker or Pagan, etc can be represented as and when required through various contacts and volunteers. Invited Ministers, Speakers or Music Groups may form part of one of these services. All types of service may be attended by any detainee.

A Chaplaincy Team member is present at the monthly Safer Custody Meetings in the prison and any member of the Chaplaincy Team may be invited to other meetings when required. The prison's Chaplaincy Service also extends to all prison staff and Officers.

Categories of Detainee

The Isle of Man Prison has to hold a variety of categories of detainee. These will each require different regimes.

Remand Detainees

These are un-convicted - they have not been tried and are presumed to be innocent. They are accommodated on the same wings as the other detainees.

Detainees held on remand can enjoy more privileges than convicted detainees. For example, they may have 2 social visits per week, and they can also send and receive as many letters as they wish.

At the Governor's discretion, and in consultation with the Healthcare Team, remand detainees may see their own GP or dentist providing they meet the costs incurred of any appointments.

Remand detainees will be offered assistance to preserve their outside accommodation and employment, to prepare for trial and to obtain help with any personal problems.

It is not obligatory for a remand detainee to work. However, should they choose not to they will receive no pay. They may rent a TV, but this is dependent on their behaviour and rental payment must come out of their cash account.

Female Detainees

These are held on D Wing which is separate and secluded from the male accommodation cells.

Some female detainees have little or no family support or have come from an abusive background which in itself deems them as potentially vulnerable. These issues should be picked up during the reception process.

There is a specific Segregation Policy in place for women. D Wing has its own Segregation Cell as well as its 15 ordinary, single occupation cells.

Pregnancy tests are offered to women when they first arrive. Any pregnant detainees will be offered the same midwifery care and input from other agencies that women out in the community have.

Female detainees have access to various education classes and gym sessions, and members of the Mothers' Union run fortnightly Arts & Crafts Classes on D Wing.

Disabled Detainees

There is a policy in place to address the needs of disabled detainees or those with impairments. With the co-operation of Healthcare, any specific needs are identified during the reception process and a Supported Living Plan will be implemented.

There are 6 Disability Liaison Officers, and detainees are assigned accordingly. They are also allocated a named health professional who will liaise with the Officers.

There is one cell on each wing which is arranged for a physically disabled detainee and large enough to accommodate a wheelchair if necessary.

Foreign National Detainees

There is no specific policy in place for these. A detainee who struggles with English will be helped by Officers, some of whom may speak their language but, if not, can utilise Language Line or Google Translate. It is also possible to acquire reading and DVD material in a specific language.

Specific dietary needs can be accommodated by the Catering Officer.

Older Detainees

Detainees over 60 years old are classed as Older or Elderly. It is recognised that it can be hard for older people to adapt to prison life. They can be deemed vulnerable due to the physical or mental stress of imprisonment. Where possible, if mobility or stairs are a

problem, an older detainee may be allocated a cell on the ground floor close to the Wing Officers' dais.

On reception/induction, an in-depth Needs Analysis will be carried out by a member of the Healthcare Team and a Personal Officer, and a Supported Living Plan will be put into place.

Veterans

The prison has a Veterans Support Team which is available to any detainee who has served in Her Majesty's Armed Forces or the Merchant Navy, or whose fishing vessel has been involved in military operations.

Veterans are identified during the reception process and will be spoken to by a member of the Veterans Support Team as soon as practicable. All detainees who are ex-service personnel are identifiable via the Prison Information Management System.

A Veterans Policy is operational and features guidelines for a smooth return to the community following release from prison.

Young Offenders

This term applies to those aged between 18 and 21. Young men will be held on the Induction Wing until they are allocated a cell on the wing deemed most suitable. Young women will be placed under the same regime as the young males but will be on D Wing.

Vulnerable Detainees

C Wing houses male sex offenders and detainees who, for a variety of reasons, are unable to cope on the main wings. The decision to place a detainee on C Wing is normally made during the reception process, but will initially be placed on the Induction Wing. A detainee may also be transferred to C Wing from another wing if they, for various reasons, become deemed vulnerable.

Various education classes and gym sessions are available to vulnerable detainees but they have few work opportunities. They do not mix with detainees from any other wings.

Life Sentenced Detainees

All life-sentenced detainees are held in UK prisons. The life-sentence system is explained in some detail to the detainee and their family members.

A 3 week return period is allowed every 6 months for “accumulated visits” which can take place on every visits day. Those detainees held in Category A (high security) prisons are not allowed to return to the Island for visits as the Isle of Man Prison is of Category B status.

A life-sentenced detainee must sign a compact agreeing to the accommodation and travel conditions before they are allowed to come to the Island.

Managing Risks to Prisoner Well-being and Safety

Supported Living Plans

The Supported Living Plan was introduced to create a shared plan for the support of those who need additional help. It is instigated when a detainee has been identified as being aged over 60, or as having a disability, impairment or low IQ. The plan is opened by the detainee’s Personal Officer in collaboration with a Healthcare Nurse.

Altered Health Status

According a detainee ‘Altered Health’ status enables Healthcare staff and Officers to be mindful of the risk of deterioration of that person’s long or short term health issues.

Folder 5

Using information volunteered by a detainee as well as from external sources, e.g. Probation and Court reports, previous custodial sentences, prior knowledge and medical referrals etc, an assessment is made regarding that individual’s risk of self harm or suicidal intent. If deemed necessary, a process known as a Folder 5 may be instigated. This involves regular or continuous monitoring, observation and recording of the detainee and their demeanour.

A Folder 5 may be set in place at any time if deemed necessary. There are set time intervals at which it will be reviewed, continued or closed.

Anti-Bullying Policy/Violence Reduction Strategy

The prison has a stated purpose to create a safe environment of:

‘Zero tolerance’ attitude towards anti-social behaviour, which either wilfully or recklessly, in any form, causes physical or emotional harm to any person or persons.

The Anti-Bullying Policy clearly outlines bullying definitions, as well as procedures for raising a complaint, reporting and providing support for victim and perpetrator.

If an Officer has concerns about or knowledge of specific instances of bullying then they will record these on PIMS and submit a Security Information Report. Through liaison with the Wing Senior Officer, an Anti-Bullying Monitoring and Support Folder will be opened.

Bullying Incident Reports (BIR's) are generated for each bullying incident that is recorded. To provide a consistent approach, procedures are in place outlining stages through which the BIR will progress.

Safer Custody Meetings

Monthly Safer Custody meetings provide an opportunity to identify and review detainees who particularly require regular monitoring, and to consider suitable safeguarding options within the prison environment. As well as reviewing open Folder 5's and new or on-going BIR's, the Safer Custody Meetings give an opportunity for new receptions giving cause for concern to be considered.

These meetings are attended by designated Officers with responsibilities for maintaining a safe environment and personal welfare, together with Healthcare staff and other agencies such as Probation, the Chaplaincy and Samaritans. At least one member of the Board attends as an observer.

Prisoners' Council

The Prisoners' Council meets once a month. It was set up *"in order to provide the Senior Management Team with an opportunity to share proposed changes with prisoners, and for prisoners to have an opportunity to voice their concerns and offer a legitimate input into policy development"*.

The Council consists of a Principal Officer (Chairperson), 2 Senior Officers, a Wing Officer and one detainee representative from each wing. Members of the Board may also attend. Each wing representative has a Deputy who can attend the Council during absence or as required.

4. Offender Management

Detainees are transported to the prison either directly by the Police or by a civilianized service provided by 'Resource' staff from the Courts, Police custody, hospital, or other medical visits.

Detainees arriving at the prison are already handcuffed, and remain so until they are located within the security of the reception area.

Reception

Reception is open 7 days a week from 07:30 hours until 19:00 hours on week days and until 14:30 hours at the weekend. It will remain open at other exceptional times, e.g. Courts sitting late or a potential recall of a person on licence. The prison is advised of any late sittings at the Courts by the 'Resource' staff. In this event, reception will stay open even if it means the night staff taking over the running of the area.

The reception process is the responsibility of the Operations Group staff who carry out an extensive and thorough search of the new detainee and of property brought in. Reception staff concentrate on the characteristics of any potential risk to new detainees. Any urgent needs are addressed by Induction and Healthcare staff.

Every reception is subject to a full search - a strip search which is conducted in such a manner as to endeavor to preserve the dignity of the detainee. The full search is always undertaken by staff of the same gender as the detainee.

In a delegated area of reception there is a BOSS Detector Chair which is used to locate items that may be secreted in or on a detainee's body. All receptions are required to use this facility and a refusal will generally arouse suspicion and require that the detainee is detained on the Segregation Wing for the first few days.

A shower is offered on arrival. A change of clothing is offered in cases where a person arrives in soiled clothes.

Detainees are advised that they are entitled to a telephone call. This is usually conducted on the Reception Office telephone to a number of their choice provided it does not compromise security and is not controversial. Only an Officer is authorized to obtain this number and he/she will first call the person to ensure that they are willing to speak to the detainee.

Property

When detainees arrive at the prison, any property accompanying them is checked and recorded with the detainee present. Property is secured and placed into a storage container allocated to that detainee. Any money or jewellery or other valuable items are photographed and transferred in a clear plastic pouch to the Administration Department for recording and safe keeping.

The Property Storage room in the reception area has clearly designated zones for stored property and incoming property.

Detainees access and retrieve their property through an application system - every week each wing is allocated 2 days on which they may request and receive their property.

With regard to general property in the cell, detainees are allowed an allocated number of clothing items. All other property is stored in their personal property box.

Induction

F Wing is the area where all new male detainees undergo a more prolonged and detailed induction process. New female detainees undergo a separate induction process on D Wing.

The assessment of new detainees is continued on the Induction Wing by use of close behavioural observation, dialogue with Induction staff and the use of the computerised Induction Questionnaire. This includes questions on alcohol and drug use, self harm and sentence details along with information on gang associations and HM Armed Forces membership. In addition, there are check lists in the Induction Questionnaire to ensure detainees are given access to all of the facilities and rights information to which they are entitled.

While on the Induction Wing, detainees are made aware of the identity of their allocated Personal Officers and where possible given the opportunity to meet and talk with them prior to relocation on their wing. New receptions are seen by the Education Manager while they are on the Induction Wing. Other agencies such as the Chaplaincy, Samaritans and Independent Monitoring Board (IMB) members will see them on their next visit to the prison whenever possible and within the detainee's first week.

No set time limit is given for a new detainee to remain on the Induction Wing. Although it is generally acknowledged that 3 days is appropriate for an effective induction to take place before transfer to the residential wing, a new detainee may remain there for longer should it be deemed necessary or helpful to their well-being.

Wing Allocation

New reception detainees are dispersed onto wings that are appropriate for their safety, well being and security. Each detainee is allocated a single cell. Occasionally, there may be a need to provide a 'Buddying-up' cell allocation where a new detainee will share a cell with a more trusted detainee for an appropriate period.

Where it is deemed beneficial, a new detainee can visit the wing they will eventually be moving to as part of a phased introduction that helps ease the transition and allows Officers to assess the suitability of the location.

Detainees are allowed to wear their own clothes on the wing, provided they have a Standard or Enhanced status. They may also wear them when they are going to Court.

Provisions

A gender appropriate hygiene pack is provided to new detainees which will see them through their first days. Detainees can buy additional items from the "Canteen". Toilet paper is provided by the establishment.

Another pack is given which contains useful information outlining various procedures such as Visiting Orders, Application for Work, Spending Account, establishing a Contacts List for telephone calls, Prison Compacts and Rules. Within this pack there are also some canteen items, including eating utensils, as well as an envelope, paper and pen.

Detainees are allowed to wear their own clothes; should it be necessary or required, clothing can be issued from a central store in a variety of different sizes to suit.

Custody Planning

All convicted and remand detainees participate in Custody Planning. Those serving less than 6 weeks or serving time for Fines undergo an Induction Assessment and Custody Planning Stage 1. The aim of Custody Planning is to support the offender through the stages of Court, prison custody, release and, where necessary, supervision/resettlement in the community. These stages are progressed via Resettlement Meetings which provide a 6 monthly review of each detainee's Custody Plan.

Resettlement involves work to prepare for the release back into the community without further offending whilst helping the detainee to maintain and develop appropriate family and community ties. Securing future employment and accommodation is a key aim and a significant factor for successful reintegration into the community.

The process cannot be delivered by the Prison & Probation Service alone and relies on collaboration with other agencies and Government Departments (*see below Other Agencies).

Resettlement Meetings

These are held weekly in the Resettlement Office in the prison. They are attended by selected detainees with their Personal or Wing Officers together with members of the Resettlement Team and external agency representatives.

Their aim is to discuss each detainee's progress and educational needs, review Custody Plans and anticipate external agencies that may be helpful after release. A copy of the updated plan should be offered to every detainee after each meeting.

The Resettlement Team

Every member of prison staff has a duty to assist detainees with the resettlement process but, ultimately, the responsibility for directing, steering and setting out strategic direction rests with the Resettlement Team. This consists of a Deputy Governor, Principal Officer, and a Resettlement Prison Officer complemented by 2 prison based Probation Officers. The Resettlement Officer is based in the Resettlement Office located within the prison Education Block.

Release Procedures

Release and discharge procedures, which are the priority of the established Resettlement Team include input from Probation, Education, Healthcare, and various other agencies. The aim is to ensure that detainees, no matter how long they have been in custody, are prepared sufficiently for their release back into the wider population.

A detainee will be evaluated as to the support he/she may require within the community and will be made aware of the support systems available prior to release. It is also a primacy to confirm that a place of fixed abode will be available to the detainee on release.

Pre-release Plans

The Pre-release Plan (PRP) is the formal clarification of a detainee's release arrangements.

The PRP consists of 7 parts:

1. Accommodation
2. Activity
3. Relationships and dependents
4. Drugs and alcohol

5. Health
6. Debt/finance/benefits
7. Supervision and licence arrangements

A review of the Custody Plan is undertaken to consider what targets, if any, have not been achieved. It may be necessary to consider referrals to outside agencies to continue work that has been started or that has not been possible to address in custody.

Normal Release

Since 2015, the Induction Wing has undertaken the role of accommodating detainees for the last 48 hours of their sentence prior to release. This new arrangement provides the time and opportunity to mentally and physically prepare and plan for life back in the community. It also avoids any last minute intimidation of detainees and any inappropriate celebratory behaviour can be avoided by such a move, reducing the negative impact on the remaining detainees on the residential wing that is sometimes encountered when people are released.

The pre-release time spent on the Induction Wing enables issues such as detainees leaving their cells on the residential wing in a clean and undamaged state to be more easily verified, and it provides the opportunity for Probation and Resettlement Teams to finalise paperwork and arrangements before release. It also provides a greater period of time to ensure that all of the detainee's property will be available when they leave.

A computerised Exit Questionnaire is available to detainees on the Induction Wing as they prepare to leave. This affords them the opportunity to comment on their stay in prison.

Release on Temporary Licence (ROTL)

Paragraph 16 of the Custody Rules allows the Governor to release a detainee temporarily for any period or periods and subject to any conditions. Release on ROTL is used regularly and for a variety of reasons. Whenever temporary release is to be considered the Deputy Governor and the team responsible for security carry out a risk assessment so that the Governor is in possession of all the relevant facts before making a decision and signing the Warrant.

Early Release

There is a proviso for early release on Compassionate Grounds at the discretion of the Governor. Any cases are treated strictly on an individual basis and evaluated purely on the matter in hand.

Transfers

Transfer to other prisons within the UK is required from time to time for a variety of reasons. All Life Sentence detainees will be relocated to a Category A or B prison within the UK. In addition, it is also used for purposes of domicile and may, under certain circumstances, allow transfers to another institution as deemed necessary by qualified persons, e.g. in cases of mental health welfare.

Parole

The Parole Committee is a statutory committee operating within the Criminal Justice System. It is made up of 7 members who are appointed by the Minister of Home Affairs for an initial period of 3 years.

The Committee independently assesses long term detainees who apply (and are eligible) for parole under a discretionary conditional release licence and makes recommendations to the Minister of Home Affairs. Detainees who are granted parole are released on licence and their progress during the period of their licence is closely monitored. Failure to comply with licence conditions can lead to a recall to prison.

The Committee has at least 10 meetings a year but much depends on their caseload. They look at a detailed dossier on each detainee applying for parole, and consider factors such as degree of risk to the public, likelihood of re-offending, progress during the sentence, accommodation and employment available on release, and family and other support networks.

Detainees are notified of the outcome of their parole application within a couple of weeks of the Parole Committee Meeting.

Probation Service

The Probation Service provides reports and assessments to the Courts, as well as structured supervision and enforcement of Court Orders and post-custodial licences.

Effectively, Probation staff assess, manage and review risk, and deliver community based interventions which are informed by the risk assessments. They also have a pivotal role in the Island Multi-Agency Public Protection arrangements. Their aim is to actively promote integrity, respect and anti-discriminatory behaviour in order to support community safety. External & prison based Probation Services were combined under the Prison Governor's control in 2011.

Presently, there is only one Probation Officer working in the prison but the usual number is 2. The Officers are an integral part of the Resettlement Team. The Officers deliver a range of Intervention Programmes aimed at reducing re-offending behaviour. These include presentations and workshops/programmes on Cannabis Awareness, Victim Awareness, Sex Offence, Alcohol and General Drug Awareness plus Anger Management work with targeted individuals and offence specific work using 'Targets for Effective Change'.

***Other Agencies**

The Resettlement Team endeavours to generate and maintain links with outside and prison based agencies in order to expand the options available to detainees in terms of targeted interventions. These agencies include:

- **Healthcare Team:** 2 qualified, registered Mental Health Nurses offer Anxiety Management in-house. Referrals may be made by detainees themselves, by the Healthcare Team or by the Resettlement Team.
- **Drug & Alcohol Team:** Referrals are made through the prison Healthcare Team or the Resettlement Team which includes a Healthcare Manager.
- **Alcoholics Anonymous:** Detainees with identified drink problems will be offered a means of contacting Alcoholics Anonymous through Resettlement Meetings.
- **Isle of Man College of Further Education:** The prison Education Manager will identify and satisfy each detainee's educational needs and involve the College both during custody and after release.
- **Job Centre:** Career advisors attend the prison and visit the wings to offer advice to detainees once per fortnight. The Resettlement Team may also target individual detainees according to identified needs and refer to advisors.
- **CIRCA:** This is a registered (Charity No 657) whose main aim is to co-ordinate volunteer workers and find volunteer work placements within the numerous registered charities throughout the Island. The Resettlement Team refer particular detainees, with the aim to provide purposeful activity on release and also build experience into the offender's CV.
- **'Housing Matters' & GRAIH:** Organisations which have representatives who, on request, will attend the prison to assess the housing needs of detainees. Referral would normally go through the Resettlement Team.

The Salvation Army also have a half-way house known as David Gray House. Referrals can also be made through the Resettlement Team and individuals will be assessed by a David Gray Worker prior to release.

- **CRUSE Bereavement Care:** Referrals for bereavement counselling are made through the Healthcare Team. Counsellors attend the prison by appointment and the counselling is conducted in the Healthcare department.
- **The Children's Centre:** Representatives of the Children's Centre attend the prison for the detainee Family Days and on an ad hoc basis to help facilitate the 'Story Book Parents' Scheme which is available to detainees with young children. This scheme is to allow a detainee to have an edited recording of them reading a storybook sent to their child(ren) as a means of maintaining parental contact.
- **Samaritans:** The Samaritans attend the prison each Saturday morning. They are free to tour all wings unhindered in order to interact with all detainees. There is also a Samaritans telephone located in the Centre Hub Office. Any detainee asking will be given the telephone in order to talk to a Samaritan any time night or day. Prison Officers may identify a detainee in distress and offer the service to them.
- **Manx Courts Mission:** The Manx Courts Mission is a charitable organisation aimed at giving offenders, or families of offenders, emergency financial help. They may be contacted by the Resettlement Team when a detainee is identified with urgent needs.
- **Victim Support:** Referrals may be made to Victim Support by the Resettlement Team or by any member of staff. Victim Support receive a donation of 20% of the wage of a detainee working out in the community.
- **'PrisonWorks':** This is a Restorative Justice Programme supported by Personal Officers. It requires detainees to acknowledge the effects of their crimes on themselves, their family and friends and, importantly, their victims.

Rehabilitation

The Criminal Justice Strategy Act was introduced in late 2012. The Criminal Justice Board was convened shortly afterwards and one of its 4 core approaches is rehabilitation. The Board's role includes liaising with other departments responsible for social policies in order to prevent entry and re-entry into the Criminal Justice System. It

reports quarterly to the Department, the Council of Ministers, and the Social Policy Committee.

5. Security, Order & Control

Incentives & Earned Privileges (IEP)

The IEP Scheme is a system which allows detainees to obtain extra privileges during their sentence through continued good behaviour. The main aims of the scheme are:

- To encourage responsible behaviour by detainees.
- To encourage effort and achievement in work and other constructive activity by detainees.
- To encourage sentenced detainees to engage in sentence planning and benefit from activities designed to reduce reoffending.
- To create a more disciplined, better controlled and safer environment for detainees and staff.

There are 3 levels - Basic, Standard and Enhanced. On reception, all new detainees start on Standard Regime. Detainees can apply for Enhanced status after 8 weeks. Detainees who receive 3 warnings within 2 months are placed on a Basic regime, for 4 weeks if Adults, and for 2 weeks if young offenders.

IEP levels are reviewed at a weekly Review Panel. The Panel usually consists of the same core group of Officers to ensure a consistent approach. Applications and potential upgrades/downgrades in IEP levels are considered carefully. Detainees can make written contributions and the views of Senior, Personal and Wing Officers are taken into consideration.

The Panel also uses the entries on the Prison Information System (PIMS) to gain a picture of a detainee's recent behaviour. Detainees are personally informed of the Panel's decisions and are given clear indications of any necessary areas for improvement. In accordance with the 2011 HMIP Report, detainees on Basic regime are now being given written targets in order to regain Standard status.

Discipline & Adjudication

Most misconduct in the prison can be dealt with informally through good management, good staff/detainee relationships and the IEP Scheme. However, the formal discipline

system is central to the maintenance of good order, control, discipline and a safe environment by investigating offences and punishing those responsible.

Discipline procedures are provided for by The Custody Rules 2001 and they set out all disciplinary offences and punishments. They empower Governors to investigate all charges, reach decisions and award punishments. The aim is to provide fair and just treatment for detainees (and victims) within the prison discipline system whilst ensuring that all Adjudications are conducted in accordance with the principles of natural justice and without unfair discrimination. There is a detailed policy and procedure document available for guidance.

Adjudications are mostly carried out by the Governor and Deputy Governors. They relate to detainees who are alleged to have broken the Disciplinary Code. Detainees have the right to request legal assistance or can be supported by a friend or associate, although it is very rare for these options to be used. Detainees can cross examine witnesses and request video evidence if available.

Custody Rule 46(8) authorizes the chairperson of the Independent Monitoring Board (IMB) to appoint a panel, consisting of not less than 3 members to consider the offences of assaulting an Officer or of escaping or absconding from an institution or legal custody. The IMB can impose punishments as set out under Custody Rule 48(1).

Good Order & Discipline (GOAD)

Maintenance of Good Order & Discipline is one of the fundamental principles of the prison. To achieve this it may be necessary, via an Adjudication award of cellular confinement to remove a detainee from their normal location to E Wing until their behaviour and/or circumstances meet the requirements set out.

Cellular Confinement (CC)

Following a finding of guilt at Adjudication, an Adjudicator may impose a punishment of cellular confinement in the Segregation Wing, as long as a member of the Healthcare staff has indicated that there are no relevant health factors that would advise against this.

The maximum period a Governor can impose is 3 days, whereas the IMB may award up to a maximum of 28 days. Detainees who have been awarded CC as a punishment may also have their mattresses and bedding removed from their cell during the day.

Segregation

When a detainee needs to be kept separate from the rest of the prison population the Segregation Unit, E Wing, is provided for this purpose. There is a special cell in the Female Wing to isolate any female detainees when necessary.

E Wing contains an isolation unit that consists of 9 cells, 3 of which are dry cells which house detainees in special circumstances, such as a 'Dirty Protest'. It also has showers and an outside area for exercise. Detainees who present with severe risks of self-harm and require very high levels of observation may be placed in the special observation cell.

There are various reasons why a detainee may be removed to E Wing - having been awarded a period of CC as a result of being in serious breach of the disciplinary code of the prison (GOAD), for their own protection/interest (OI), and while awaiting the commencement of Adjudication.

Any detainee who is located on E Wing is given a special search and will also receive a dynamic risk assessment. Every process the detainee undergoes is carefully recorded and logged.

Segregation procedures aim to help detainees address negative aspects of their behaviour and return positively to normal location. The decision for removal is only taken when it is believed that the detainee's behaviour is likely to cause such disruption that keeping the detainee on ordinary location and routine is unsafe.

All detainees, apart from those awaiting Adjudication, must be dressed in "Segregation Clothing" which consists of prison-supplied jogging bottoms and top.

A detainee may be located in the Segregation Unit to await Adjudication for being placed on report following an incident. In these circumstances, segregation can only be used for the period between the alleged offence and the initial hearing and especially when there is a risk of collusion or intimidation relating to the alleged offence. All facts are carefully noted on the detainee's record.

Occasionally, a detainee will request or agree to segregation for their own protection. This may be due to their activity whilst in custody, or it may be as a result of an event prior to custody. There has to be good and sufficient reasons for believing that the detainee's safety and wellbeing cannot reasonably be assured by other means. Detainees may exceptionally request own interest segregation for reasons other than a fear of assault by other detainees.

Drug Testing

Under the Custody Rules 2001, it is an offence against discipline if a detainee self-administers a controlled drug, or fails to prevent the administration of a controlled drug to him by another person. Powers to require detainees to provide a sample of urine for drug testing purposes were introduced as part of the Isle of Man Prison Service Drug Strategy "Tackling Drugs in Prison". Mandatory Drug Testing (MDT) cannot solve the problem of drugs within the prison, but it can help to reduce drug misuse when used as part of a comprehensive drug strategy.

There are 4 areas where MDT may be applied:

- 1) **Random Testing**: Where detainees are selected on a strictly random basis. This is computer generated and 10% of the prison population are selected every month.
- 2) **Reasonable Suspicion**: Detainees are selected for this test if there is reason to believe that the detainee has misused drugs. This test follows a security report and is authorised by a Deputy Governor.
- 3) Detainees are selected for a **Risk Assessment Test** when they are being considered for a privilege such as release on Temporary Licence, or a job where a high degree of trust is to be granted. This test can be requested by the Work Allocation Board or by the Security Department.
- 4) Via the **Frequent Test Programme** where detainees will be selected for the test because of their previous prison history of drug misuse. It is authorized by a Governor Grade as part of an Adjudication award for previous drug misuse.

The Isle of Man Prison Service has been running an MDT programme since 2001 and it strictly follows the Policy & Procedures document which was updated in 2014. Detainees who fail the tests are subject to internal disciplinary procedures and failures can have impact on parole applications.

Dogs

The dogs and their handlers form an integral part of the prison security system. The dogs are all trained in the passive and active detection of illegal substances and other items. They are used during detainee visiting sessions as well as when external deliveries are being made to the prison; this in addition to general active duties within the prison itself. Training and assessment is ongoing.

There are 2 Passive Drugs Dogs, licensed to search for drugs, and 2 Active Drug Dogs, which are licensed to search for drugs, illicitly brewed alcohol, tobacco and new psychoactive substances (NPS), more commonly known as 'legal highs'. All dogs are licensed and trained at HMP Kirkham with the National Offender Management Service and come under the guidelines of Prison Service Instruction (PSI) 2011.

The Dog Section has two Officers, one full time and one whose role is split between the Operations Group and the Dog Section. Both are qualified dog handlers.

The Dog Unit is a secure, stand-alone area located to the side of the Gatehouse. It consists of a compact administration block and a series of modular, purpose-built kennels, each of which has individual housing and a small run. There is a grassed training area next to the kennels. There is also provision to accommodate Police dogs while their handlers are on leave.

The Dog Unit is a Restricted Access area due to the specialist nature of its role. All permission for access has to be granted by the dog handlers, or via the Control Room if the dog handlers are not on duty. The area directly in front of the kennels can only be accessed while a dog handler is present. These restrictions are made on 'duty of care' and animal/visitor welfare grounds.

6. Regime

Exercise

There is a 30 minute period for exercise each morning and afternoon. Exercise is taken in the small yards attached to each wing. All wings have benches in the yards, kindly donated by the Samaritans. If it is raining, exercise is taken inside the wing.

All detainees, including those on a basic regime, can take exercise; those who refuse are locked in their cells.

Association

This is when detainees are allowed out of their cells but remain on the wing. All wings have one period of association on weekdays from 18.00hrs until 20.15hrs, and one on weekend days from 13.30hrs until 16.15hrs,. During these periods detainees can talk to each other and take part in activities such as playing pool or table tennis. They can also use the time to make telephone calls and have showers.

Detainees who refuse exercise or do not work or attend education have less time out of cell. The Board notes that activities can be withdrawn if there is a breach of discipline at any time for a period of up to 28 days.

Physical Education (PE)

The Sports Hall and Gymnasium are managed by a Senior Officer and 3 other Physical Education Instructors assisted by a Gym Orderly who is a trusted detainee.

There is a minimum entitlement to PE for all detainees other than those who are held in Segregation. Additional sessions are available according to the individual detainee's IEP level:

- **Basic:** 1 session a week.
- **Standard:** 3 sessions Monday to Friday plus 1 weekend session.
- **Enhanced:** Daily use including an evening slot.

The duration of each session is 60 minutes, but sometimes lasts for longer. Detainees using the Gym and Sports Hall must undergo a full Induction Course and are also assessed by Healthcare.

Those who are not regular gym attendees must undergo a fitness test before taking part in strenuous activities. As well as use of the cardio-vascular equipment, the PE staff offer such games as football (for Enhanced detainees only), badminton, short tennis, indoor bowls, and circuit training. Some of the activities are devised to suit female detainees and the elderly.

In addition, the PE Department plays a vital role in Family Days and events such as the Healthy Living Day.

The Sports Hall facilities may also be used to hold detainees during the annual chlorination of wing facilities.

Social Visits

Visits last for one hour. Remand detainees are entitled to 2 visits per week and convicted detainees may have one visit per week. Enhanced detainees can apply for a mid-week Privilege Visiting Order (PVO) which is valid for 2 weeks from issue and cannot be accumulated. PVO'S can only be used for weekday visit sessions and not on

Christmas Day, Boxing Day or Good Friday. There are no visits on Mondays, Wednesdays, Christmas Day, Boxing Day, and New Year's Day.

A detainee applies for the Visiting Order, which is then issued to their visitor. For those visiting the prison for the first time, procedures are explained and questions answered over the designated booking line. These calls are handled by the Operational Grade staff (OSG's). Information for visitors is also available on the prison section of the Government Website.

The Visiting Order gives instructions as to procedures on arrival and during the visit. It states that property cannot be accepted at weekends and provides information about the amount of money that can be taken in to purchase refreshments. Visiting Orders for convicted detainees have no expiry date while those for remand detainees expire weekly.

There is a bus service to the prison with a shelter close by the Visits Centre. Visitors assemble in the Visits Centre prior to going across to the main body of the prison. There are ample lockers available for storing visitor property not required on the visit. The Centre is bright but bare, although there is a TV. There is a small selection of reading material and leaflets available and a small play area outside.

Having arrived in the Visits Centre, visitors are taken over to Security in groups of approximately 6, in order of arrival. Having passed through Security, visitors are taken to the Visits Hall where they are seated before the detainees are brought in. This avoids any embarrassment for detainees whose visitors do not arrive. There are 24 fixed table and chair arrangements most of which can seat 4 people including the detainee. Staff are sensitive to potential conflicts during visits and take these into account when planning the seating arrangements to ensure a smooth and safe visit.

Detainees can apply for inter-wing visits and a Visiting Order is needed by both parties. Security checks are made but there is no delay in arranging the visit.

In order to accommodate visitors from off Island, extended visits lasting for an hour and a half are facilitated. Manx detainees (excluding Category A prisoners) serving sentences in the UK are allowed to return twice a year for accumulated visits over a 3 week period and are permitted visits on allocated visiting days.

Closed Visits

During closed visits, the detainee and the visitor are separated by a clear perspex/glass screen so that no physical contact is possible. Communication is conducted via an intercom telephone. There are 3 closed visits booths. Detainees are placed on Closed

Visits as a result of disciplinary action, or as a result of the visitor being suspected of carrying some illegal substance into the prison, often because a drug dog has picked up on the carrier. In this situation, the visitor is asked if they wish to proceed with a Closed Visit or leave the prison immediately. If the visitor wishes to proceed they are placed in a Closed Visit Booth. Closed visits take place at the same time as other visits.

Family Days

The aim of Family Days is to enable detainees serving long sentences to maintain and strengthen bonds with their children, by allowing them to spend a longer period of time with their children than is available on normal visits.

Family Days take place 3 times a year during the Easter, Summer and Christmas periods. Participation is open to all Enhanced detainees with children of a suitable age and who have completed a course entitled "Through the Eyes of a Child" delivered by the Isle of Man Children's Centre.

Family Days are planned and organised by the Family Day Committee which consists of a Deputy Governor, Catering Manager, Prison Probation, PE staff, Mother's Union, Isle of Man Children's Centre, and the 'PrisonWorks' Charity.

Every effort is made to make Family Days as relaxed and comfortable as possible for those attending, e.g. Prison Officers attending do so out of uniform. Prison staff are assisted by the Mother's Union and the Isle of Man Children's Centre. The PE Department organises games and activities in the gym and entertainment is provided for the children. Each family has a table at which to base themselves and eat together. Meals and refreshments are funded by the Rotary Club. Photographs are taken on the day and individualised albums are provided for detainees and their families.

Canteen/Prison Shop

The Canteen/Shop is run by an experienced Stores Manager assisted by an Enhanced detainee. A Canteen Sheet detailing everything available and the price of each item is distributed every Monday morning and collected on a Tuesday. Orders are delivered on a Thursday morning. Prices are reviewed and updated on a weekly basis. New receptions are issued with an Emergency Canteen Form with the proviso that they cannot spend more than the cash they have in hand.

Each Canteen Sheet is personalised using information from the Work Allocation Board to show how much that detainee has earned, private cash and how much they have to spend. Detainees must ensure that they have sufficient funds to cover the items

ordered. The Canteen Sheet is divided into sections to allow for prioritising the ordered goods when there are insufficient funds available in the detainee's account.

In addition to the goods listed on the Canteen Sheet, detainees (excluding those in Segregation or on Basic regime) can request additional items (subject to the Facilities List) in the Canteen Sheet section marked "Privilege".

Detainees have access to a limited range of mail order catalogues such as Sports Direct and the Avon catalogue. Detainees are also able to request items from other catalogues or online stores such as Amazon provided they can provide exact details of the item required and have sufficient cash to pay for the item in full.

Education

Education is contracted out to the Isle of Man College - to be known as the University College Isle of Man (UCM) with effect 1 April 2016. It is delivered in the prison by a team of staff under the leadership of an Education Manager who is the only permanent member. The rest of the team consists of sessional tutors and volunteers. The Manager also liaises with the College to help detainees apply for suitable courses prior to their release. Some are released on a Temporary Licence so they can attend while still in custody.

There are a total of 5 classrooms in the Education Wing and these are mainly used for Mathematics, English, Information Technology, Personal, Social and Health Education, Cookery, and Arts and Crafts. Detainees are encouraged to study for formal qualifications in the first 4 subjects. Those who can obtain funding or have sufficient funds to pay for Correspondence Courses are given support. Level 2 Chartered Institute of Environmental Health Food Safety is available for detainees working in the kitchen.

Each classroom is capable of taking up to 6 detainees. There are toilet facilities within the Education Wing as well as Offices and a Library. A member of the Operations Group patrols this area and all classrooms have cameras fitted as standard. There are activity rooms on each accommodation wing which can also be used as required. There are also workshops available in the Works Department.

While they are on the Induction Wing, all detainees, apart from fine defaulters, are given a leaflet which details the courses and qualifications available, and they have a meeting with the Education Manager in order to set up an Individual Learning Programme.

Provision of education is governed by a policy and procedure document. All detainees attending classes have to attend for at least 6 weeks and sign and abide by written

classroom rules. Detainees in full time education are paid a weekly rate of £13.50. However, they must attend 10 lessons each week. These are negotiated and relate to a detainee's specific needs.

The department closes for 4 periods in the year, each lasting for 2 weeks - Easter, Christmas, TT fortnight, and Grand Prix.

Work

The Work Allocation Board (WAB) circulates a list of vacancies and meets weekly to fill vacant posts. All activities are governed by a written policy and procedure. WAB considers submitted job applications from detainees for new employment and changes to existing employment. They also give careful consideration to those currently under suspension from employment and the IEP representative provides an update on detainee status and behaviour.

All convicted detainees are required to work and un-convicted detainees may apply for jobs if they wish to. Detainees over the age of 65 who choose not to work and those unable to work through ill health or disability are eligible for an allowance of £8.50 per week. Convicted detainees who refuse to work or fail to carry out their duties in a satisfactory manner are liable to be placed on report. There is an unemployment allowance of £5.00 per week but this is not payable to those detainees who have refused to work or carried out their duties unsatisfactorily.

Those responsible for work in the prison do try to develop any opportunities when they arise, but the only consistent use of the workshop facility is for recycling work. The close-knit nature of the Island community can make it difficult for trusted detainees to work for outside employers.

Library

There is a small prison Library in the Education Department which is run by one Enhanced status prison orderly and one volunteer. All wings have access to the Library.

Library opening times are Wednesday afternoons and Sunday mornings. Each session is for 2.5 hours. Detainees taking education classes can also use the Library during lesson time. Detainees in Segregation do not visit the Library and rely on a book trolley.

Magazines are available and are frequently borrowed. The Library contains a reasonably wide range of catalogued reading material which includes sections on Manx culture, history, fiction, non-fiction, and reference, including legal reference.

There is a Mobile Library facility from which books can be requested. Because of the time it takes for requests to be met, only detainees with at least 6 months to serve are added to the request list.

Letters

On arriving at the prison each detainee is given one free letter followed by one free letter per week while they remain in the prison. All further letters are at the detainee's own expense and are purchased through the Canteen.

Incoming and outgoing letters are routinely monitored by OSG's. 5% are opened at random to ensure they conform to the regulations within the prison. If there are specific security concerns about a particular detainee all their letters may be read. All letters are checked for enclosures. Any incoming cash is recorded in a Cash Book and is taken to the Administration Office for further processing. The Administration Office also keeps records of Special/Recorded Deliveries.

The only exceptions to these guidelines are letters to or from a detainee's Advocate, Doctor, Social Worker, Embassy, or the Chief Constable. These must be clearly marked "Rule 60". Incoming envelopes must be clearly marked by the Advocate. Where there is suspicion that the letter may not be a genuine "Rule 60" letter, the letter is passed to Security and opened in front of the detainee. A log is kept detailing incoming "Rule 60" letters opened in error usually because they are not clearly marked. In these cases the letter is taken to the detainee and an explanation is given. Outgoing "Rule 60" letters are checked to ensure that the addressee is a genuine Advocate.

Telephone

Every detainee has a telephone account and a personal ID. They are allowed 10 numbers which are security checked. Detainees on Enhanced status are allowed an additional 5 numbers.

Credit is purchased through the Canteen. The amount of credit a detainee can have on their account is determined by IEP status:

Enhanced: £20.00

Standard: £12.00

Basic: £5.00

The telephones can be used for 20 minutes a day by each detainee but arrangements are in place should someone require extra time. Detainees who have no visits for a month are given a second account and are allowed 3 numbers free.

Television

Each cell is equipped with a television which receives a selection of Freeview Channels. Enhanced detainees receive an additional 6 channels, although they have no choice in the channels.

In 2011, it was decided that televisions must be paid for out of wages and not private funds. Televisions are removed from those on Basic regime and can be removed as part of an Adjudication award.

Legal Advice

Legal advice may be obtained via letters, via the telephone, through the 'Live Link' facility (which must be booked by the Advocate), or via a professional visit (booked via Administration by the Advocate). An Advocate visit may take place on any weekday mornings, although the prison will make exception for some cases to have a weekend legal visit.

There are also a few legal reference books held in the Library.

Entitlement to legal representation (i.e. Legal Aid) is outside the prison remit. A detainee may use the Duty Advocate at Court or they can appoint their own Advocate, or if they wish to they are entitled to represent themselves. The prison will provide a list of people who can give legal advice, but will not recommend anyone.

'Live Link'

There are 2 "Live Link" booths within the Legal Visits area. They enable the prison to link up with the Courts, Advocates, David Grey House, Probation and Social Services.

Bookings for the use of the 'Live Link' are made through the prison's Administration Department.

A Senior Officer is responsible for the organisational needs within the Legal Visits area.

Detainees are taken from their wings to holding cells in the Visits area and from there to the booths which are all fully soundproofed. Instruction in the use of the system is given to the detainee by prison staff. The detainee is not expected to operate any equipment.

When used for remand or bail purposes an Officer will sit with the detainee. Consultation between a detainee and his or her Advocate is private.

There is the facility of conducting inter-prison links, together with the ability to link with other Courts in the UK.

7. Court Custody Suite

Layout of the Custody Suite

There are 6 cells in total. 3 single occupancy cells are located separately and can usefully accommodate female, young offenders, or vulnerable detainees. Of the other 3 cells, 2 can accommodate up to 2 detainees each, and the remaining, larger cell can accommodate up to 6 detainees. Each cell contains a bench seat, a flush toilet, a hand wash facility and a "call button". There is no separate lavatory provision, hence, with the multi-occupancy cells, one other cell has to be kept for this function, thus reducing available capacity.

Juveniles must not be locked in a cell and must be accompanied by either a Police Officer or an appropriate adult at all times.

The rest of the Suite includes interview space for Advocates, the staff office/control room/kitchen, a walk-in storage cupboard, a sluice and storage area for use by the contract cleaner, staff toilets, and a stairway down to the van docking area.

As there is no disabled access through from the van dock area, this has to be via the building's public entrance which is contravening Custody Rule 15(1).

The small staff office has an adjacent basic food preparation area. This comprises of a fridge freezer, basin, toaster, kettle, and microwave. There is a storage cupboard to hold basic food supplies. There is also an area on the wall for storing handcuffs, modesty chains (used on escort duty) and anti-ligature knives.

The processing room has a cupboard holding basic First Aid equipment and some general clothing (Tee shirts, track suit bottoms etc), including anti-suicide tops and trousers. There is a secure cupboard to hold detainees property. Staff facilities include toilets plus a small, cramped changing and storage area. There is a small cupboard/sluice for the cleaners' equipment.

Access to the Suite is via an internal staircase from the underground garage. The staircase is fitted with metal stair hand rails on both sides. There are secure doors through which detainees, under escort access the Suite. Access to the Courts is via the same internal staircase from the cells. For Advocates and other parties access is via a corridor via the main reception area at front of house. All access routes to the cells are secure with multiple locked steel doors.

4 categories of detainees can arrive from the prison - adult male, female, young offender, and vulnerable. Detainees arriving from Police cells are required to be held separately from detainees from the prison.

Detainees can arrive from the Isle of Man Prison, the Custody Suite at Police Headquarters, or directly from the Courts or the hospital. Most detainees, present on Board visits, are spoken to by members. The occasional refusals to engage are recorded. Detainees arriving from the Police cells are required to be held separately from others.

There are 4 categories of detainee - adult male, adult female, young offender, and vulnerable. All are searched on arrival. Advocates and other visitors are subject to search and their mobiles placed in a secure area.

There is no natural light and ventilation is by air ducts. There is no correct and proper location for juveniles. There are no shower facilities.

There is adequate CCTV. There is a defibrillator located at the main public entrance to the Court House.

The Department of Infrastructure is the Landlord.

8. Police Custody Suite

Members of the Board monitor and safeguard the interests of detainees prior to any custodial sentence. The premises monitored is the Isle of Man Constabulary's Custody Suite at Police Headquarters. The premises at Port Erin and Lord Street, Douglas, are now closed.

The Island's £2.8 million Custody Suite was opened in March 2015 by the Minister of Home Affairs, the Honourable Juan Watterson, MHK. It is the first standalone, pre-fabricated, modular custody building of its type in the British Isles.

The new block comprises of 20 cells which conform to the latest standards with no ligature points and low level benches for sleeping. Each cell has a toilet, call button, and an intercom system which includes a telephone system allowing vetted calls to be received and made in cell, thus reducing the risk and work load of moving detainees around the Custody Block. There is an especially equipped cell and bathroom for detainees who are disabled.

70 CCTV cameras cover all corridors and cells so that detainees are under constant surveillance and these are monitored from the main desk. There are no corners where detainees are invisible to the CCTV. A separate exercise area is included.

There is a Closed Visits Room and separate Telephone Booth. For detainees who are held for longer periods there is a shower facility. A small, well equipped kitchen is available making drinks and ready meals.

2 cells are set aside for juveniles allowing them to be detained separately from other detainees.

Part of the area is set aside for staff facilities, e.g. rest room, small kitchen. Other facilities include an Advocate's Meeting Room, Consultation Room, Interview Room, Intoxicator Room, Process Room, and Search Room. An Examination Room and secure Drug Store is set aside for the Forensic Medical Examiner. Agencies can avail themselves of the use of a small office and computer.

Behind the main charge desk is a small office for record use and storage. Entry to the Suite is via a secure van dock area.

Section 12: Work of the Board

Members

From the Board Members, a Chair, Vice Chair, Vice Chair Designate, and a Board Development Officer (BDO) were appointed in January 2016 in accordance with Custody Rule 76(1). Most members of the Board are proactive in taking an interest in specific areas of prison life and attend internal meetings at prison.

| | 2013 | 2014 | 2015 |
|--|-------------|-------------|-------------|
| Number of Board members at the start of the reporting period | 11 | 11 | 11 |
| Number of Board members at the end of the reporting period | 14 | 11 | 13 |
| Number of new members joining within the reporting period | 3 | 3 | 3 |
| Number of members leaving within the reporting period | 0 | 3 | 1 |

Visits

The Board is committed to the giving of their time and knowledge during visits to the prison. This is done on an unpaid, volunteer basis. Members visit as the rota dictates - at least one visit per week and always in pairs.

It is a requirement that the Healthcare, Kitchen and Segregation Unit areas are visited each week along with at least one wing. Following a visit, a report is written which highlights any issues or concerns that may arise, and a copy of the report is given to both the Governor and the Duty Governor. These issues will then be discussed with the Governor or his Deputy at the monthly Board meeting, or sooner if thought to be urgent.

The Board accept applications from prisoners in writing for which there is a correct procedure in place, or verbally ad hoc whilst visiting a wing. New receptions are visited by the next members on rota. In addition, the Board visit those detainees who have come to the end of their sentence and are about to be released.

Members are encouraged to take an interest in a specific area of prison life. Some currently attend, as observers, the following internal meetings, Safer Custody, Security, Resettlement, Work Allocation Board, Health & Safety, Prisoners' Council. At least one member also attends the regular meetings held between the senior management of the prison and the company holding the Escort Contract.

Board members also attend external meetings, including the Prison Healthcare Management Governance Group & Patient Safety & Governance Committee held at Ramsey Cottage Hospital, and the recently re-formed Joint Custody Group (Tactical & Strategic) Meeting, which had its inaugural meeting in March 2016 at Police Headquarters in Douglas.

The number of hours spent at the prison by members during this reporting period was 924, 96 more than the last reporting year. The total equates to 115 working days all given on a voluntary basis with the exception of the standard fuel allowance and statutory government allowance for attending monthly Board meetings.

Applications to the Board

The Board receive a varied range of applications during the year which are dealt with by the visiting members on each rota visit. These are categorised and shown below:

| | |
|--|-----------|
| Accommodation | 3 |
| Adjudications | 2 |
| Equality/Diversity including Religion | 0 |
| Finance & Pay | 2 |
| Family/Visits including Telephone & Mail | 4 |
| Food/Kitchen related | 6 |
| Health related | 6 |
| Property: | |
| Prison | 3 |
| Police | 1 |
| Canteen, Facilities, Catalogues | 2 |
| Sentence Related, ROTL (Release on Temporary Licence) ROCG's (Release on Compassionate Grounds) Parole Release Dates | 3 |
| Transfers to other Establishments | 2 |
| Staff/Prisoner/Concerns re Bullying | 3 |
| Request/Complaint to 'Resource' | 0 |
| Confidential Access to Chairperson | 0 |
| Miscellaneous | 16 |
| TOTAL NUMBER OF APPLICATIONS | 53 |

The Board is pleased to report that there has been a 32% reduction in the number of Applications to the Board during the reporting year. This would suggest that staff are more proactive in resolving issues as they arise and detainees are more aware of where to find information easily and the correct route to be taken in order to resolve their issues within the system.

Monthly Meetings

Board Meetings are held on the second Monday of each month and are also attended, for part of the meeting, by the Governor or one of his Deputies. The meetings have been attended consistently by 83% of the Board.

| | 2013/14 | 2014/15 | 2015/16 |
|--|----------------|----------------|----------------|
| Total number of Board meetings during the reporting period | 12 | 12 | 12 |
| Total number of attendees at Board meetings | 106 | 101 | 122 |
| Total number of Board meetings with the Minister and/or his representative | 2 | 2 | 2 |
| Total number of Board meetings with Police Custody Inspector (ICV) | 3 | 3 | 2 |
| Total number of attendances at Ministerial meetings | 21 | 19 | 20 |
| Chair/Vice Chair Meetings with the Minister | 2 | 0 | 0 |
| Number of visits to prison (excluding meetings) | 177 | 120 | 122 |
| Total Number of IMB Adjudications | 2 | 3 | 2 |
| Total Number of IMB attendance at Segregation reviews | | | 1 |
| Total number of attendances at other prison meetings | 38 | 34 | 36 |
| Total number of applications dealt with | 94 | 79 | 53 |
| Total number of Significant Incidents attended | 2 | 6 | 6 |
| Total number of Significant Incidents advisory | 18 | 10 | 10 |
| Total number of Training Days attended | 5 | 0 | 1 |
| Average time spent on a rota visit in hours | 3.45 | 4.10 | 3.50 |

Training

The Board was given an opportunity to take part in a full day training session for the role we undertake as Independent Custody Visitors at the Police HQ Custody Suite. In

addition to this, 2 members attended one of the training sessions for Custody Sergeants, explaining the Board's role and raising their awareness of our independent status.

Prior to monthly Board meetings, short, informative sessions have been given by various prison personnel thus giving us a valuable insight into the role of particular staff. These sessions have all been facilitated by our BDO.

Some of the Board have attended a Personal Protection Course as well as basic First Aid.

Monthly training sessions take place at the prison for members of staff and the Board are invited to attend if they so wish.

Adjudications

This year the Board remain in the difficult position of conducting Adjudications. Within the reporting period there have been 2. Although this is less than previous years we are still compromising our independence and it conflicts with our role. We would stress, once again, the urgency of the passing of the Custody (Amendment) Bill 2016 which provides for the appointment of an Independent Adjudicator.

Independent Custody Visitors (ICV)

A further responsibility of the Board is to visit the Police Custody Suite and the Court House Cells. These visits are unannounced, have a minimum frequency of monthly and can be at any time of day regarding the Police Custody Suite and during hours when the Courts are sitting at the Courts of Justice. All matters affecting the care and treatment of detainees are monitored.

The length of these visits is generally less than those at the prison. However, members have spent an average of one hour per visit. Including unannounced visits and attendances for detainees held for 48 hours or more, there have been 22 visits to the Police HQ Custody Suite during this reporting year.

A report is written after each visit. This is circulated within the Board and to the Inspector in Charge of the Police Custody Suite, or to the Staff Manager of the Courts Custody Suite, as appropriate.

There are regular reporting meetings between the Board and a Senior Officer appointed by the Police Authority. These take place at the Isle of Man Prison 3 times a year or more frequently if thought to be necessary.

General

Members have observed at 2 of the 3 Family Days which have been held during the course of the reporting year. It is of great benefit to all concerned and it is noted the amount of work that goes into the planning.

The Charity, 'PrisonWorks', has invited the Board to the final presentations following the highly successful 'Inside Out' Restorative Justice courses which are held periodically.

Once again, we are deeply aware of the high level of commitment from the Clerk to the Board. Her organisational skills and abilities are to be commended.

For & on behalf of the Independent Monitoring Board



Mrs AILEEN GELLING

Chairperson

15 July 2016